







Appendix 1: Corporate Plan 2009/13 - Progress in 2009/10







Theme **1 Regeneration & the local economy (CP9-13)**
 Priority **Better employment opportunities (CP9-13 New)**
 Objective **Improve qualification level of workforce (CP9-13 New)**







Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of working age residents who have a degree level qualification	9.6%	11.2%	12%	N/A	10.5%	?	?	?	09/10 information not yet available. Information is collected nationally by the Office for National Statistics (www.ons.gov.uk). The council has limited direct influence on the figures but is working with partners to increase opportunities for adult learners to gain qualifications. The target for 2013/14 is still under discussion.	11%	11.5%	12%		Educational Services	Lynn Townsend
Percentage of working age residents with no qualifications	18%	15.6%	17.2%	N/A	13.87%	?	?	?	09/10 information not yet available. Information is collected nationally by the Office for National Statistics (www.nomisweb.co.uk). The council has limited direct influence on the figures but is working with partners to increase opportunities for adult learners to gain qualifications.	13%	12.63%	12.25%	11.87%	Educational Services	Lynn Townsend

Theme 1 Regeneration & the local economy (CP9-13)
Priority Better employment opportunities (CP9-13 New)
Objective Reduce unemployment and create employment in key sectors (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Employment rate	73.4%	73.3%	72.8%		71%				The data required for 09/10 for West Dunbartonshire will not be available until June 2010. As the Scottish figure is 72.2% at January 2010 the West Dunbartonshire figure is estimated at around 70%.	69%	69%	69%	71%	Housing, Environmental and Economic Development	Michael Gill; Gillian Scholes
Percentage of working age people claiming Job Seekers Allowance	4.34%	3.64%	4.43%	5.95%	4.55%				The target was not achieved as the recession resulted in a significant number of people becoming unemployed and fewer job opportunities being available. Previous recessions have shown that it can take more than seven years for employment rates to recover and consequently the targets for 2010/2014 have been revised from 5% each year to 5.5% each year.	5.5%	5.5%	5.5%	5.5%	Housing, Environmental and Economic Development	Michael Gill; Gillian Scholes

Theme 1 Regeneration & the local economy (CP9-13)
Priority Deliver co-ordinated, sustainable planning (CP9-13)
Objective Regenerate in a properly planned, co-ordinated and sustainable manner (CP9-13)







Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
DS1aii: Percentage of householder applications dealt with within two months	94.24%	91.87%	91.44%	85.14%	90%				Target has not been met due to significant legislative changes being introduced and new working practices. The last quarter of the year target has been met as officers have become more familiar with the change and new working arrangements.	90%	90%	90%	90%	Housing, Environmental and Economic Development	Pamela Clifford
DS1bii: Percentage of non-householder applications dealt with within two months	74.37%	68.89%	57.28%	50.33%	60%				There has been a fall in the percentage of non-householder applications determined within target. This has been due to new working practices and legislative changes. Measures have been introduced to improve performance and as a result of the last quarter of the year performance has improved. Confident that targets can be achieved in the next year.	60%	60%	60%	60%	Housing, Environmental and Economic Development	Pamela Clifford

DS1cii: Percentage of all planning applications dealt with within two months	85.29%	81.23%	73.54%	67.56%	80%				The significant changes that Development Management has faced this year have resulted in a slight fall in performance. Measures have been introduced to address this issue and as a result performance has improved in the second half of the year.	80%	80%	80%	80%	Housing, Environmental and Economic Development	Pamela Clifford
Percentage of planning applications granted contrary to the Local Plan	4.2%	2.2%	1%	3%	1%				There has been a slight increase in the percentage although this is low compared to the number of applications in the same period. This is due to the age of the adopted local plan which has been replaced by the recent adoption of the WDC Local Plan in March. This % should fall in the next period due to a more updated local plan.	1%	1%	1%	1%	Housing, Environmental and Economic Development	Pamela Clifford

Theme 1 Regeneration & the local economy (CP9-13)

Priority Grow the local economy (CP9-13)

Objective **Attract and support the development of new and emerging businesses and support the sustainability and growth of existing businesses (CP9-13)**




