



West Lothian Council

Statutory Performance indicators 2009/10

**LOCAL GOVERNMENT (Scotland) ACT 2003
PUBLICATION OF STANDARDS OF PERFORMANCE FOR 2009/10**

In accordance with the 2008 Direction issued by the Accounts Commission, West Lothian Council publishes below the statutory performance indicators of the Council for the 12 months ending 31st March 2010.

A comprehensive list of the statutory performance indicators across Scotland will be available from Audit Scotland in 2011. Information on the performance of West Lothian Council in the current year (2010/11) will be published in the autumn of 2011.

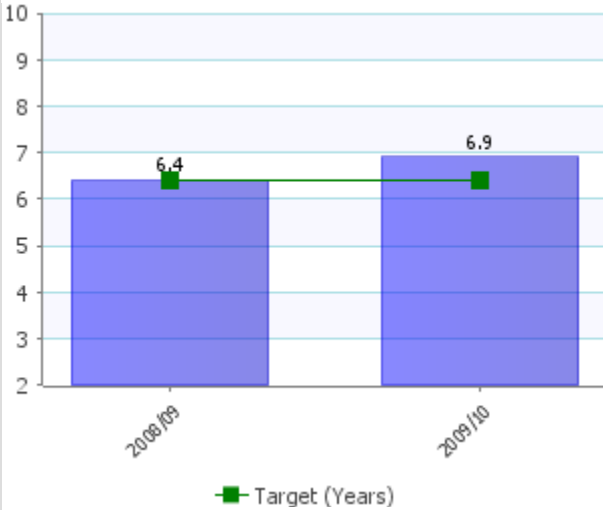
01 The average number of working days per employee lost through sickness absence

Average number of working days per teacher, lost due to sickness or absence.

sspi01a

This is a Statutory Performance Indicator, used by all Scottish authorities and was first introduced in 2008/09. The target is set as the previous year's performance and the aim is to undercut the target and minimise the number of working days lost to sickness or absence.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

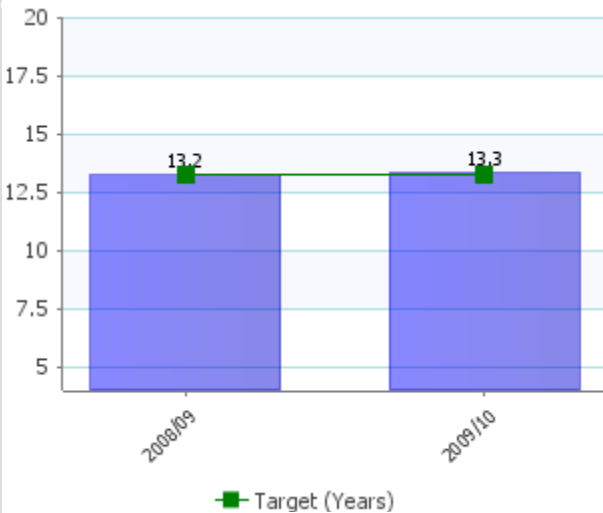
The council notes a small percentage increase in the average days per employee lost through sickness absence. However the council has introduced comprehensive changes to the management of sickness absence, including a new policy applicable from 1 May 2010 and a rigorous process of monitoring both the application of the policy and individual absence patterns. In 2008/09 we were ranked 10 of 32 Scottish Local Authorities. The Scottish average was 7.4 days.

Average number of working days lost per employee (excluding teachers) due to sickness or absence.

sspi01b

This is a Statutory Performance Indicator, used by all Scottish authorities and was first introduced in 2008/09. The target is set as the previous year's performance and the aim is to undercut the target and minimise the number of working days lost to sickness or absence.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The council notes a small percentage increase in the average days per employee lost through sickness absence. However the council has introduced comprehensive changes to the management of sickness absence, including a new policy applicable from 1 May 2010 and a rigorous process of monitoring both the application of the policy and individual absence patterns. In 2008/09 we were ranked 19 of 32 Scottish Local Authorities. The Scottish average was 12.5 days.

02 The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women

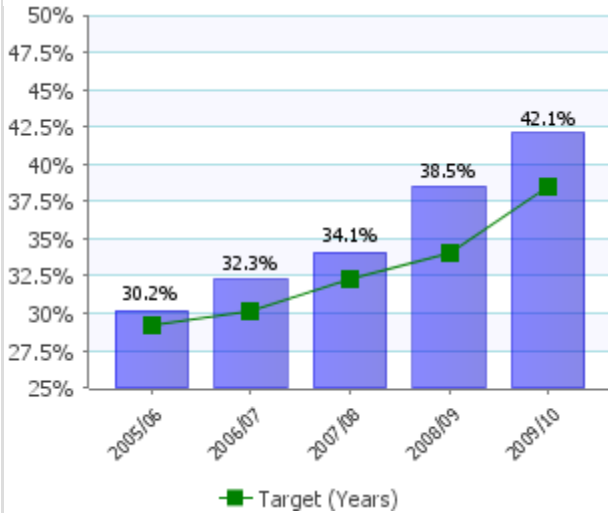
Percentage of council employees in top 2% of earners that are women.

sspi02a

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of female employees in the top 2% of earners up to a maximum of 50%

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The overall percentage of female employees in senior positions continues to increase steadily year on year. The council is committed to monitoring gender information and determining any appropriate positive action. In 2008/09 we were ranked 10 of 32 Scottish Local Authorities. The Scottish average was 37.1%.

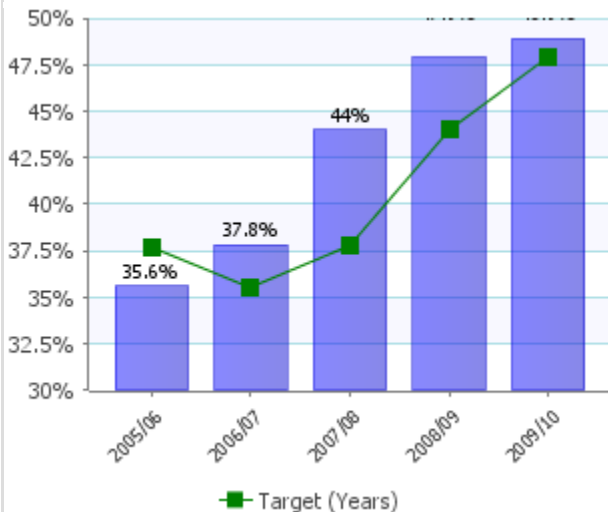
Percentage of council employees in top 5% of earners that are women.

sspi02b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of female employees in the top 5% of earners up to a maximum of 50%

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The overall percentage of female employees in senior positions continues to increase steadily year on year. The council is committed to monitoring gender information and determining any appropriate positive action. In 2008/09 we were ranked 7 of 32 Scottish Local Authorities. The Scottish average was 45.2%

Number of council employees in top 2% of earners that are women.

sspi02c

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of female employees in the top 2% of earners up to a maximum of 50%. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

Number of council employees in top 5% of earners that are women.

sspi02d

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of female employees in the top 2% of earners up to a maximum of 50%. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

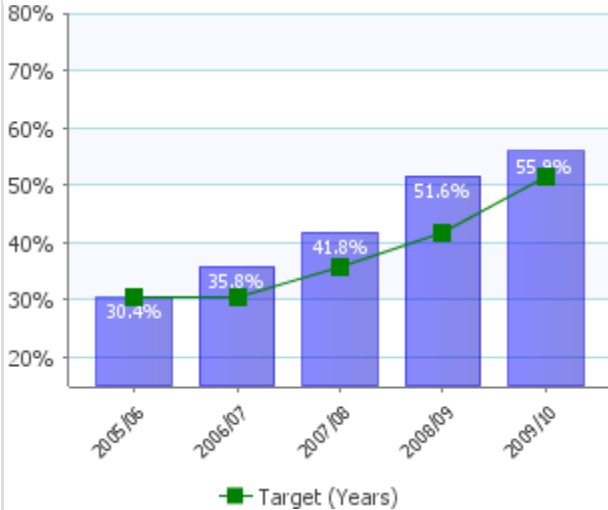
This data is provided as further information to help explain the performance in the main Statutory Performance indicator

03 The number of council buildings from which the council delivers services to the public and the percentage of these in which all public areas are suitable for and accessible to disabled people.

Percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people.

smpi03

This is a Statutory Performance Indicator, used by all Scottish authorities.
 The target is set as the previous year's performance and the aim is to do better than the target and maximise the number of council buildings that are accessible to disabled people.
 This information is updated in September each year with the previous year's performance figures.
 Total number of buildings that deliver council services to public is 145 (2009/10)



Trend Chart Commentary:

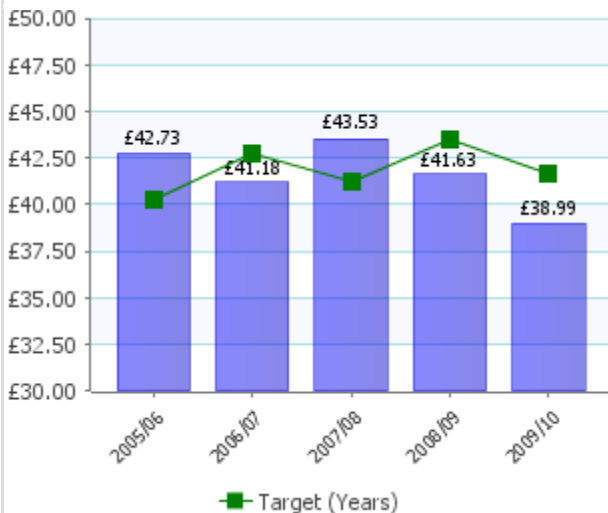
Accessibility was improved at a further six properties during 2009/10 as part of an ongoing investment programme used to improve public access.
 In 2008/09 we were ranked 21 of 32 Scottish Local Authorities. The Scottish average was 64.6%

04 The gross administration cost per benefit case.

Gross administration cost per Housing Benefit and Council Tax Benefit case.

smpi04

This is a Statutory Performance Indicator, used by all Scottish authorities.
 The target is set as the previous year's performance and the aim is to undercut the target and minimise the gross administration cost of Housing Benefit and Council Tax Benefit .
 This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The per case expenditure has reduced against a background of an increasing caseload. Processing performance has also improved. In 2008/09 Scottish Local Authorities were not ranked against each other as Audit Scotland considered that there was difficulty in comparing the data. In the previous year (2007/08) we were ranked 11 out of 32 Scottish Authorities.
 The Scottish average for 2007/08 was £44.75.

05 The cost of collecting Council Tax per dwelling

Cost of collecting Council Tax per dwelling.

sspi05

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to undercut the target and minimise the cost of collecting Council Tax. This information is updated in September each year with the previous year's performance figures. The calculation is based on all dwellings, not just chargeable ones.



Trend Chart Commentary:

The gross cost (prior to deducting income received from summary warrants) has increased from the previous year and the number of properties has also increased slightly. However, the income derived from summary warrants has decreased. The collection rate has increased and the council as a whole has benefited from this. This was achieved by following collection strategies which reduced the need for enforcement action hence the reduction in income from summary warrants.

Audit Scotland have placed us in a group of similar Scottish Councils where the average cost is £11.

In 2008/09 we were ranked 4 of 32 Scottish Local Authorities. The Scottish average was £13.76

06 The current income from Council Tax

The income due from Council Tax for the year, excluding reliefs and rebates .

sspi06a

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the current year's due income and the aim is to monitor Council Tax income over time. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

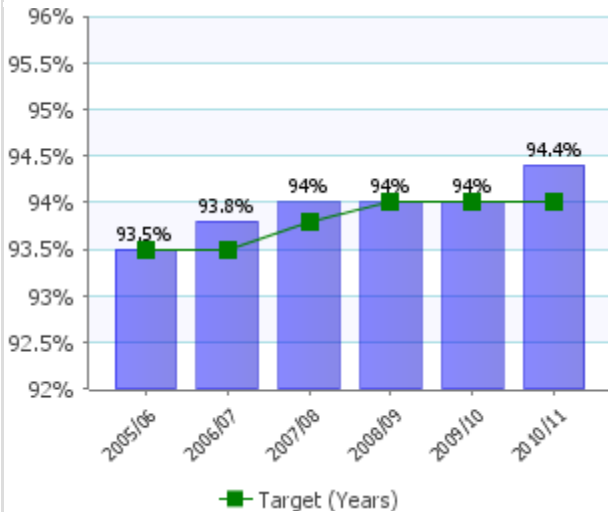
Percentage of income due from Council Tax for the year that was received by the end of the year.

sspi06b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of income received during the year

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The level of in-year collection of Council Tax has increased. Even after the year has ended collection of outstanding Council Tax continues until all collectable debt is paid. In 2008/09 we were ranked 24 out of 32 Scottish authorities. The Scottish average was 94.3%.

07 The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.

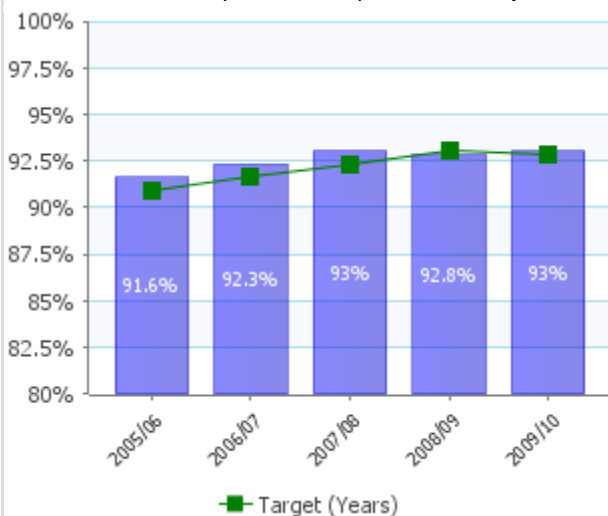
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.

sspi07

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of invoices paid within 30 days.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The increase in performance is due to a better understanding of the new procurement system and a further roll-out of the system across the council services. In 2008/09 we were ranked 4 of 32 Scottish authorities. The Scottish average was 86.4%

08 The condition and suitability of operational accommodation.

Asset management - proportion of gross internal area that is in satisfactory condition.

sspi08a

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the proportion of gross internal area that is in satisfactory condition.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

Property condition was improved during 2009/10 as a result of an effective investment and planned maintenance programme, closure or demolition of a number of poor condition properties and construction of two high schools to replace existing poor condition schools.

