







Appendix 2: Corporate Performance Indicators

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Theme: **6-An Improving Council**
 Priority: **C6.2-Improve Community Engagement**
 Objective: **C6-02 Improve the effectiveness of community consultation and engagement activity**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	2011/12
					Value	Value	Target	Target	Target	Target	Target
CP6-03 % of Citizens Panel respondents who think the Council is good at listening to the needs of its residents			Annual	WD Citizens Panel	16%		15%	20%	30%	40%	50%
CP6-04 % of Citizens Panel respondents who think the Council is good at communicating with its residents			Annual	WD Citizens panel	30%		35%	40%	50%	55%	60%

Theme: **6-An Improving Council**
 Priority: **C6.5-Promote continuous improvement and transform service delivery**
 Objective: **C6-19 Improve overall service performance and self awareness**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	2011/12
					Value	Value	Target	Target	Target	Target	Target
CP6.05a Ratio of SPLs in top:bottom quartile			Annual	Audit Scotland	2		1.2	1.4	1.6	1.8	2

Theme: **6-An Improving Council**
 Priority: **C6.7-Promote Equal Opportunities**
 Objective: **C6-25 Provide and promote equal opportunities within the Council**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	2011/12
					Value	Value	Target	Target	Target	Target	Target
SCM4b CM4: % of council buildings in which all public areas are suitable for and accessible to disabled people			Annual	Audit Scotland	33.7%	41%	39%	44%			