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of new VAT registered businesses per 10,000 population	15	24	17		15				Data for this period will not be available until November 2010.	16	17	18	19	Housing, Environmental and Economic Development	Michael Gill; Gillian Scholes
Number of VAT registered businesses at year end per 10,000 population	169	182	188		170				Data not available until November 2010.	172	174	176	178	Housing, Environmental and Economic Development	Michael Gill; Gillian Scholes

Theme 1 Regeneration & the local economy (CP9-13)
Priority Grow the local economy (CP9-13)
Objective Grow the tourism economy (CP9-13)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage increase in number of visitors to West Dunbartonshire	-6%	-3%	-1%		0%	?	?	?	Data for the period 09/10 will not be available until October 2010.	0%	2%	2%	3%	Housing, Environmental and Economic Development	Michael Gill; Gillian Scholes
Percentage increase in tourism generated income for West Dunbartonshire	0%	-3%	-2%		0%	?	?	?	Data for 09/10 is not available until October 2010.	0%	2%	2%	3%	Housing, Environmental and Economic Development	Michael Gill; Gillian Scholes

Theme 1 Regeneration & the local economy (CP9-13)
Priority Improve housing (CP9-13)
Objective Improve the mix, quantity, location and affordability of housing in West Dunbartonshire (CP9-13)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of new build properties - Owner Occupied	114	192	176	122	100	✓	↓	↓	Whilst this years target has been exceeded, the number of owner-occupied housing completions this year is below the long-term average, owing to the downturn in the housing market. The targets for future years predict a gradual upturn in the market – which is not guaranteed – with the target rising to 200 per year by 2012/13.	125	150	200	200	Housing, Environmental and Economic Development	Alan Williamson

Number of new build properties - RSL	79	20	121	94	142				In view of the Scottish Government Housing Investment Division's 55% reduction in the Affordable Housing Investment Programme, targets have been revised from 142 new build properties to 77.	77	77	77		Housing, Environmental and Economic Development	Jamie Dockery
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Theme 1 Regeneration & the local economy (CP9-13)
Priority Improve housing (CP9-13)
Objective Improve the quality of Council housing stock (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	11%	12%	14%		18%				Data currently being collated. info available by end of may 2010	25%	35%	75%	90%	Housing, Environmental and Economic Development	Jack Stevenson

Theme 1 Regeneration & the local economy (CP9-13)
Priority Improve transport (CP9-13)
Objective Improve metropolitan connectivity (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of new schemes delivered with SPT and adjoining authorities	N/A	2	3	4	3				Target exceeded. Projects include Kilbowie Stag and Kilbowie Park and Ride, Church Court Park and Ride and Dalreoch Park and Ride. Barns St will slip into 2010/11.	3	3	3		Housing, Environmental and Economic Development	Jack McAulay







Theme 1 Regeneration & the local economy (CP9-13)
Priority Promote physical area regeneration (CP9-13)
Objective Reduce the amount of vacant and derelict land (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Hectares of land removed from the vacant and derelict land register per annum	19.2	17.3	7.2		3	?	?	?	3% is the 2009-13 Corporate Plan target. Value varies year on year and is not trend based. 2009/10 will be available following survey undertaken during May/June 2010.	3	3	3	3	Housing, Environmental and Economic Development	Alan Williamson




Theme 1 Regeneration & the local economy (CP9-13)
Priority Promote physical area regeneration (CP9-13)
Objective Regenerate town centres and related waterfront areas (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of floor space in Alexandria Town Centre that is vacant	N/A	15%	8%		8%	?	?	?	Town centre vacancy rate, based on an April survey, will be available and input to Covalent by 31 May 2010.	8%	8%	8%	8%	Housing, Environmental and Economic Development	Alan Williamson
Percentage of floor space in Clydebank Town Centre/commercial centres that is vacant	N/A	10%	20%		15%	?	?	?	Town centre vacancy rate, based on an April survey, will be available and input to Covalent by 31 May 2010.	10%	8%	8%	8%	Housing, Environmental and Economic Development	Alan Williamson
Percentage of floor space in Dumbarton Town Centre/commercial centre that is vacant	N/A	14%	13%		10%	?	?	?	Town centre vacancy rate, based on an April survey, will be available and input to Covalent by 31 May 2010.	10%	8%	8%	8%	Housing, Environmental and Economic Development	Alan Williamson