In 2008/09 we were ranked 15 of 32 Scottish Local Authorities. The Scottish average was 76.9%

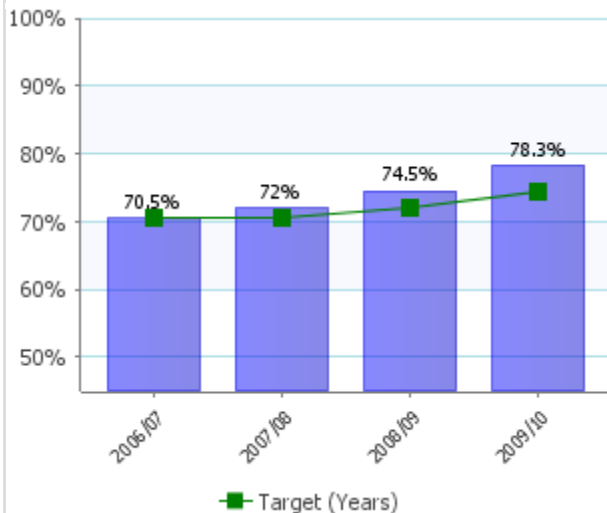
Asset management - percentage of operational buildings that are suitable for their current use.

sspi08b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of operational buildings suitable for their current use.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

Suitability of schools was improved during 2009/10 due to the planned programme of investment in the school estate.

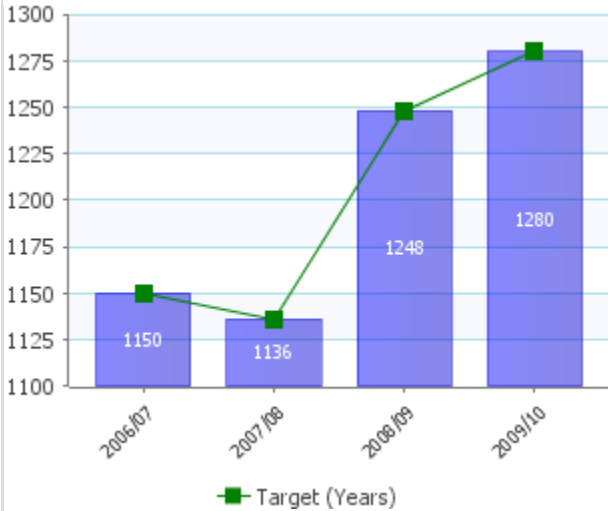
In 2008/09 we were ranked 18 of 32 Scottish Local Authorities. The Scottish average was 72.1%

09 The number of people aged 65+ receiving homecare

Number of people aged 65+ receiving homecare.

sspi09a

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of people, aged 65+, receiving homecare. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

Total number of homecare hours provided as a rate per 1000 of population aged 65+

sspi09b

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the level of home-care provided. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The upward trend in the number of home-care hours provided reflects the strategy of supporting people to live independently in their own homes, by offering more choice in relation to community based services. The slight dip in the number of hours provided as a ratio of the population in 2009/10 comes from a change in the method of calculation rather than a reduction in the service provided. Technical note - the 2009/10 figures have been calculated using the 2009 mid year population figures). In 2008/09 we were ranked 20 of 32 Scottish Local Authorities. The Scottish average for the number of Home Care Hours per 1,000 population was 497.5.

Proportion of homecare clients aged 65+ receiving personal care.

sspi09ci

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to monitor the number of people, aged 65+, receiving homecare. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

In 2008/09 we were ranked 5 of 32 Scottish Local Authorities. The Scottish average for the percentage of Home Care clients receiving personal care was 84%.

Proportion of homecare clients aged 65+ receiving a service during evening/overnight.

sspi09cii

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to monitor the number of people, aged 65+, receiving homecare. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

In 2008/09 we were ranked 3 of 32 Scottish Local Authorities. The Scottish average for the percentage Home Care clients receiving evening / overnight care was 35.4%.

Proportion of homecare clients aged 65+ receiving a service at weekends.

sspi09ciii

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to monitor the number of people, aged 65+, receiving homecare. This information is updated in September each year with the previous year's performance figures.

**Trend Chart Commentary:**

In 2008/09 we were ranked 2 of 32 Scottish Local Authorities. The Scottish average for the percentage Home Care clients receiving a service at weekends was 66.3%.

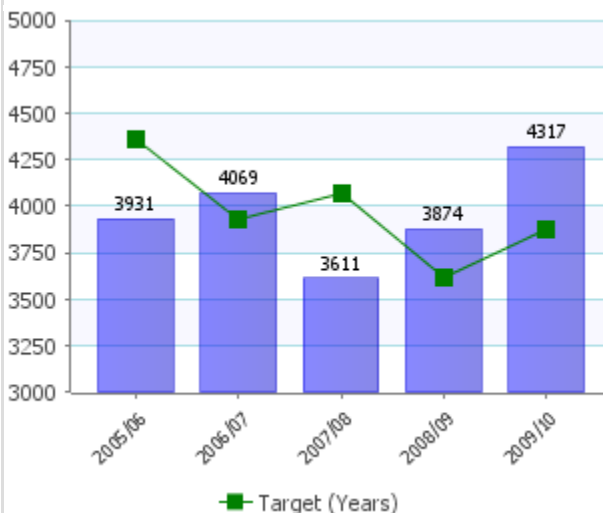
10 The number of attendances per 1,000 population for pools and leisure centres**Number of attendances per 1,000 population at all swimming pools.**

sspi10a

This is a Statutory Performance Indicator, used by all Scottish authorities. West Lothian has a high proportion of swimming pools per head of population while higher performing authorities only have only one or two pools for their entire population.

The target is set as the previous year's performance level and the aim is to do better than the target and maximise the number of attendances at swimming pools.

This information is updated in September each year with the previous year's performance figures.

**Trend Chart Commentary:**

this performance is a result of the continued popularity and increasing attendances at the refurbished Livingston Leisure Centre following a period of closure due to essential refurbishment. Notable attendance increases are also evident at Linlithgow Leisure Centre and Armadale Pool. The success of membership promotion schemes during this period, also contributes to the increase in value. In 2008/09 we were ranked 12 out the 32 Scottish Local Authorities for the number of attendances per 1,000 population. The Scottish average was 3,569.

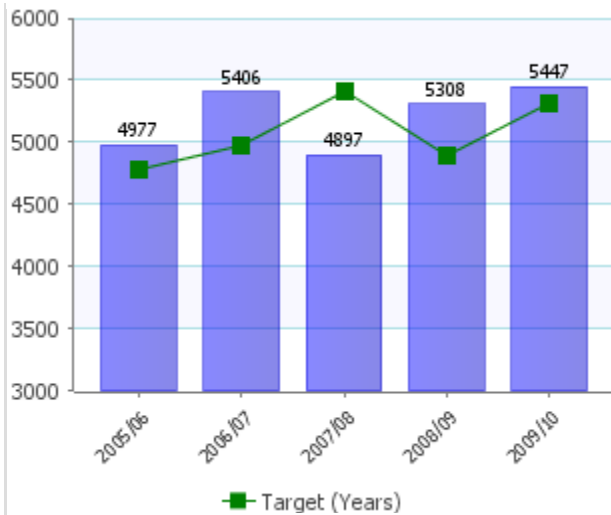
Number of attendances per 1,000 population for indoor sports and leisure facilities

sspi10b

This is a Statutory Performance Indicator, which excludes swimming pools and is used by all Scottish authorities.

The target is set as the previous year's performance and the aim is to do better than the target and maximise the number of attendances at indoor sports and leisure facilities.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The 2009/10 performance follows the successful West Lothian Leisure membership promotion schemes implemented during the period and the ongoing increase in admissions (through 2009/10) at the refurbished Livingston Leisure Centre, reopened in the latter part of 2008/09 following essential refurbishment. In 2008/09 we were ranked 13 out of 32 Scottish Local Authorities for number of attendances per 1,000 population. The Scottish average was 4,761.

11 Visits to and use of museums

Number of visits to / usage of council funded or part funded museums per 1,000 population.

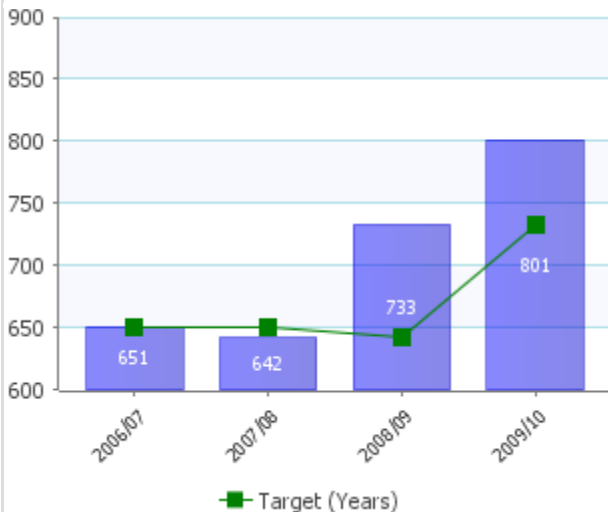
sspi11a

This is a Statutory Performance Indicator, used by all Scottish authorities.

For this indicator, visits to/usage of a museum means visits by members of the public, including group visits and school visits, enquiries, through whatever medium, that mean the public gain knowledge about the museum collections and outreach visits by museum staff to specific audiences.

The target set is the previous year's performance and the aim is to do better than the target and maximise the number of visits to museums.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The number of visits to museums is higher due to the removal of charges for schools, higher visitor numbers at Almond Valley Heritage Centre since opening of new Shale Oil soft play facilities and increased visitor numbers at all part funded museums. In 2008/09 we were ranked 17 of 32 Scottish authorities. The Scottish average was 1836.

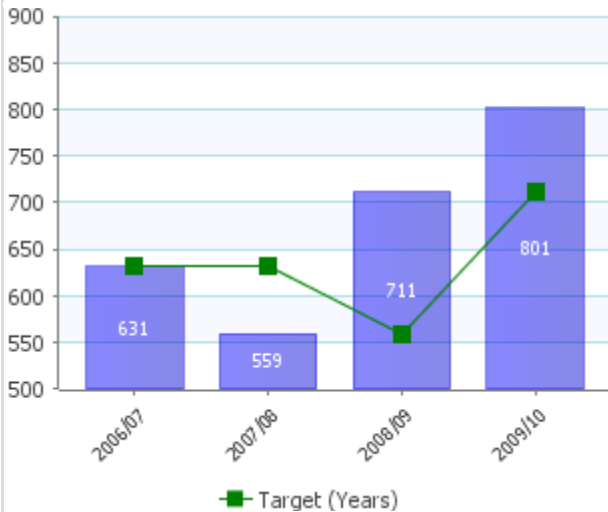
Number of visits in person to council funded or part funded museums per 1,000 population.

sspi11b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the number of visits to museums

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The number of visits to museums is higher due to the removal of charges for schools, higher visitor numbers at Almond Valley Heritage Centre since opening of new Shale Oil soft play facilities and increased visitor numbers at all part funded museums. In 2008/09 we were ranked 13 of 32 Scottish authorities. The Scottish average was 1340.

12 Library usage

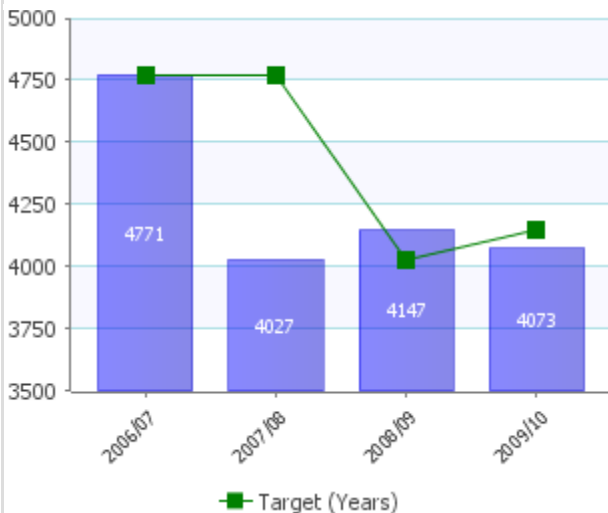
Number of visits to libraries per 1000 population.

sspi12a

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the number of visits to libraries by West Lothian's population.

This information is updated in September each year with the previous year's performance figures.



Physical visits to library premises increased by 930 in 2009-10, bringing the total to 696,683 for the year. However due to the growth of the West Lothian population the number of visits per 1000 population has reduced slightly.

Several library premises have undergone refurbishment, and with two new partnership centres opening during 2010, we expect an increase the number of visits. .

In 2008/09 we were ranked 29 of 32 Scottish authorities. The Scottish average was 5819.

Library borrowers as a percentage of the resident population.

sspi12b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the use of libraries by West Lothian residents.

This information is updated in September each year with the previous year's performance figures.

Library Services count the number of active members who have either borrowed an item from, or used a computer in, a library over the previous twelve months. This number is then calculated as a percentage of the resident population, and can be compared against other libraries in the UK.



Trend Chart Commentary:

Library membership in the UK, having fallen for six consecutive years, began to increase again two years ago. In West Lothian active library members in 2009-10 increased by 179 to 39,871. However West Lothian's increasing population means that the % of the population who are active members has fallen slightly, although it remains above the Scottish average. Libraries are promoting services through the opening of new partnership centres, which should increase active membership in the future.

The Scottish average for 2008/09 was 20.5% and West Lothian was ranked 8th out of 32 Scottish authorities..

13 The percentage of planning applications dealt with within two months

Number of householder planning applications.

sspi13a

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to monitor the number of householder planning applications

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

Number of non-householder planning applications.

sspi13b

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of non-householder planning applications. This information is updated in September each year with the previous year's performance figures.



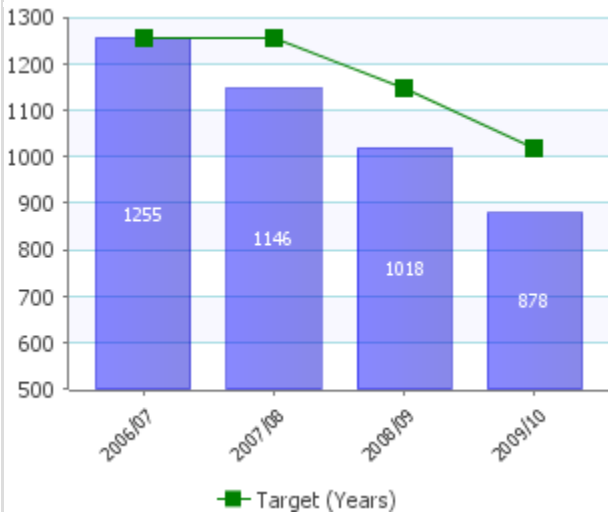
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

Total number of planning applications.

sspi13c

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of planning applications. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

The percentage of household planning applications dealt with within two months.

sspi13d

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the overall percentage of planning applications dealt with within two months.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

West Lothian continues to perform well with regards to householder applications resulting in 85.8% of all householder applications being determined with 2 months.

In August 2009, there was a significant change in planning legislation. This change along with the revised procedures has resulted in a slight fall in performance compared with the previous year. Familiarisation with the legislation and new procedures will increase over time and lead to an increase of the number of applications being determined within the two month target period.

In 2008/09 we were ranked 8 of 32 Scottish Local Authorities. The Scottish average for the overall % of planning applications dealt with within two months was 77.7%

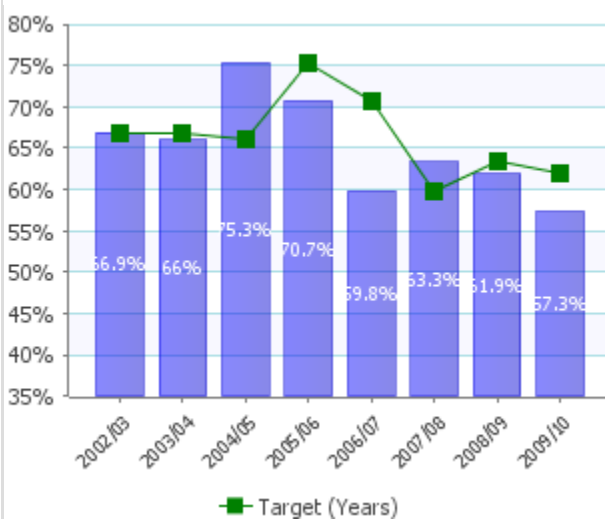
The percentage of non-household planning applications dealt with within two months.

sspi13e

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the overall percentage of planning applications dealt with within two months.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

Non-householder applications include the larger and more complex applications which will inevitably take longer to process with the requirement for more complex procedures to be followed, responses from consultees are required before decisions can be issued and the need for legal agreements on some applications are required before a decision can be issued. Depending on the number of these applications determined over a 12 month period overall performance figures will vary. 57.3% of all non-householder applications were determined in 2 months which falls short of the statutory 80% target.

In August 2009, there was a significant change in planning legislation. This change along with the revised procedures has resulted in a slight fall in performance compared with the previous year. Familiarisation with the legislation and new procedures will increase over time and lead to an increase of the number of applications being determined within the two month target period.

In 2008/09 we were ranked 5 of 32 Scottish Local Authorities. The Scottish average for the % of non-household planning applications dealt with within two months was 46.4%

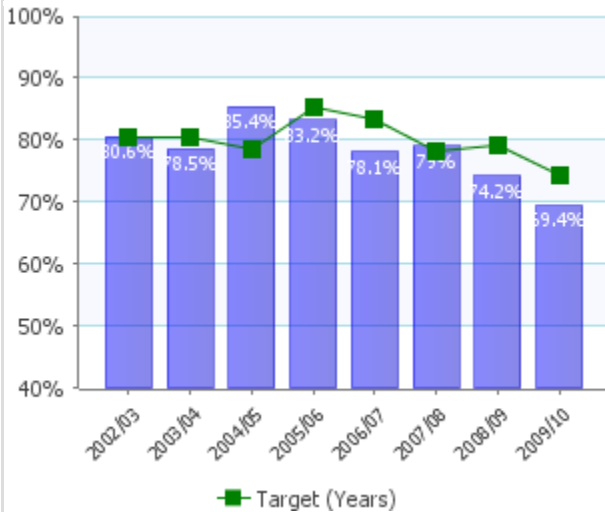
The percentage of all planning applications dealt with within two months.

sspi13f

This is a Statutory Performance Indicator, used by all Scottish authorities and covers both householder and non-householder applications

The target set is the previous year's performance and the aim is to do better than the target and maximise the overall percentage of planning applications dealt with within two months.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The overall performance of the planning service in West Lothian remains consistently high with 69.4% of all applications determined within the statutory 2 month period.

In August 2009, there was a significant change in planning legislation. This change along with the revised procedures has resulted in a slight fall in performance compared with the previous year (69.4% this year compared with 74.2% last year). Familiarisation with the legislation and new procedures will increase over time and lead to an increase of the number of applications being determined within the two month target period.

In 2008/09 we were ranked 3 of 32 Scottish Local Authorities. The Scottish average for the overall % of planning applications dealt with within two months was 60.1%

14 Repairs to council dwellings

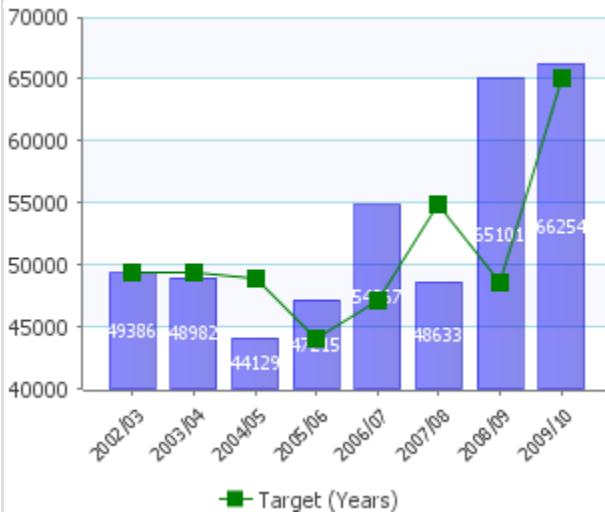
The overall number of housing repairs completed during the year.

sspi14a

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to monitor the number of housing repairs.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

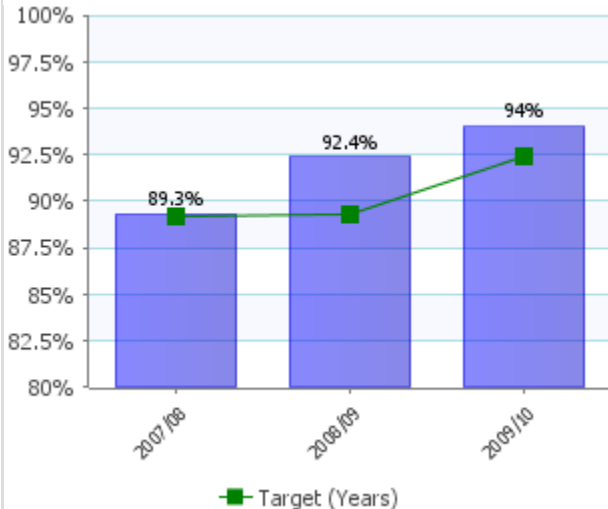
The overall percentage of housing repairs completed within target time.

sspi14b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the overall percentage of housing repairs completed within target time.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

Repairs performance has again improved due to the introduction of automated scheduled repair visits which are now available to our customers at the first point of contact. The ongoing rollout and development of Optitime and mobile working has included the provision of materials in the repairs vehicles, the ability to gather customer satisfaction feedback at the point of delivery and the streamlining of the repairs categories with inbuilt flexibility to prioritise where customer needs exists. Ongoing review and documentation of the associated processes ensures that service performance continues to improve and this is monitored through the discipline of a regular and robust performance management system.

In 2008/09 we were ranked 14 of 25 Scottish Local Authorities who have a council house service. The Scottish average for the overall percentage of housing repairs completed within target time was 91.3%

15 The number and proportion of the council's housing stock meeting the Scottish Housing Quality Standard by criteria

The percentage of council houses meeting the Scottish Housing Quality Standard (SHQS).

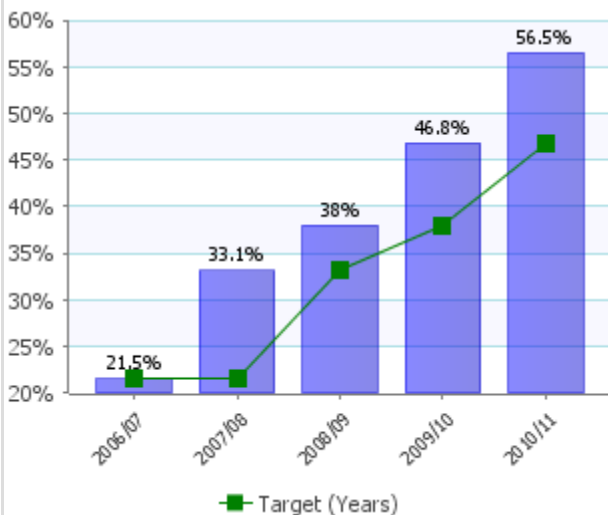
sspi15

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the overall percentage of council houses that conform to the Scottish Housing Quality Standard (SHQS).

This information is updated in September each year with the previous year's performance figures.

In 2004 the Scottish Government announced that all social rented housing should meet a minimum standard, called the Scottish Housing Quality Standard. All council houses must conform to the Scottish Housing Quality Standard (SHQS) by 2015. This indicator measure our progress towards this target



Trend Chart Commentary:

West Lothian' Council's Housing stock was surveyed and deemed to be of above average quality and major elements were of mostly acceptable condition but that some areas, notably external lights to doors and insulation required work, and that over time, the need for investment in roofs and roughcast would increase.

We have a 10 year approved Housing Capital Programme (Council Executive December 2008) and an Annual Investment Plan (Council Executive May 2010) covering:

- Internal SHQS works
- External SHQS work
- Energy efficiency work and
- Upgrading programmes

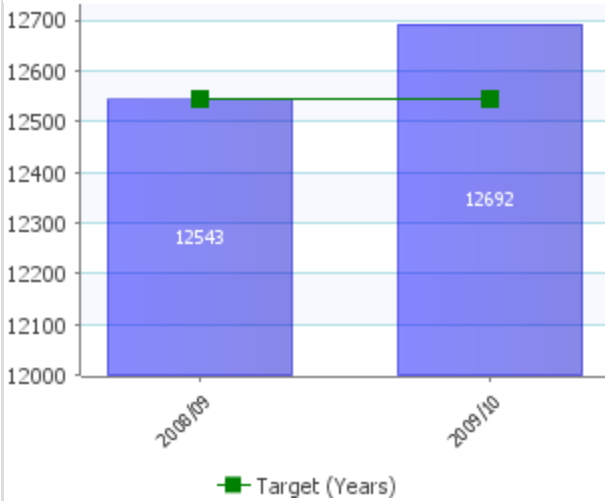
We are investing heavily in the repairs and replacement of roofs and roughcast. We continue to fit large numbers of external lights. We are fitting handrails to houses with the highest steps first. Over the last 5 years we have insulated all the houses that do not have the required level of insulation and are also carrying out insulation replacement works where insulation has degraded, been damaged during works or has settled.

We are confident that the stock will meet the Scottish Housing Quality Standard by 2015, while understanding that continual deterioration means that maintenance will never stop. We continue to focus on investing in house condition and environment for the benefit of all.

Scottish Housing Quality Standard - tolerable standard - number of houses meeting standard.

sspi15a

This indicator shows the number of council houses each year meeting the Scottish Housing Quality Standard under criteria 'tolerable standard'
 This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.
 The target set is the previous year's performance and the aim is to do better than the target and maximise the number of houses of tollerable standard
 This information is updated in September each year with the previous year's performance figures.



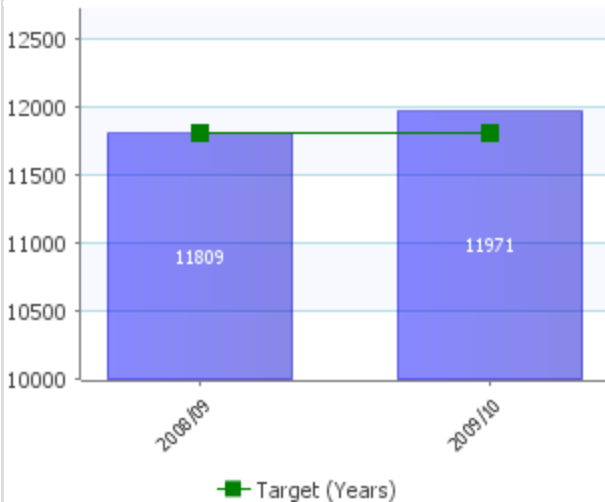
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.
 The number of houses owned by the council in 2009/10 was 12732.

Scottish Housing Quality Standard - free from serious disrepair - number of houses meeting standard.

sspi15b

This indicator shows the number of council houses each year meeting the Scottish Housing Quality Standard under criteria 'free from serious repair'
 This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.
 The target set is the previous year's performance and the aim is to do better than the target and maximise the number of houses free from serious disrepair
 This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.
 The number of houses owned by the council in 2009/10 was 12732.

Scottish Housing Quality Standard - energy efficient - number of houses meeting standard.

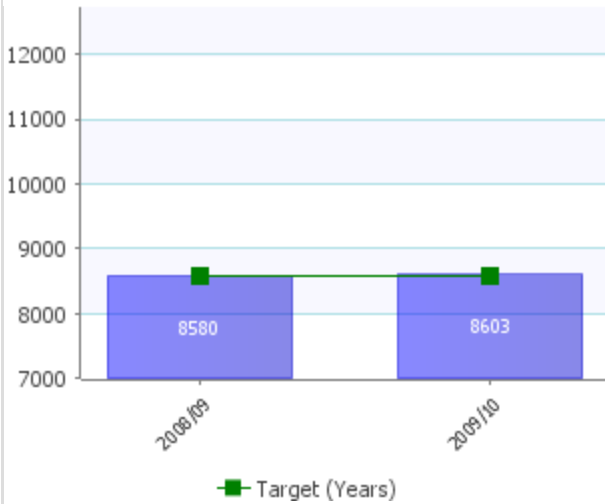
sspi15c

This indicator shows the number of council houses each year meeting the Scottish Housing Quality Standard under criteria 'energy efficient'

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the number of houses that are energy efficient

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

The number of houses owned by the council in 2009/10 was 12732.

Scottish Housing Quality Standard - modern facilities and services - number of houses meeting standard.