Theme 1 Regeneration & the local economy (CP9-13)
Priority Reduce population decline (CP9-13 New)
Objective Reduce population decline and out migration (CP9-13 New)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Change in net population migration	N/A	-95	-147	-2	-35				The 2009/10 value shows a decline in rate of out migration. Although the reason for this is not clear, it may be due, in part, to the Registrar General accepting the Council's challenge to the estimated population loss for the area during the consultation phase of preparing the estimates, which initially was considerably higher.	-35	-30	-30	-30	Chief Executive's Department	Valerie McIlhatton
Population of West Dunbartonshire	91,240	91,090	90,940	90,920	91,090				The target was just missed with the 2009/10 figure showing a further but smaller drop in population due to out migration.	91,090	91,090	91,090	91,090	Chief Executive's Department	Valerie McIlhatton

Theme 1 Regeneration & the local economy (CP9-13)
Priority Regenerate the schools estate (CP9-13)
Objective Deliver the agreed programme of new primary schools and rationalise and re-develop the remaining primary schools (CP9-13)



Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Primary School Occupancy	57%	56%	56%	55%	56%				The primary occupancy rate has declined by 1% to 55% in the last year due to continuing decline in pupil rolls. The primary school roll has reduced	56%	58%	61%	62%	Educational Services	Craig Jardine

									by 146 from 6766 in September 2008 to 6620 in September 2009. The council is scheduled to open 3 new primary schools in the second part of 2010. This will improve primary school occupancy rates overall.						
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Theme 1 Regeneration & the local economy (CP9-13)
Priority Regenerate the schools estate (CP9-13)
Objective Deliver the agreed programme of new secondary schools (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Secondary School Occupancy	71%	69%	67%	74%	82%				The secondary occupancy rate has improved by 7% to 74% this year due to the opening of the 3 new secondary schools in August 2009.	82%	82%	85%	85%	Educational Services	Craig Jardine

Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Improve diet and nutrition (CP9-13)













Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of Citizens Panel members who follow guidance of at least 5 portions of fruit/vegetables a day	26%	23%	22%		40%				Survey will be repeated at end of 2010	45%	50%	50%	50%	Social Work and Health	Maureen McKerry; Moira Swanson




Uptake of free school meals in primary schools	44.8%	76%	50.1%		82%				Information will be available from the Scottish Government at the end of June 2010	84%	85%	86%	86%	Housing, Environmental and Economic Development	Bob Davidson
Uptake of free school meals in secondary schools	45.1%	57%	50.1%	53%	60%				Educational Services annual census of free school meals uptake against free meal entitlement in secondary schools was recorded as 53%	63%	65%	67%	68%	Housing, Environmental and Economic Development	Bob Davidson

Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Improve the health and safety of Council employees (CP9-13)







Performance Indicator	2006/07	2007/08	2008/09	2009/10					Note	2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend		Target	Target	Target	Target		
Average number of FTE days lost per FTE employee classified as stress & mental health	N/A	N/A	3.4	3.7	3.3				The target was missed. Considerable work has been taken forward to manage stress. One of the consequences promoting awareness of stress and mental health conditions is that an increased level of reporting is to be expected. The reported figure of 3.7 is higher than the previous year which was 3.4 days lost per employee. Actions planned to 2010-11; Actions planned to 2010-11; Further Rolled of HR Connect Pilot; Development of Absence Module (WMS); Improved access to Management	3.2	3.1	3	2.9	Corporate Services	Francine Ewen

									Information; Continued promotion of Occupational Health and Employee Counselling Service; Policy Review – Maximising Attendance, Stress Management, Special Leave, Exit Interview; Continued Health Promotion Activity (HWL); Training for managers; Employment Advisor’s Pilot – Early Access to Mental Health Interventions; Absence Management Group. Any revision of future targets will be informed by actual performance.						
Number of days lost by Council employees through work related injury	2,020	1,589	1,274	797	1,017	✔	↑	↑	The target was achieved with the 2009/10 outturn showing a significant reduction in days lost compared to 2008/9. This is may be due to a number of factors e.g. health and safety training, accident investigation, review of working methods/safe systems of work and our inspection audit programme. However, whilst the trend shows a decrease from 2006/7, the average (1,361 days lost) over the six year period still indicates an increase from the base year of 20004/5.	982	946	910	855	Chief Executive's Department	John Duffy