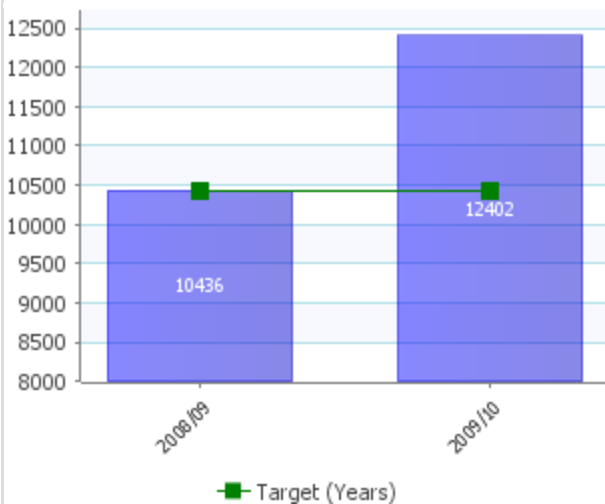
sspi15d

This indicator shows the number of council houses each year meeting the Scottish Housing Quality Standard under criteria 'modern facilities and services'

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the number of houses with modern facilities and services.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

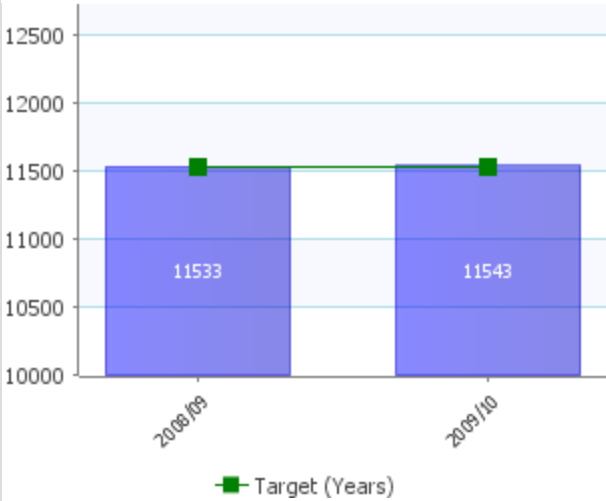
This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

The number of houses owned by the council in 2009/10 was 12732.

Scottish Housing Quality Standard - healthy, safe and secure - number of houses meeting standard.

sspi15e

This indicator shows the number of council houses each year meeting the Scottish Housing Quality Standard under criteria 'healthy, safe and secure'
 This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.
 The target set is the previous year's performance and the aim is to do better than the target and maximise the number of healthy, safe and secure houses.
 This information is updated in September each year with the previous year's performance figures.



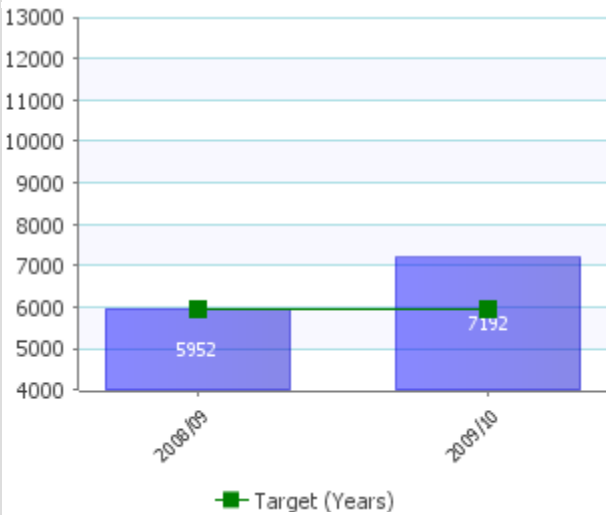
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.
 The number of houses owned by the council in 2009/10 was 12732.

Scottish Housing Quality Standard - total dwelling meeting standard (cumulative).

sspi15f

This indicator shows the number of council houses each year meeting the Scottish Housing Quality Standard.
 This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.
 The target set is the previous year's performance and the aim is to do better than the target and maximise the number of houses meeting the criteria
 This information is updated in September each year with the previous year's performance figures.



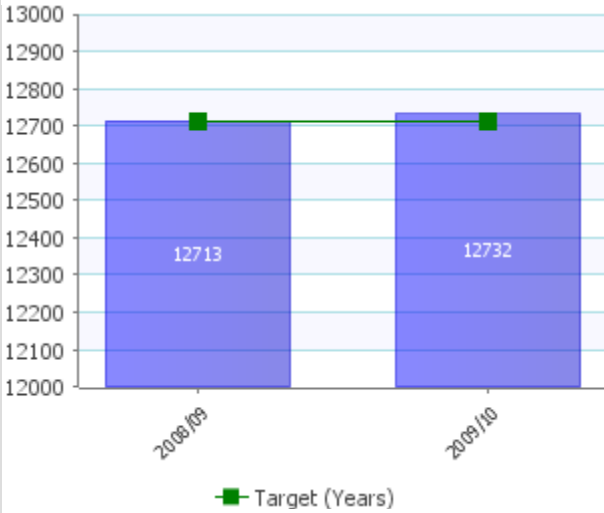
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.
 The number of houses owned by the council in 2009/10 was 12732.

Scottish Housing Quality Standard - total number of dwellings owned by the council.

sspi15g

This indicator shows the number of dwellings owned by the council at the end of each year. The target set is the previous year's performance and the aim is to monitor the number of houses owned by the council. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

Scottish Housing Quality Standard - tolerable standard - percentage of stock.

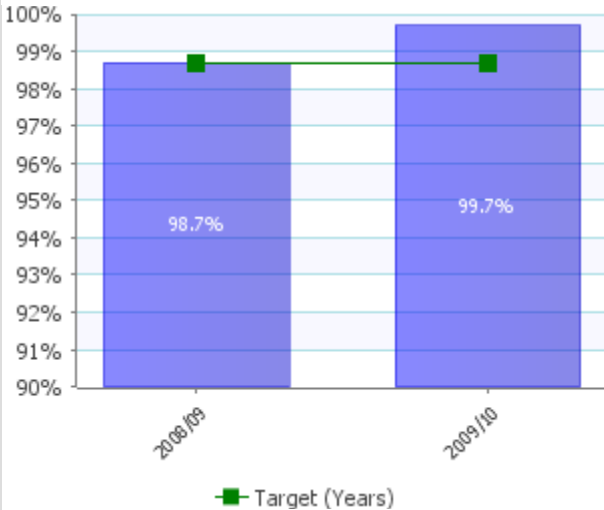
sspi15i

This indicator shows the percentage of council houses each year meeting the Scottish Housing Quality Standard under criteria 'tolerable standard'

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of houses meeting the tolerable standard

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

We are confident that the stock will meet the Scottish Housing Quality Standard by 2015, while understanding that continual deterioration means that maintenance will never stop. We continue to focus on investing in house condition and environment for the benefit of all.

Scottish Housing Quality Standard - free from serious disrepair - percentage of stock.

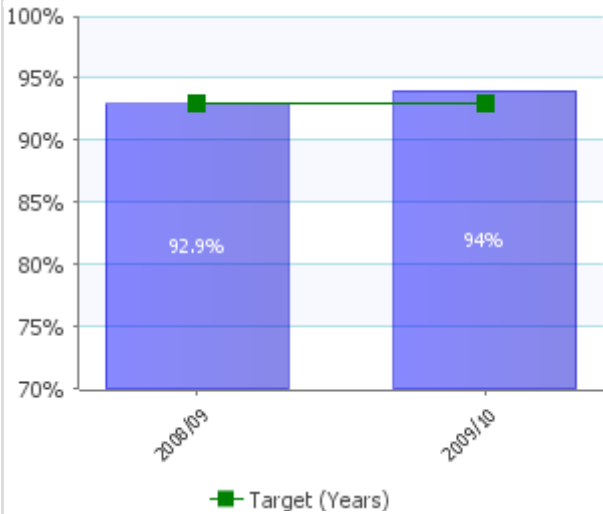
sspi15j

This indicator shows the percentage of council houses each year meeting the Scottish Housing Quality Standard under criteria 'free from serious repair'

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of houses free from serious disrepair

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

We are confident that the stock will meet the Scottish Housing Quality Standard by 2015, while understanding that continual deterioration means that maintenance will never stop. We continue to focus on investing in house condition and environment for the benefit of all.

Scottish Housing Quality Standard - energy efficient - percentage of stock.

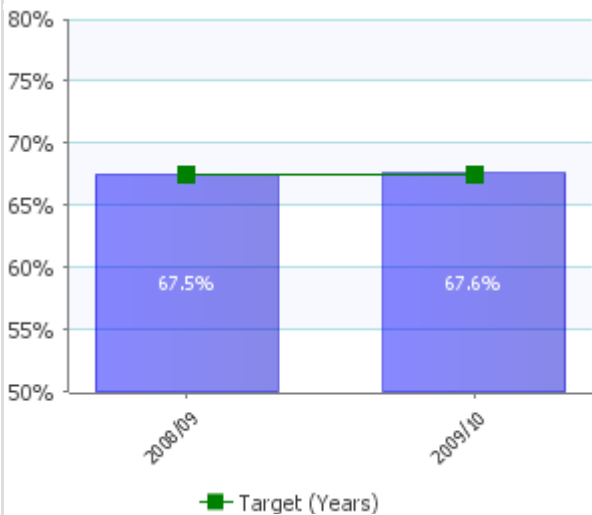
sspi15k

This indicator shows the percentage of council houses each year meeting the Scottish Housing Quality Standard under criteria 'energy efficient'

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of houses that are energy efficient

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

We are confident that the stock will meet the Scottish Housing Quality Standard by 2015, while understanding that continual deterioration means that maintenance will never stop. We continue to focus on investing in house condition and environment for the benefit of all.

Scottish Housing Quality Standard - modern facilities and services - percentage of stock.

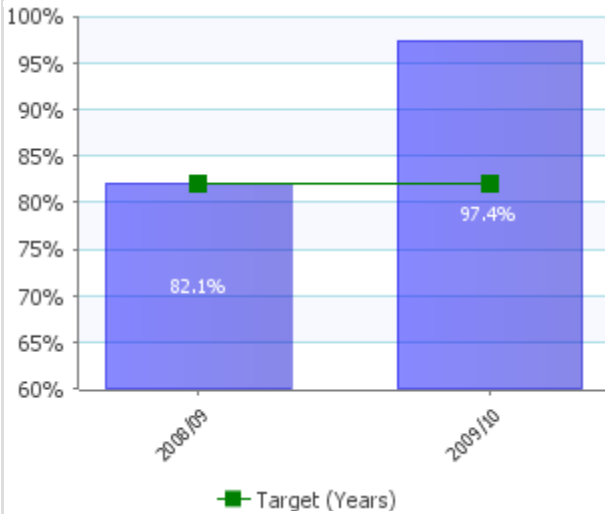
sspi15l

This indicator shows the percentage of council houses each year meeting the Scottish Housing Quality Standard under criteria 'modern facilities and services'

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of houses with modern facilities and services

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

We are confident that the stock will meet the Scottish Housing Quality Standard by 2015, while understanding that continual deterioration means that maintenance will never stop. We continue to focus on investing in house condition and environment for the benefit of all.

Scottish Housing Quality Standard - healthy, safe and secure - percentage of stock.

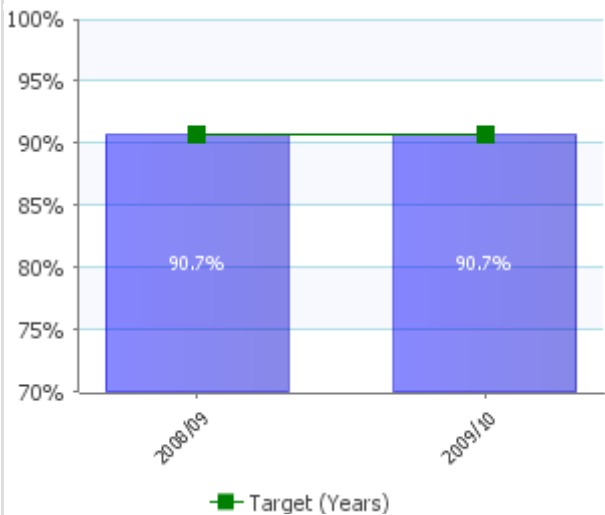
sspi15m

This indicator shows the percentage of council houses each year meeting the Scottish Housing Quality Standard under criteria 'healthy, safe and secure'

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of houses that are healthy, safe and secure.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

We are confident that the stock will meet the Scottish Housing Quality Standard by 2015, while understanding that continual deterioration means that maintenance will never stop. We continue to focus on investing in house condition and environment for the benefit of all. 2009/10 was the first year that information was gathered in this format.

16 The total amount of rent loss due to voids, expressed as a percentage of the total amount of rent due in the year.

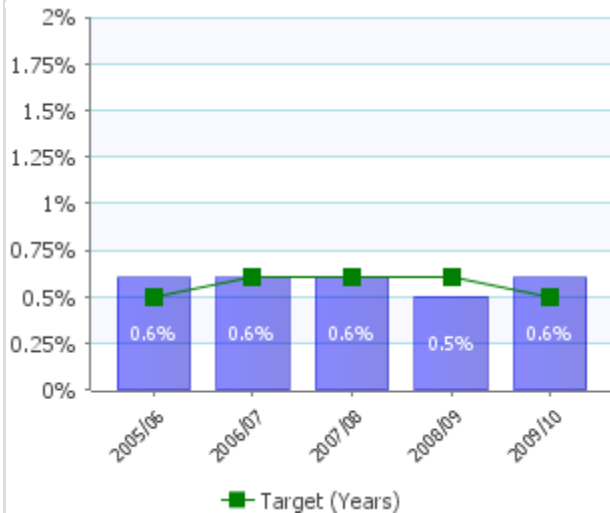
The percentage of the total rent lost in the year due to unrented property (voids).

sspi16

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of total rent lost in the year to unrented property (voids).

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The good performance recorded for void loss in recent years has been due to the robust void management procedures and performance management systems embedded in the organisation. The figure recorded, 0.6%, is slightly above the target set of 0.5% which was achieved the previous year.

This drop in performance has been due to the higher number of relets created by the New Build programme, both by the Council and Registered Social landlords, and the subsequent slightly longer time to relet some properties.

In 2008/09 we were ranked 2 of the 25 Scottish Local Authorities who have a council house service. The Scottish average for the percentage of total rent lost in the year due to unrented property (voids) was 1.4%

17 Re-letting of housing stock

The average re-let times (days) for not-low-demand council housing stock.

sspi17a

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and minimise the average re-let time.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

67% of non Difficult to Let properties were let in less than 2 weeks, below the target set of 70%

There were a number of factors that caused this drop in performance. Overall there were 837 relets compared to 715 the previous year, an increase of 122 (15%). This was mainly caused by the letting of 117 New Build Council Properties which resulted in a high number of secondary lets, coupled with secondary lets from the Registered Social Landlord New Build programme. In addition the impact of the very severe weather conditions in December, January & February had an adverse impact on property turnaround.

Despite this, 93% were let in less than 4 weeks which is still expected to be good performance within the national context.

The average number of days to re-let not-low-demand houses across the 26 Scottish authorities with a housing service is 41. West Lothian is ranked 1 out of 26.

The number of not-low-demand council housing stock re-let in less than 2 weeks.

sspi17a1

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and maximise the number of not-low-demand houses let in less than 4 weeks. This information is updated in September each year with the previous year's performance figures.



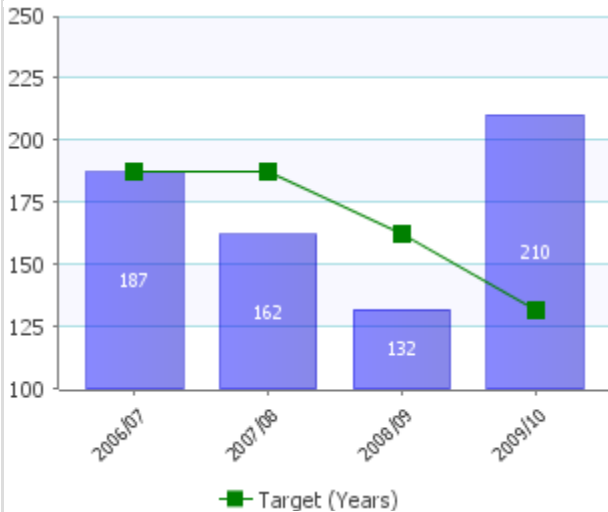
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of not-low-demand houses relet by the council in 2009/10 was 810.

The number of not-low-demand council housing stock re-let in 2 to 4 weeks.

sspi17a2

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and maximise the number of not-low-demand houses let in a period of 4 weeks. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of not-low-demand houses relet by the council in 2009/10 was 810.

The number of not-low-demand council housing stock re-let in 5 to 8 weeks .

ssp17a3

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and minimise the number of not-low-demand houses let in a period longer than 4 weeks. This information is updated in September each year with the previous year's performance figures.



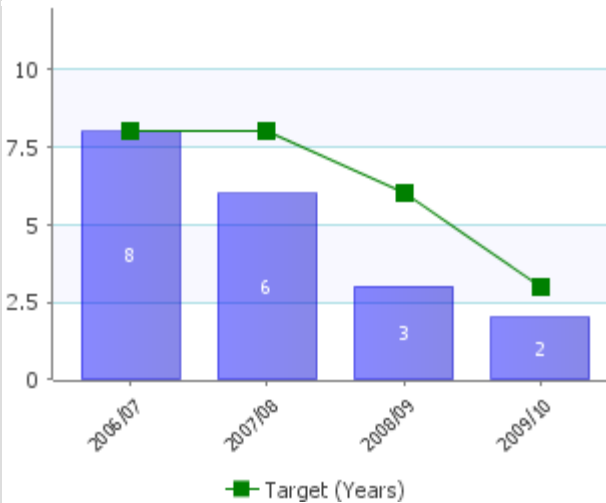
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of not-low-demand houses relet by the council in 2009/10 was 810.

The number of not-low-demand council housing stock re-let in 9 to 16 weeks.

ssp17a4

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and minimise the number of not-low-demand houses let in a period longer than 4 weeks. This information is updated in September each year with the previous year's performance figures.



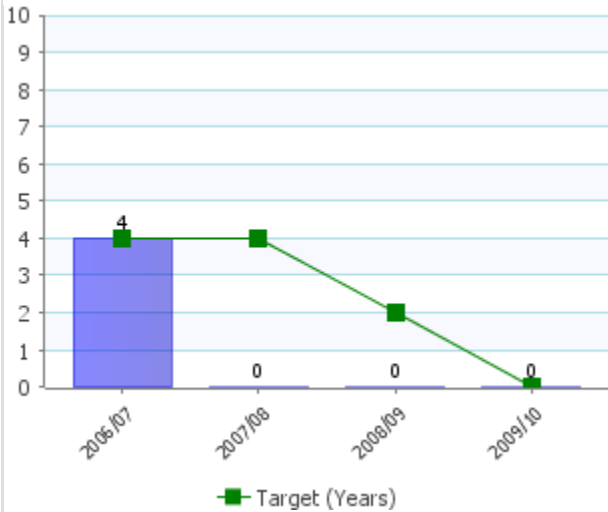
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of not-low-demand houses relet by the council in 2009/10 was 810.

The number of not-low-demand council housing stock re-let in more than 16 weeks.

ssp17a5

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and minimise the number of not-low-demand houses let in a period longer than 4 weeks. This information is updated in September each year with the previous year's performance figures.



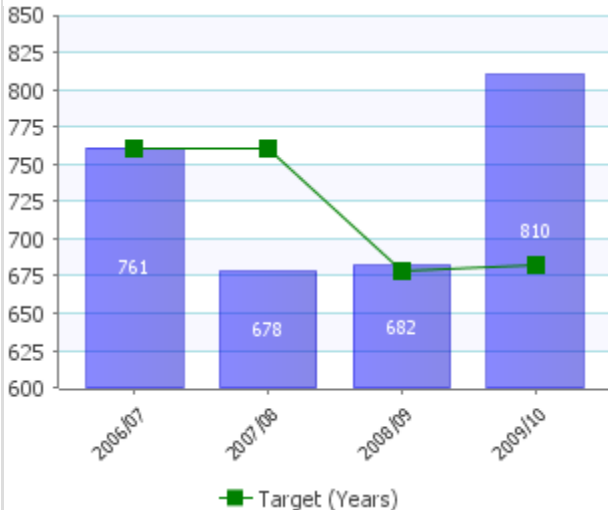
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of not-low-demand houses relet by the council in 2009/10 was 810.

The total number of not-low-demand council housing stock re-let per year.

ssp17a6

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the annual turn-over of not-low-demand houses. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

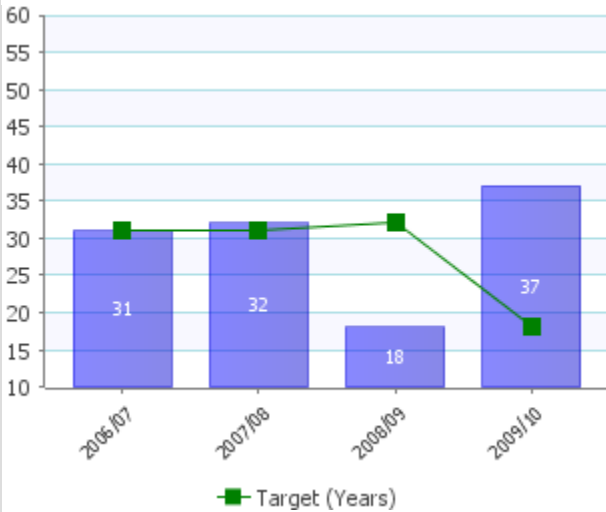
The average re-let times (days) for low-demand council housing stock.

sspi17b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and minimise the average re-let times.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The average of all the 26 Scottish authorities with housing responsibility for 2008/09 was 78 days. West Lothian was ranked 2 out of 26.

The number of low-demand council housing stock re-let in less than 2 weeks.

sspi17b1

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the number of low-demand houses let within an 8 week period

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of low-demand houses relet by the council in 2009/10 was 27.

The number of low-demand council housing stock re-let in 2 to 4 weeks.

ssp17b2

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the number of low-demand houses let within 8 weeks.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

The number of low-demand houses relet by the council in 2009/10 was 27.

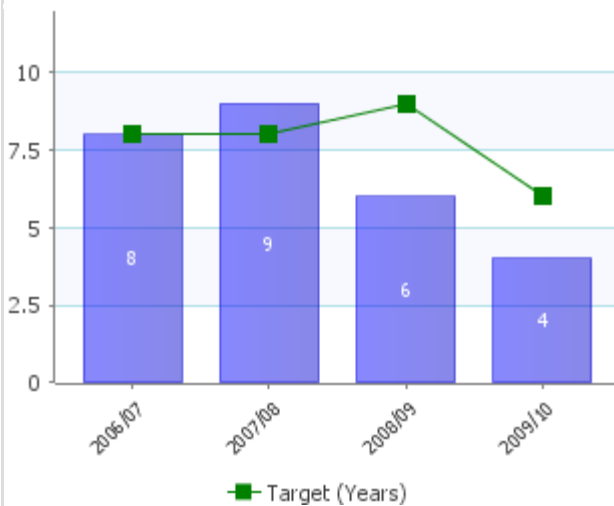
The number of low-demand council housing stock re-let in 5 to 8 weeks.

ssp17b3

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and minimise the number of low-demand houses let in a period longer than 8 weeks.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

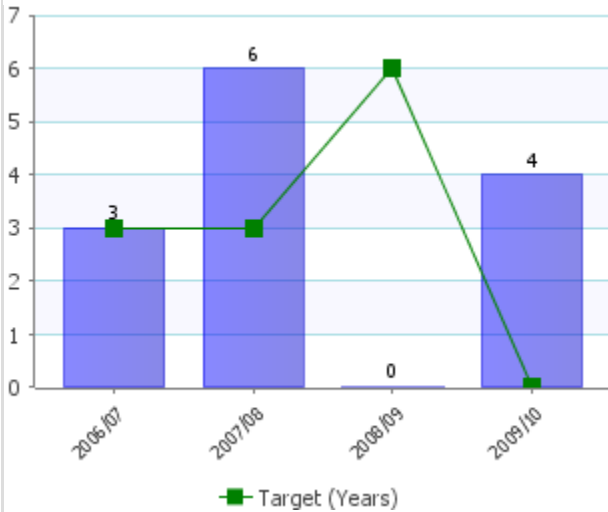
This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

The number of low-demand houses relet by the council in 2009/10 was 27.

The number of low-demand council housing stock re-let in 9 to 16 weeks.

ssp117b4

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and minimise the number of low-demand houses let in a period longer than 8 weeks. This information is updated in September each year with the previous year's performance figures.



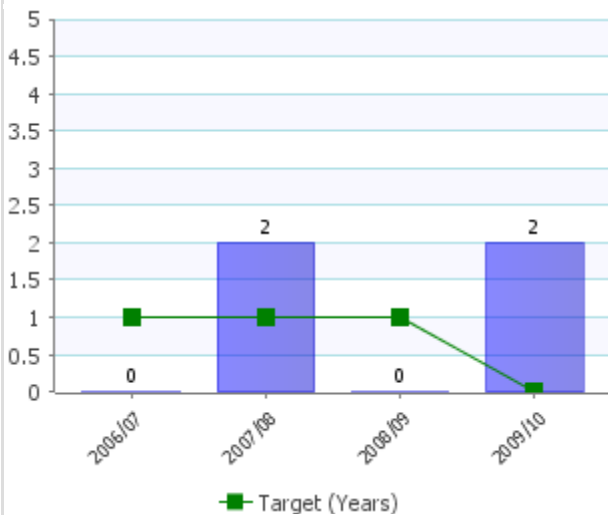
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of low-demand houses relet by the council in 2009/10 was 27.

The number of low-demand council housing stock re-let in 17 to 32 weeks.

ssp117b5

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and minimise the number of low-demand houses let in a period longer than 8 weeks. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of low-demand houses relet by the council in 2009/10 was 27.

The total number of low-demand council housing stock re-let per year.

ssp117b8

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the annual volume turn-over of low-demand houses. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

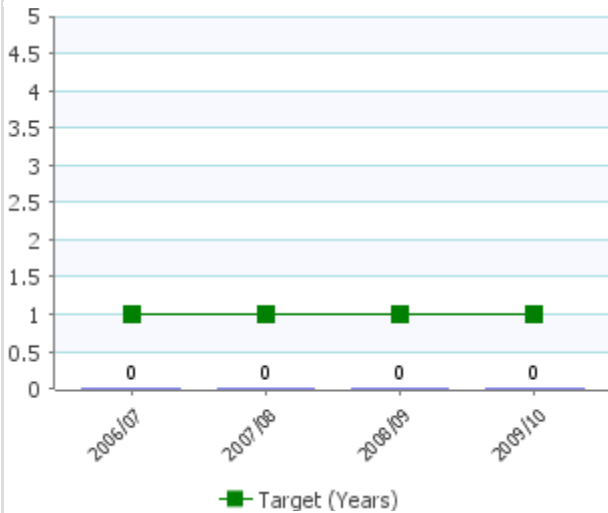
The number of low-demand council houses remaining un-let at year end.

sSpi17ci

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and minimise the number of low-demand housing remaining un-let at the end of the year.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

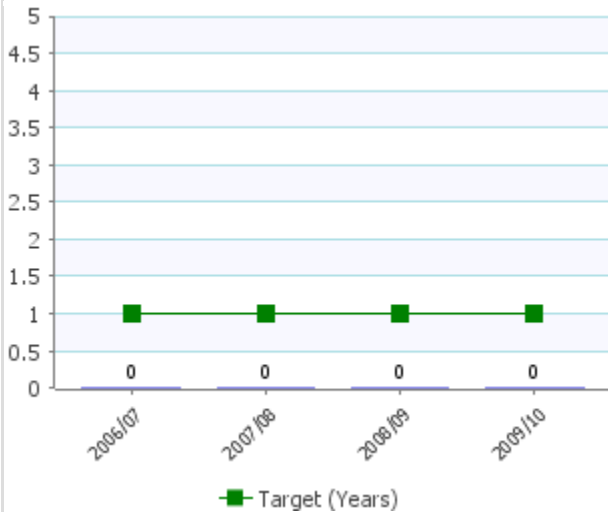
This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

The number of low-demand houses relet by the council in 2009/10 was 27.

The average time (days) that low-demand council houses remaining un-let at year end.

sspi17cii

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and minimise the average time that low-demand houses remain un-let at year end. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator. The number of low-demand houses relet by the council in 2009/10 was 27.

The number of dwellings considered to be low-demand at year end.

sspi17d

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and maximise the percentage of female employees in the top 2% of earners up to a maximum of 50%. This information is updated in September each year with the previous year's performance figures.



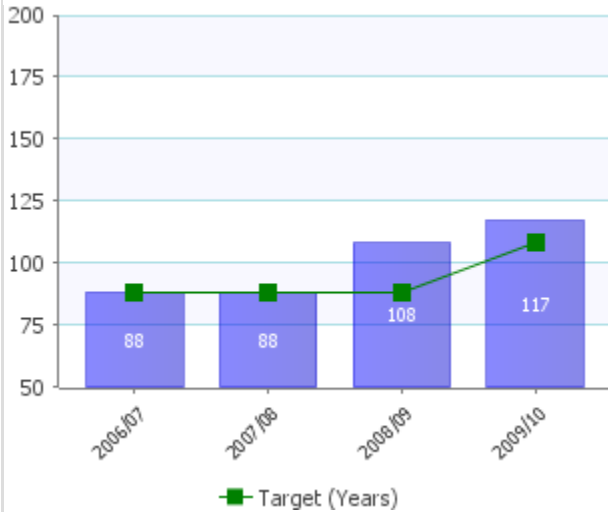
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

The number of dwellings considered to be low-demand at year end and at start of year.

sspi17e

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and minimise the number of houses in this category. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

The number of dwellings considered to be low-demand at year end that were subject to a disposal strategy.

sspi17f

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to do better than the target and minimise the number of houses in this category. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator.