Number of fatal or major injury accidents within Council	7	8	6	5	0				While the target for 2009/10 was missed, there have been no fatalities associated with the Council's work activities since 2004/5. This may be due to an improvement of the health and safety management systems identified through our corporate health and safety audit programme. All targets are set by the UK's Health & Safety Executive's Revitalisation Agenda.	0	0	0	0	Chief Executive's Department	John Duffy
Percentage of Council employees who drink alcohol on three or more days a week	N/A	16%	N/A	15%	14%				The most recent staff health survey indicated that 15% of employees drink alcohol on three or more days per week, just short of the 14% target set for 2009/10. The next survey will be carried out in 2010/11.	12%	10%	9%	8%	Chief Executive's Department	Bobby Jones
Percentage of Council employees who eat five or more portions of fruit and vegetables a day	N/A	68%	N/A	68%	70%				The most recent staff health survey indicated that 68% of employees met this PI, just short of the 70% target set for 2009/10. The next survey will be carried out in 2010/11.	71%	72%	73%	74%	Chief Executive's Department	Bobby Jones
Percentage of Council employees who rarely or never exercise	N/A	16%	N/A	18%	14%				The most recent staff health survey indicated that 18% of employees rarely or never exercise, missing the target of 14% set for 2009/10. The next survey will be carried out in 2010/11.	12%	10%	9%	8%	Chief Executive's Department	Bobby Jones

Percentage of Council employees who smoke	N/A	19%	N/A	16%	17%				The most recent staff health survey indicated that 16% of employees smoke, meeting the target of 17% set for 2009/10. The next survey will be carried out in 2010/11.	16%	15%	14%	13%	Chief Executive's Department	Bobby Jones
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Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Increase healthy life expectancy at birth in deprived areas (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Female healthy life expectancy in West Dunbartonshire	N/A	67.3	N/A	N/A	67.8				There is no Local Authority level data available for this PI for 2009/10. The most recent data refers either to Scotland or to deprivation decile.	68.1	68.4	68.6		Social Work and Health	Valerie McIlhatton; Maureen McKerry; Moira Swanson
Male healthy life expectancy in West Dunbartonshire	N/A	62.8	N/A	N/A	63.3				There is no Local Authority level data available for this PI. The most recent data refers either to Scotland or to deprivation decile.	63.5	63.8	64.1		Social Work and Health	Valerie McIlhatton; Maureen McKerry; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Increase levels of physical activity (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
CC1: Number of attendances per 1,000 population to all pools	4,081	4,205	4,590	4,669	4,546				Target exceeded. Annual usage figure for this Statutory Performance Indicator was 4,669 per thousand population, achieved against target of 4,546. This usage figure relates to the wet side of leisure facilities.	4,550	4,550	4,600	4,600	Housing, Environmental and Economic Development	Fiona McGuigan
CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	4,140	3,667	4,148	4,153	4,094				Target exceeded. The annual usage figure for this Statutory Performance Indicator was 4,153 per thousand population, achieved against a target of 4,094. This annual figure relates to the dry side of the leisure facilities.	4,150	4,150	4,250	4,250	Housing, Environmental and Economic Development	Fiona McGuigan
Percentage of adults in West Dunbartonshire participating in sports each week (private/public)	48%	N/A	N/A	N/A	51%					52%	53%	54%		Social Work and Health	Maureen McKerry; Moira Swanson
Percentage of Citizens Panel members who never or rarely take part in exercise	58%	65%	65%	N/A	54%				Initial Citizens' Panel survey carried out in 06-07 to be repeated in October 2009. Survey not carried out in 2009/10. Will be surveyed at the end of 2010.	52%	50%	48%	47%	Social Work and Health	Maureen McKerry; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Promote positive mental health (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
5-year moving average Suicide Rate (both sexes)	20	20	N/A	N/A	17	?	?	?	Information not yet available.	16	16	16	15	Social Work and Health	Mike Foley
Number of Suicides (both sexes)	19	25	N/A	N/A	20		?	?	Information not yet available for 2009/10.	20	19	19	18	Social Work and Health	Mike Foley
Percentage of Citizens Panel members who describe themselves as fairly happy or very happy	76%	82%	79%	N/A	79%	?	?	?	Initial Citizens' Panel survey carried out in 06-07 to be repeated in October 2009. Survey not carried out in 2009/10. Will be surveyed at the end of 2010.	80%	81%	82%	83%	Social Work and Health	Maureen McKerry; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Reduce deaths amongst the under 75's from coronary heart disease in deprived areas (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Deaths from coronary heart disease per 100,000	266.9	225.6	253.6	N/A		?	?	?	Figure not yet available for 2009/10.					Social Work and Health	Maureen McKerry; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Reduce levels of alcohol consumption (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Alcohol related deaths	45	40	44	N/A	43	?	?	?	Figure not yet available for 2009/10	42	40	40	40	Social Work and Health	Tom Jackson
Percentage of 13 year olds drinking alcohol to excess in previous month (5 or more drinks 4 or more times)	8%	N/A	N/A	N/A	8%	?	?	?	This information is not available at a local level on a yearly basis. The last report was in 2006 and the next will be in 2010 however we will probably receive this information mid 2011.	7.5%	7%	6.5%	6%	Social Work and Health	Tom Jackson
Percentage of 15 year olds drinking alcohol to excess in previous month (5 or more drinks 4 or more times)	22%	N/A	N/A	N/A	22%	?	?	?	This information is not available at a local level on a yearly basis. The last report was in 2006 and the next will be in 2010 however we will probably receive this information mid 2011.	21%	20%	19%	18%	Social Work and Health	Tom Jackson
Percentage of Citizens Panel members who drink alcohol 3 or more days per week	26%	N/A	N/A	N/A	23%	?	?	?	We are currently looking at means of collecting this information for 2009/10.	22%	21%	20%	19%	Social Work and Health	Tom Jackson
Rate of hospital admissions for alcohol misuse per 100,000 population	989	N/A	N/A	N/A	940.5	?	?	?	This information is taken from the Alcohol Statistic Scotland - ISD. The most recent report does not go beyond 2007.	893.5	848.8	806.4		Social Work and Health	Tom Jackson

Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Reduce levels of smoking (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of adult population who smoke	N/A	30.1%	N/A		26%		?	?		25%	24%	23%	22%	Social Work and Health	Maureen McKerry; Moira Swanson
Percentage of Citizens Panel members who smoke	26%	23%	22%	N/A	23%	?	?	?	Survey not carried out in 2009/10. Will be surveyed at the end of 2010.	22%	20%	19%	18%	Social Work and Health	Maureen McKerry; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Improve health and reduce health inequality (CP9-13)
Objective Reduce use of illegal drugs (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Deaths from drug misuse per 100,000 population	12	16	23	N/A	13	?	?	?	2008/09 is the most recent publication of this figure.	12.5	12	11.5	11	Social Work and Health	Tom Jackson
Percentage of 15 year using drugs at least once a week	5%	N/A	N/A	N/A	4%	?	?	?	Figure not yet available for 2008/09 and 2009/10 This information is not available at a local level on a yearly basis. It is only collated every 4 years. The last report was in 2006 and the next report will be for 2010 and we will probably not receive it till mid 2011.	4%	3%	3%	3%	Social Work and Health	Tom Jackson; Moira Swanson

Prevalence of problem drug users	2.61%	N/A	N/A	N/A	2%	?	?	?	This information is from the Local Prevalence Study undertaken by Glasgow University. The next study will consider 2009 data, however there is no timescale regarding publication of a report.	1.9%	1.8%	1.7%		Social Work and Health	Tom Jackson; Moira Swanson
Rate of hospital admissions for drugs misuse per 100,000	55	N/A	N/A	N/A	54	?	?	?	This information is from the Local Prevalence Study undertaken by Glasgow University. The next study will consider 2009 data, however there is no timescale regarding publication of a report.	53	52	50		Social Work and Health	Tom Jackson; Moira Swanson




Theme 2 Health & well being (CP9-13)

Priority Reduce inequalities and increase prosperity (CP9-13 New)







Objective Create new employment and training opportunities for people with a learning disability, mental health problems, criminal record or addiction issues (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of people with a learning disability assisted into paid employment	26	39	31	36	41	▲	▲	▲	Recording and reporting on this indicator is being reviewed in line with ESF reporting.	46	51	56	58	Social Work and Health	David Elliott; Moira Swanson
Number of people with an addiction issue supported into paid employment	N/A	N/A	20	21	15	✓	▲	▲	Recording and reporting on this indicator is being reviewed in line with ESF reporting.	15	15	15	15	Social Work and Health	Tom Jackson
Percentage of clients with a criminal record offered a training or employment assessment of need	N/A	N/A	75%	82%	90%	▲	▲	▲	Recording and reporting on this indicator is being reviewed in line with ESF reporting.	100%	100%	100%	100%	Social Work and Health	Norman Firth