18 Tenant arrears

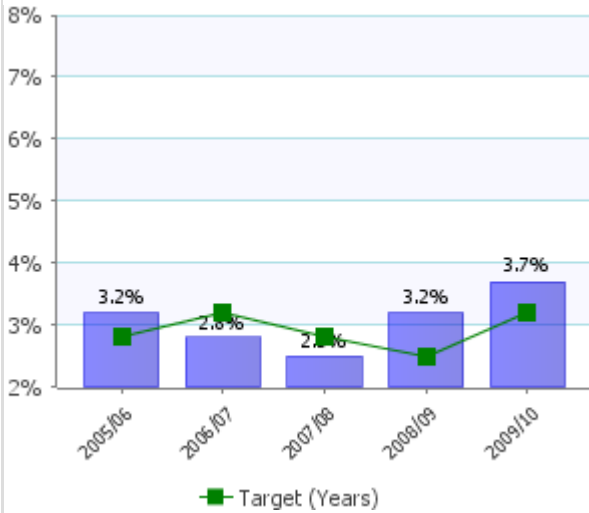
Current tenants' arrears as a percentage of net rent due in the year.

sspi18a

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of tenant's arrears.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

Although there has been a decrease in the arrears performance from last year of 0.5% to 3.7% of net debit it should be recognised that this is still a very good performance in the current economic climate and is just slightly above the target of 3%.

In 2008/09 we were ranked 4 of 25 Scottish Local Authorities who have a council house service. The Scottish average for the percentage of tenant's arrears was 6.1%

The percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250.

sspi18b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of tenants owing more than 13 weeks rent.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

Housing & Building Services has a robust arrears process in place focusing on early intervention and prevention and the decrease in the number of evictions from 59 to 44 demonstrates this.

In 2008/09 we were ranked 5 of 25 Scottish Local Authorities who have a council house service. The Scottish average for the percentage of current tenant's owing more than 13 weeks rent was 4.4%

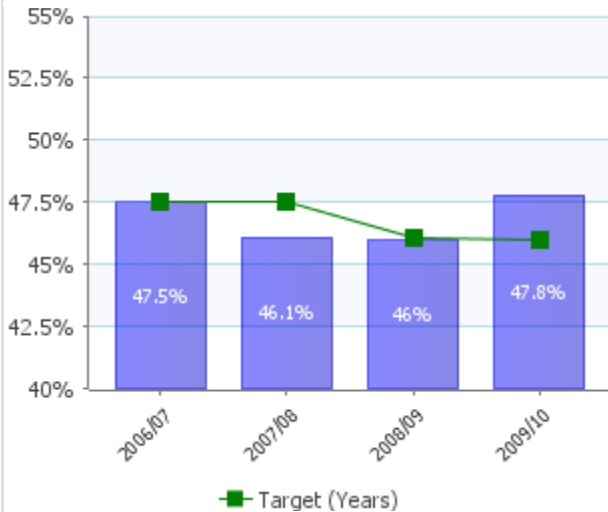
The proportion of tenants, giving up their tenancy during the year, that were in rent arrears.

sspi18c

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of tenants owing more than 13 weeks rent.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

A comprehensive review was undertaken of the Former Tenant Arrears process and it is envisaged performance will be significantly improved during 2010/11.

In 2008/09 we were ranked 20 of 25 Scottish Local Authorities who have a council house service. The Scottish average for the percentage of tenant's arrears was 38.5%

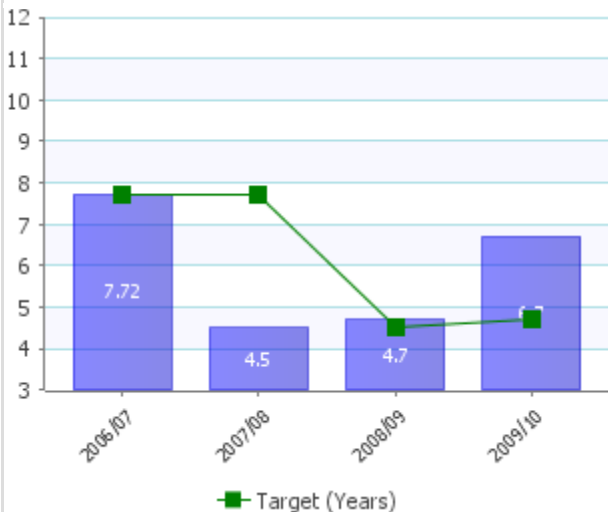
The average number of weeks rent owed by tenants leaving in arrears.

sspi18d

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of tenants owing more than 13 weeks rent.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

A comprehensive review was undertaken of the Former Tenant Arrears process and it is envisaged performance will be significantly improved during 2010/11.

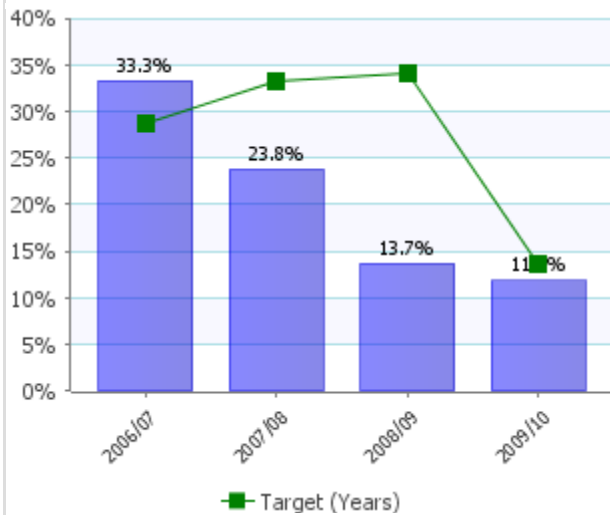
In 2008/09 we were ranked 1 of 25 Scottish Local Authorities who have a council house service. The Scottish average for the number of weeks rent owed by tenants leaving in arrears was 10.2 weeks

% of former tenant arrears written off or collected during year.

sspi18e

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to do better than the target and maximise the overall % of tenants arrears collected.



Trend Chart Commentary:

A comprehensive review was undertaken of the Former Tenant Arrears process and it is envisaged performance will be significantly improved during 2010/11.

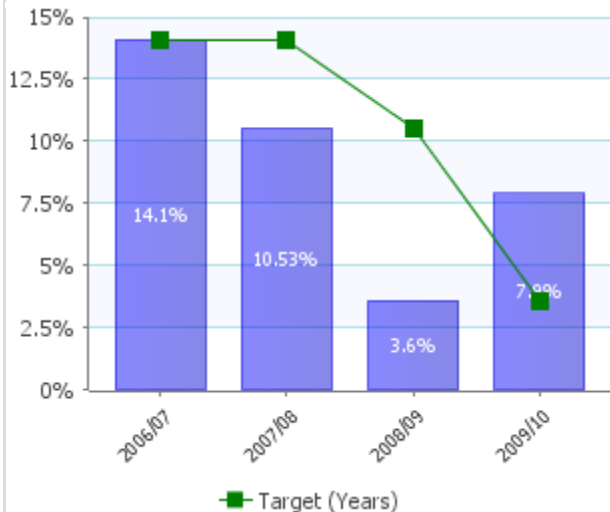
In 2008/09 we were ranked 24 of 25 Scottish Local Authorities who have a council house service. The Scottish average for the % of tenant's arrears collected was 35.7%

% of former tenant arrears written off during year.

sspi18ei

This is not a Statutory Performance Indicator. It is used by West Lothian Council to further explain the ambiguity of statutory indicator spiHS5e - the percentage of former tenant arrears written off or collected during the year.

The target set is the previous year's performance and the aim is to undercut the target and minimise the overall % of tenants arrears written off during the year.



Trend Chart Commentary:

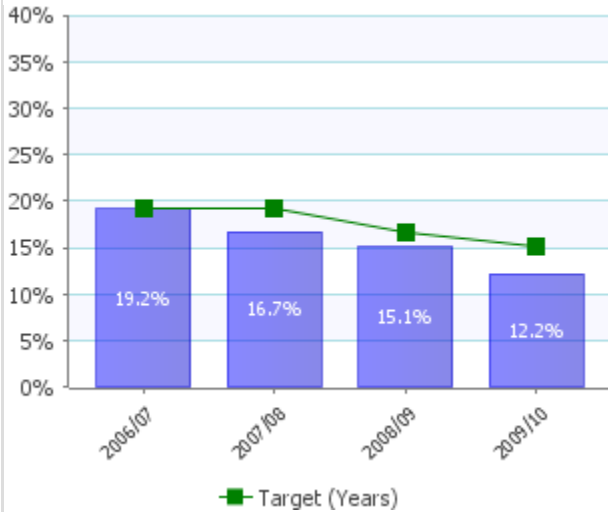
A full review of the Former Tenant Arrears process will be undertaken in 2009/10 and this review will seek to identify areas where potential improvements can be made to ensure that further improved performance with this indicator is realised.

There are no Scottish comparators for this indicator.

% of former tenant arrears collected during year.

sspi18eii

This is not a Statutory Performance Indicator. It is used by West Lothian Council to further explain the ambiguity of statutory indicator spiHS5e - the percentage of former tenant arrears written off or collected during the year. The target set is the previous year's performance and the aim is to do better than the target and maximise the overall % of tenants arrears collected.



Trend Chart Commentary:

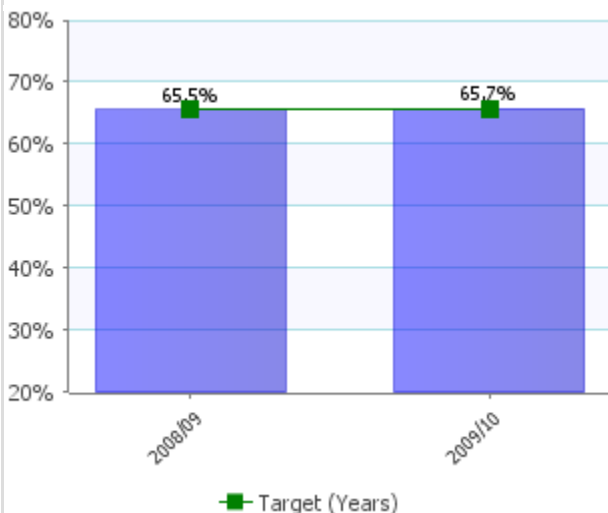
A full review of the Former Tenant Arrears process will be undertaken in 2009/10 and this review will seek to identify areas where potential improvements can be made to ensure that further improved performance with this indicator is realised. There are no Scottish comparators for this indicator.

19 Homelessness

The percentage of homeless persons who are housed in permanent accommodation.

sspi19aiiiP

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to exceed the target and maximise the percentage of homeless cases that are found permanent accommodation. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

West Lothian Council allocates a high percentage of council lets to homeless households. In 2009/10 there was a significant increase in the number of social tenancies available to let because the Council started to let its new build houses, and higher numbers of new housing association homes were built in West Lothian as part of the Scottish government's Development Programme. These are both contributing factors to the increase in the number of homeless households who were housed in permanent accommodation, both through the number of secondary lets and in new houses available.

In 2008/09 we were ranked 5 of 32 Scottish Local Authorities. The Scottish average for the percentage of cases housed in permanent accommodation was 45.4%.

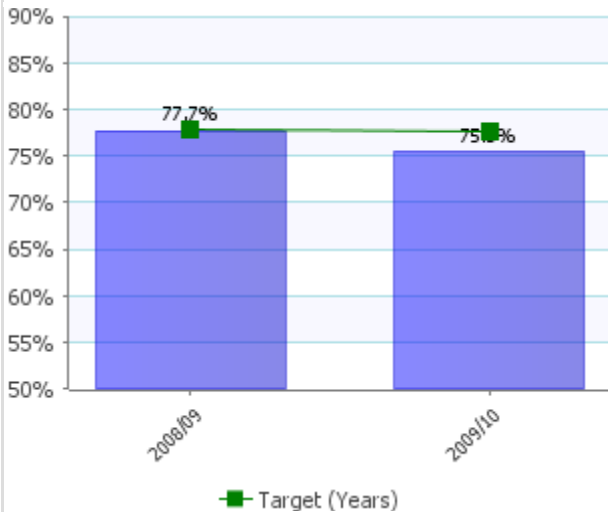
The percentage of homeless decision notifications issued within 28 days of initial presentation for permanent accommodation.

sspi19aiiP

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to exceed the target and maximise the percentage of decision notifications issued within 28 days.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The number of decision notifications issued within 28 days of the date of the initial presentation has decreased since 08/09. There is no obvious reason for this so the Council will investigate how this can be improved.

In 2008/09 we were ranked 11 of 32 Scottish Local Authorities. The Scottish average for the percentage notifications within 28 days was 74.9%.

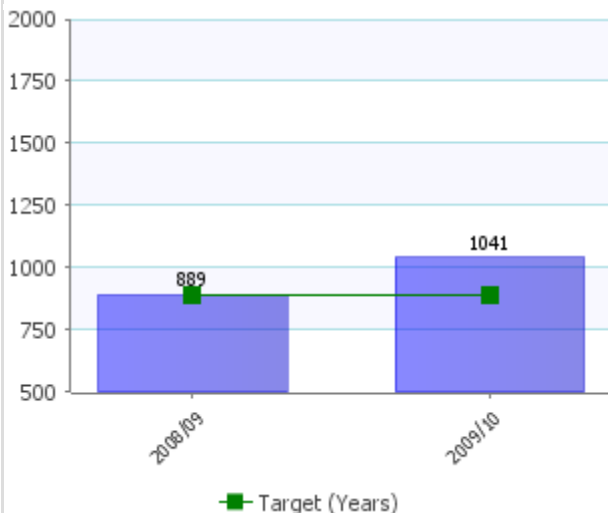
The number of homeless households assessed during the year for permanent accommodation.

sspi19aiP

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to monitor the number of households assessed for permanent accommodation.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

Despite the economic downturn, the number of households presenting as homelessness has not significantly changed since 2008/09.

The number assessed as Priority Unintentionally Homeless has increased, which is a positive step towards achieving the Government's 2012 target (that everyone who is homeless will have the right to a home), and demonstrates the increase in cases being assessed as being in Priority Need.

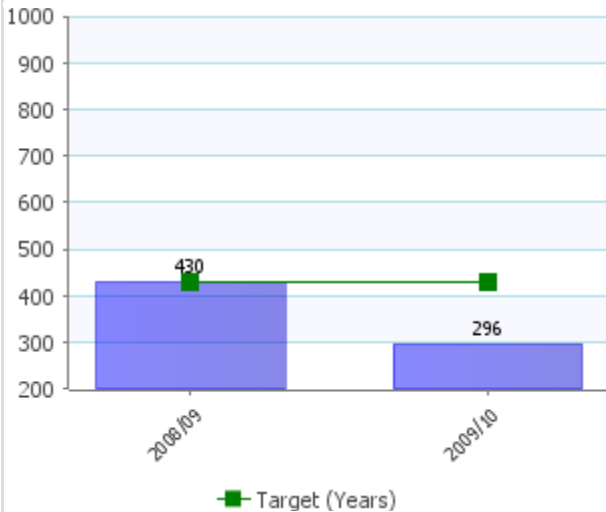
The number of homeless households assessed during the year for temporary accommodation.

sspi19aiT

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to monitor the number of households assessed each year for temporary accommodation.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The number to whom there is a duty to provide temporary accommodation, but not permanent accommodation, has decreased due to the Council assessing more households as being in Priority Need.

The percentage of permanent accommodation cases reassessed as homeless within 12 months.

sspi19aivP

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of homeless cases that represent themselves within 12 months of being found permanent accommodation.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

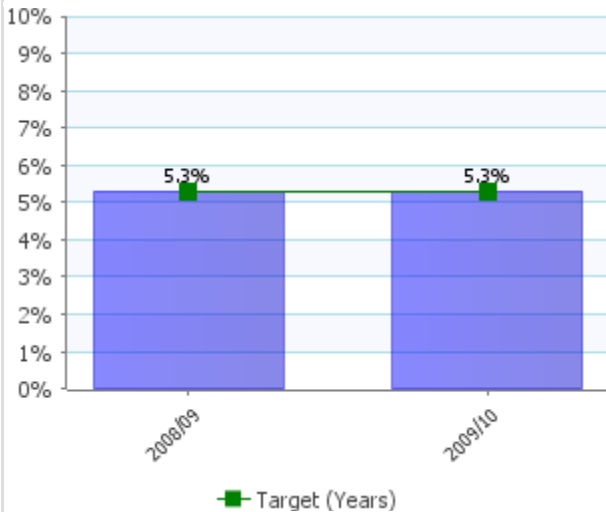
The service has placed a greater emphasis on prevention, which is reflected in the decrease in the percentage of cases reassessed in 2009/10.

In 2008/09 we were ranked 16 of 32 Scottish Local Authorities. The Scottish average for the percentage of cases reassessed as homeless within 12 months of being found permanent accommodation was 6.6%

The percentage of temporary accommodation cases reassessed as homeless within 12 months.

sspi19aivT

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of homeless cases that represent themselves within 12 months of being found temporary accommodation. This information is updated in September each year with the previous year's performance figures.



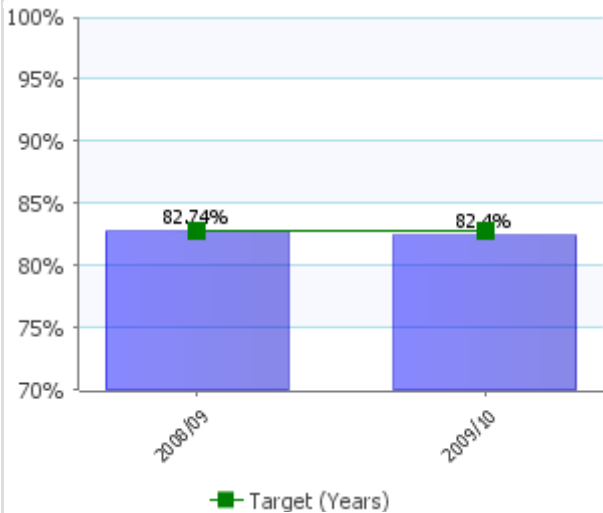
Trend Chart Commentary:

In 2008/09 we were ranked 18 of 32 Scottish Local Authorities. The Scottish average for the percentage of cases reassessed as homeless within 12 months of being found temporary accommodation was 5.5%

The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.

sspi19b

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to exceed the target and maximise the proportion homeless cases that maintained their tenancy for at least 12 months. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The proportion sustaining their tenancy has not significantly changed since 2008/09. It is worth noting that some tenancies were not 'sustained' for positive reasons, including the tenant choosing to do a mutual exchange or transferring to another social tenancy. In 2008/09 we were ranked 17 of 26 Scottish Local Authorities with a housing service. The Scottish average was 86%

20 Domestic noise complaints

The number of domestic noise complaints received that were settled without need for attendance on site

sspi20ai

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of domestic complaints. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

The number of domestic noise complaints received requiring attendance on site.

sspi20aii

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of domestic complaints requiring attendance on site.

This information is updated in September each year with the previous year's performance figures.



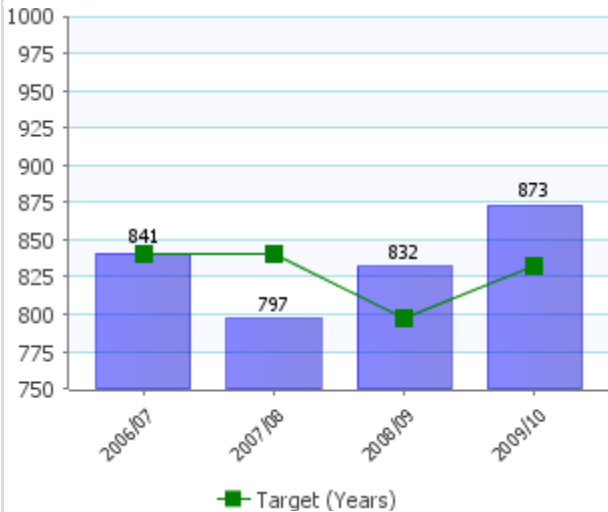
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

The number of domestic noise complaints received that were dealt with under Part V of the Ant Social Behaviour Act 2004.

sspi20aiii

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of domestic complaints dealt with under the ASB Act. This information is updated in September each year with the previous year's performance figures.



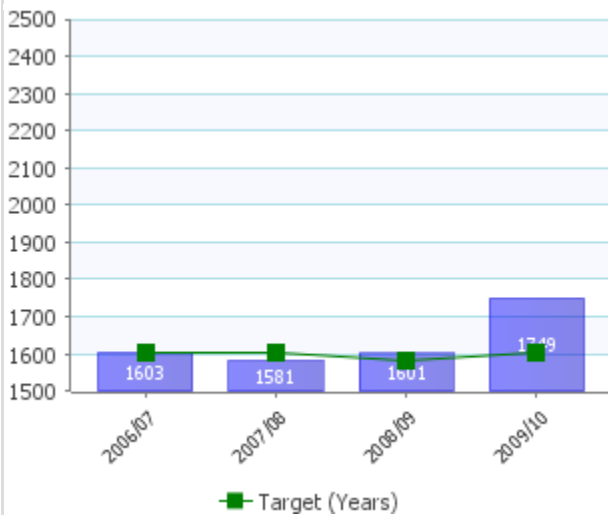
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

The total number of domestic noise complaints .

sspi20aiv

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of domestic noise complaints. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

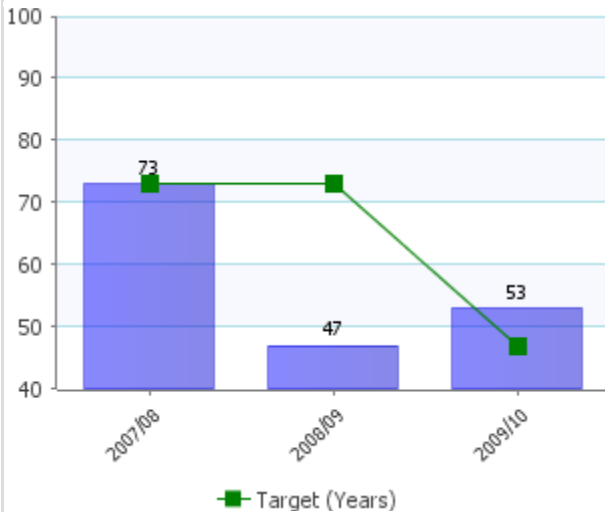
The average time (hours) between time of complaint and attendance on site, for those requiring attendance on site.

sspi20bi

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the average time to attendance on site.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

There has been an increase in the number of complaints of domestic noise settled without the need for attendance on site received during the year 2009/10. This will be due to the increased level of service now provided by the Noise Nuisance Team which has extended coverage to seven nights a week from four. However, this increase is not as significant as we first projected, so we will undertake a review of the service this year, now that the Night Time team have moved along with the Safer Neighbourhood Team into the newly created Community Safety Unit.

In 2008/09 we were ranked 20 of 32 Scottish Local Authorities. The Scottish average was 47.9 hours

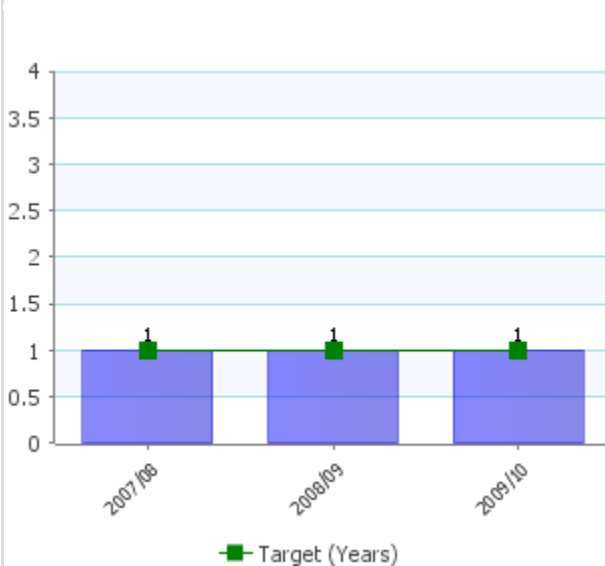
The average time (hours) between time of complaint and attendance on site, for those requiring attendance on site under ASB Act.

sspi20bii

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the average time to attendance on site.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

There has been a small increase in the number of noise complaints that were dealt with under Part V of the antisocial behaviour legislation. It is difficult to ascertain a reason for this factor other than that which may suggest a wider social trend i.e. in playing of amplified music or possibly sound insulation factors. The enforcement action may be acting as a deterrent to potential perpetrators, resulting in only a small increase.

Due to the broad range of complaint types covered by this indicator, there are variations in the average time between the time of the complaint and staff attendance on site. Not all calls to Environmental Health require an immediate visit. For example, burglar alarms will be visited within a short time of being reported, but for dog barking it may take telephone contact over a number of days to establish the scale and timing of problem before visits are carried out. Visits and telephone contact will then continue until the matter is resolved.

The service delivered by the Neighbourhood Response Team is primarily one that requires a rapid response. This is reflected in the shorter average time between the complaint being received and the first visit.

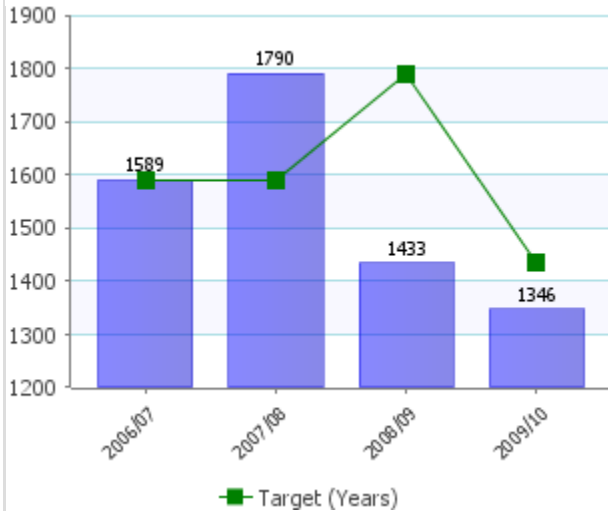
In 2008/09 we were ranked 20 of 32 Scottish Local Authorities. The Scottish average was 1.6 hours

21 The number of Trading Standards customer complaints and business advice requests received and the proportion completed within 14 days

The number of consumer complaints received.

sspi21ai

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of consumer complaints received. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

The percentage of consumer complaints dealt with within 14 days of receipt.

sspi21aii

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to maximise the percentage of consumer complaints dealt with within 14 days. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The *Consumer Complaints* performance is slightly lower than the previous year due to staff turnover. The performance is considered appropriate for the level of resource directed towards this activity.

In 2008/09 we were ranked 24 of 32 Scottish Local Authorities. The Scottish average for the percentage of consumer complaints dealt with within 14 days was 74.2%

The number of business advice requests received.

sspi21bi

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to monitor the number of business advice requests received. This information is updated in September each year with the previous year's performance figures.



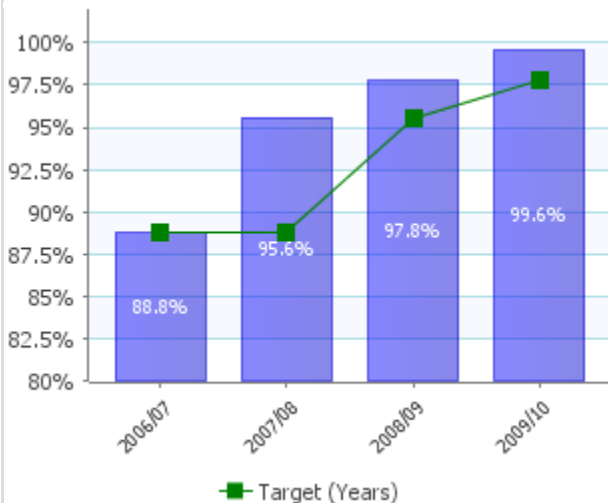
Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

The percentage of business advice requests dealt with within 14 days of receipt.

sspi21bii

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to maximise the percentage of business advice requests dealt with within 14 days. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The *Business Advice Requests* performance shows an improvement, brought about by better case management. The performance is now considered appropriate for the level of resource directed towards this activity.

In 2008/09 we were ranked 9 of 32 Scottish Local Authorities. The Scottish average for the percentage of consumer business advice requests dealt with within 14 days was 96.5%

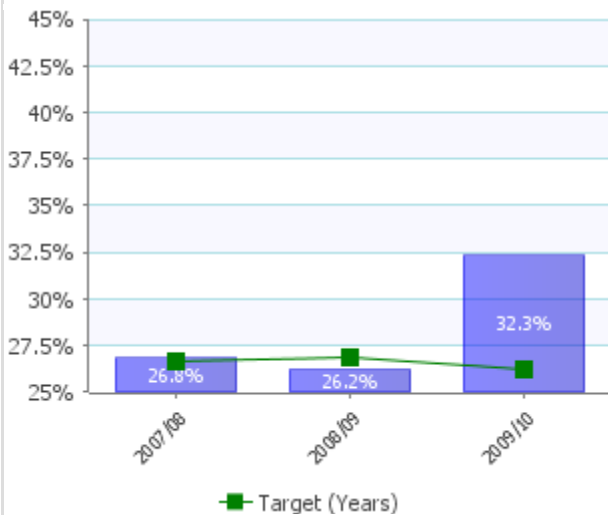
22 The percentage of the road network that should be considered for maintenance treatment.

Overall percentage of the Road Network which should be considered for maintenance treatment.

sspi22

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of the Road network which requires maintenance treatment. This information is updated in September each year with the previous year's performance figures.

The whole of the network is checked through a national road condition machine based survey. The output from this survey indicates the percentage of the network which should be considered for detailed investigation and then future maintenance.



Trend Chart Commentary:

The condition of A, B & C class roads remains constant and unchanged. Funds have been directed into these classifications of roads to ensure a steady state. U class roads have dropped from 24.1% to 33.5% which is a significant change in condition %. The reason for this is that there has been a concentration on our budget to Urban unclassified roads and there is now a need to provide a higher emphasis in future years on our rural network, which generally made up of a lesser construction and subject to climate change and in particular freeze/thaw condition and the affect of water damage in recent years. Surface dressing programmes will be considered to seal and provide a new running surface to these roads where appropriate.

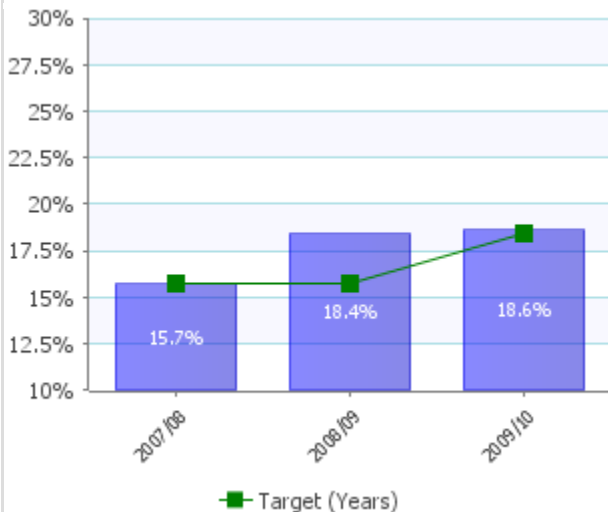
In 2008/09 we were ranked 7 of 32 Scottish Local Authorities. The Scottish average for the overall percentage of the Road Network which should be considered for maintenance was 34.2%

Percentage of the A class roads which should be considered for maintenance treatment.

sspi22i

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of the Road network which requires maintenance treatment. This information is updated in September each year with the previous year's performance figures.

The whole of the network is checked through a national road condition machine based survey. The output from this survey indicates the percentage of the network which should be considered for detailed investigation and then future maintenance.



Trend Chart Commentary:

The condition of A, B & C class roads remains constant and unchanged. Funds have been directed into these classifications of roads to ensure a steady state. U class roads have dropped from 24.1% to 33.5% which is a significant change in condition %. The reason for this is that there has been a concentration on our budget to Urban unclassified roads and there is now a need to provide a higher emphasis in future years on our rural network, which generally made up of a lesser construction and subject to climate change and in particular freeze/thaw condition and the affect of water damage in recent years. Surface dressing programmes will be considered to seal and provide a new running surface to these roads where appropriate.

In 2008/09 we were ranked 3 of 32 Scottish Local Authorities. The Scottish median average for the percentage of the A class roads which should be considered for maintenance was 24.9%

Percentage of the B class roads which should be considered for maintenance treatment.

sspi22ii

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of the Road network which requires maintenance treatment. This information is updated in September each year with the previous year's performance figures.

The whole of the network is checked through a national road condition machine based survey. The output from this survey indicates the percentage of the network which should be considered for detailed investigation and then future maintenance.



Trend Chart Commentary:

The condition of A, B & C class roads remains constant and unchanged. Funds have been directed into these classifications of roads to ensure a steady state. U class roads have dropped from 24.1% to 33.5% which is a significant change in condition %. The reason for this is that there has been a concentration on our budget to Urban unclassified roads and there is now a need to provide a higher emphasis in future years on our rural network, which generally made up of a lesser construction and subject to climate change and in particular freeze/thaw condition and the affect of water damage in recent years. Surface dressing programmes will be considered to seal and provide a new running surface to these roads where appropriate.

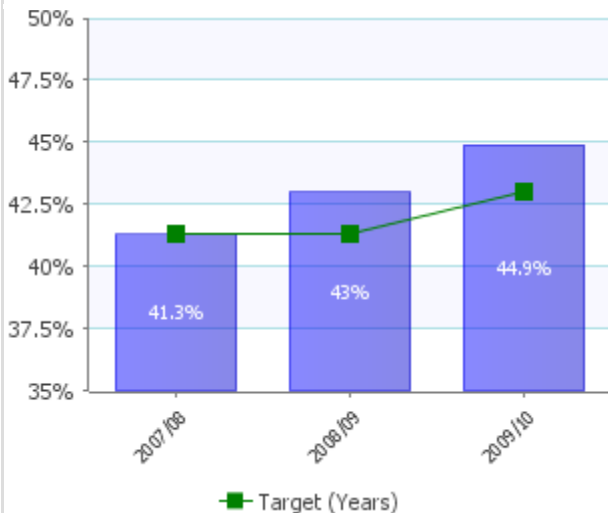
In 2008/09 we were ranked 12 of 32 Scottish Local Authorities. The Scottish median average for the percentage of the B class roads which should be considered for maintenance was 32.4%

Percentage of the C class roads which should be considered for maintenance treatment.

sspi22iii

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of the Road network which requires maintenance treatment. This information is updated in September each year with the previous year's performance figures.

The whole of the network is checked through a national road condition machine based survey. The output from this survey indicates the percentage of the network which should be considered for detailed investigation and then future maintenance.



Trend Chart Commentary:

The condition of A, B & C class roads remains constant and unchanged. Funds have been directed into these classifications of roads to ensure a steady state. U class roads have dropped from 24.1% to 33.5% which is a significant change in condition %. The reason for this is that there has been a concentration on our budget to Urban unclassified roads and there is now a need to provide a higher emphasis in future years on our rural network, which generally made up of a lesser construction and subject to climate change and in particular freeze/thaw condition and the affect of water damage in recent years. Surface dressing programmes will be considered to seal and provide a new running surface to these roads where appropriate.

In 2008/09 we were ranked 25 of 32 Scottish Local Authorities. The Scottish median average for the percentage of the C class roads which should be considered for maintenance was 32.5%

Percentage of the Unclassified roads which should be considered for maintenance treatment.

sspi22iv

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to undercut the target and minimise the percentage of the Road network which requires maintenance treatment. This information is updated in September each year with the previous year's performance figures.

The whole of the network is checked through a national road condition machine based survey. The output from this survey indicates the percentage of the network which should be considered for detailed investigation and then future maintenance.



Trend Chart Commentary:

The condition of A, B & C class roads remains constant and unchanged. Funds have been directed into these classifications of roads to ensure a steady state. U class roads have dropped from 24.1% to 33.5% which is a significant change in condition %. The reason for this is that there has been a concentration on our budget to Urban unclassified roads and there is now a need to provide a higher emphasis in future years on our rural network, which generally made up of a lesser construction and subject to climate change and in particular freeze/thaw condition and the affect of water damage in recent years. Surface dressing programmes will be considered to seal and provide a new running surface to these roads where appropriate.

In 2008/09 we were ranked 2 of 32 Scottish Local Authorities. The Scottish median average for the percentage of the Unclassified roads which should be considered for maintenance was 36.9%

23 The net cost of refuse collection and disposal

Net cost of refuse collection per premise.

sspi23a

This is a Statutory Performance Indicator, used by all Scottish authorities. The target set is the previous year's performance and the aim is to undercut the target and minimise the overall cost of refuse collection. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The SPI for cost of collection in 09/10 is **£73.85** which compares to the 08/09 figure of £71.36. Whilst this is an increase of £2.49 per premise (households plus commercial) the 09/10 cost is now close to levels found in 07/08 (which saw a previous reduction of £1.23 per premise). There was also a depreciation in the value of the waste transfer station (£376,000) in 08/09 which gave rise to a cost reduction between 07/08 and 08/09. The 09/10 increase of approximately 3% is mainly due to the pay award but there have been additional costs this year as the result of a work to rule by operatives. This occurred as a result of an equal pay decision which is affecting industrial relations with a large proportion of refuse collection staff, combined with coinciding service disruptions due to severe weather. The council was required to deploy additional resources to minimise the impact on customers. The waste management information has been taken from the Scottish Environment Protection Agency's Waste Data Flow information for 09 /10. This was populated by information provided to West Lothian's internal AXIM system and from our waste management partners. Note that there may be changes to the waste data figures as this still has to go through the waste data flow validation process, end of year reconciliation and may be subject to an audit by SEPA.

In 2008/09 we were ranked 22 of 32 Scottish Local Authorities. The Scottish average was £63.92

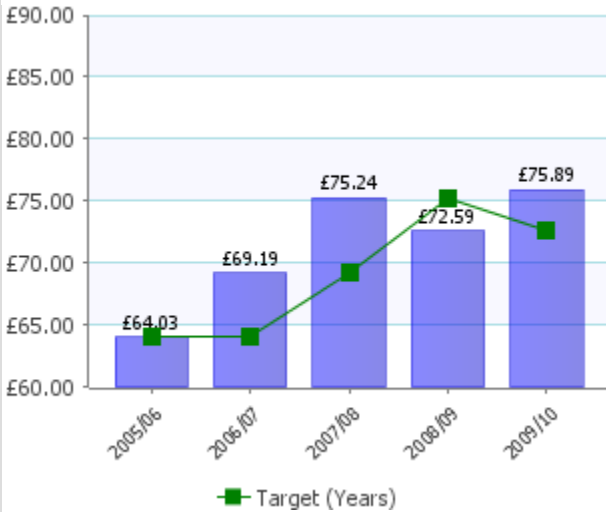
Net cost of refuse disposal per premise.

sspi23b

This is a Statutory Performance Indicator, used by all Scottish authorities.

The target set is the previous year's performance and the aim is to undercut the target and minimise the overall cost of refuse disposal.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

For cost of disposal, there has also been an increase from £72.59 in 08/09 to **£75.89** for 09/10. This increase of approximately 5% is mainly due to a rise in disposal costs. There have been significant rises in certain expenditure items, for example rising fuel costs, disposal fees and most notably the yearly £/Tonne per year landfill tax rise. This was partially offset by slightly reduced gate fee per tonne for some recyclates.

The waste management information has been taken from the Scottish Environment Protection Agency's Waste Data Flow information for 09/10. This was populated by information provided to West Lothian's internal AXIM system and from our waste management partners. Note that there may be changes to the waste data figures as this still has to go through the waste data flow validation process, end of year reconciliation and may be subject to an audit by SEPA.

In 2008/09 we were ranked 10 of 32 Scottish Local Authorities. The Scottish average was £83.97

24 The percentage of municipal waste collected by the authority during the year that was recycled and composted

The percentage of municipal waste collected that was composted or recycled.

sspi24

This is a Statutory Performance Indicator, used by all Scottish authorities.

The waste management information has been taken from the Scottish Environment Protection Agencies (SEPA) Waste Data Flow information for 2008/09.

The target set is the previous year's performance and the aim is to do better than the target and maximise the overall percentage of waste that is recycled.

This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

The recycling rate has increased slightly this year from 41.8% to 42.3%. There has been an increase the amount of dry recyclates recycled from our kerbside blue bin collections, green/compostable waste from Community Recycling Centres and council services and textiles recycled. However, the most significant change has been the decrease of approximately 1400 tonnes in waste landfilled and also in our overall municipal sold waste (household or commercial waste which the council collects or has collected on its behalf), which has decreased by approximately 1500 tonnes to 108,936 tonnes.

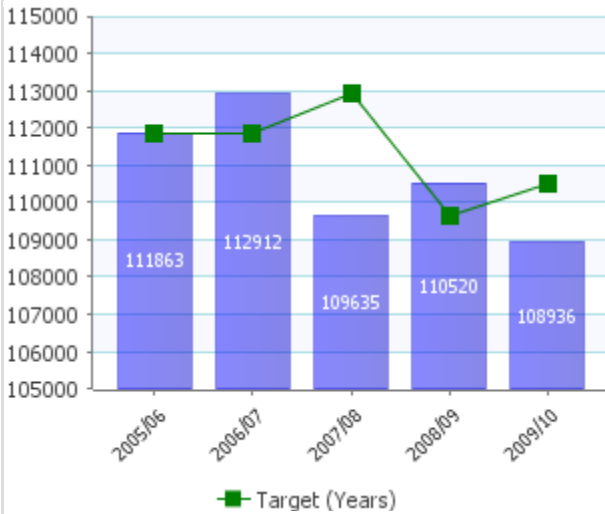
West Lothian has achieved the Scottish Government 2010 target for recycling of 40%, a year early.

In 2008/09 we were ranked 5 of 32 Scottish Local Authorities. The Scottish average was 34.3% of waste recycled.

The total tonnes of municipal waste collected.

sspi24i

This is background data for the main Statutory Performance Indicator, used by all Scottish authorities. The waste management information has been taken from the Scottish Environment Protection Agencies (SEPA) Waste Data Flow information for 2008/09. The target set is the previous year's performance and the aim is to monitor the target and minimise the overall tonnes of waste that is generated in West Lothian. This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This data is provided as further information to help explain the performance in the main Statutory Performance indicator

25 The cleanliness index achieved following inspection of a sample of streets and other relevant land

The cleanliness index achieved following inspection of a sample of streets and other relevant land.

sspi25

This is a Statutory Performance Indicator, used by all Scottish authorities. The Cleanliness Index is a measure based on the amount of litter found on streets and land that the council is responsible for, assessed on seven inspections per year. The target set is the previous year's performance and the aim is to do better than the target and maximise the Cleanliness Index number (max score = 100). This information is updated in September each year with the previous year's performance figures.



Trend Chart Commentary:

This past year has seen a further improvement in the cleanliness of our towns and streets, despite periods of prolonged extreme weather in terms of snow / ice which had an adverse impact on the delivery of the service.

Staff effectiveness has greatly improved over the past few years and this is reflected in this years result. Weather still plays a pivotal roll in determining levels of cleanliness. In 2008/09 we were ranked 28 of 32 Scottish Local Authorities. The Scottish average cleanliness index was 73