Theme 2 Health & well being (CP9-13)
Priority Reduce inequalities and increase prosperity (CP9-13 New)
Objective Decrease proportion of people living in poverty (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Median weekly gross earnings for residents who are employed	£406.50	£406.50	£406.10	£442.00	£450.00					£460.00	£470.00	£470.00		Social Work and Health	Valerie McIlhatton; Maureen McKerry; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Reduce inequalities and increase prosperity (CP9-13 New)
Objective Increase benefits uptake (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Amount of income generated from successful benefit claims	£6,567,868.57	£8,956,459.65	£10,039,261.87	N/A	£10,000,000.00				This figure is not yet available. Collation of the information is expected to be completed in July.	£10,000,000.00	£10,000,000.00	£10,000,000.00	£10,000,000.00	Social Work and Health	Mary Holt
Number of people accessing the MacMillan Service	627	630	586	N/A	656				This figure is not yet available.	669	682	696	700	Social Work and Health	Mary Holt; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Reduce inequalities and increase prosperity (CP9-13 New)
Objective Reduce child poverty (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Proportion of children living in low income households that are dependant on out of work benefits or child tax credits more than the family element	N/A	45%	58.9%	N/A	45%	?	?	?	This figure is not yet available for 2009/10.	45%	45%	45%	45%	Social Work and Health	Valerie McIlhatton; Maureen McKerry; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Reduce inequalities and increase prosperity (CP9-13 New)
Objective Reduce financial exclusion (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of households with access to bank, building society or credit union account	N/A	N/A	82%	82%	90%	▲	■	■		91%	92%	93%	95%	Social Work and Health	Maureen McKerry; Moira Swanson










Theme 2 Health & well being (CP9-13)
Priority Reduce inequalities and increase prosperity (CP9-13 New)
Objective Reduce fuel poverty (CP9-13)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of people defined as fuel poor in the 2004-2007 Scottish House Condition Survey	N/A	N/A	19%	N/A	16%	?	?	?		16%				Social Work and Health	Maureen McKerry; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Reduce inequalities and increase prosperity (CP9-13 New)
Objective Reduce homelessness (CP9-13 New)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
HS7aiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation	N/A	N/A	53%	51%	35%	✓	↓	↓	Outturn has exceeded target for 2009/10. As a result targets of 35% for the next 4 years have been reviewed and amended	53%	56%	60%	62%	Housing, Environmental and Economic Development	Janice Lockhart
Percentage of unintentionally homeless households entitled to settled accommodation	N/A	95%	97%	98%	98%	✓	↑	↑	Target achieved. An implementation plan has been developed to meet future targets	100%	100%	100%	100%	Housing, Environmental and Economic Development	Janice Lockhart

Theme 2 Health & well being (CP9-13)
Priority Reduce inequalities and increase prosperity (CP9-13 New)
Objective Support parents to give their children the best start in life (CP9-13 New)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of P3 Pupils exceeding 5-14 level A in reading, writing and mathematics	35%	35%	36%	39%	37%				2009/10 data (from the 2008/9 school session) shows WDC at 39%, a 3% improvement from the previous year and 2% above the local authority 5-14 data sharing consortium average of 84%. The target was exceeded by 2%.	37%	37%	37%	37%	Educational Services	Mary Devine
Percentage of pre-school centres with positive inspection reports	N/A	N/A	100%	100%	100%				Four pre-school centres have been inspected in the 2009/10 session. Three council run Early Education & Childcare Centres - Gavinburn, Jamestown and KEYS which is an Additional Support Needs centre and Carousel, Alexandria which is a Partnership Nursery. These inspections all produced positive inspection reports.	100%	100%	100%	100%	Educational Services	Lillian Goldie
Percentage of primary schools with positive inspection reports	N/A	100%	100%	100%	100%				Every primary school inspection since the new inspection procedure began and was included as a target within the Single Outcome Agreement has resulted in a positive report. The 100% record has been achieved.	100%	100%	100%	100%	Educational Services	Mary Devine

Percentage of secondary schools with positive inspection reports	N/A	N/A	100%	100%	100%				Every secondary school inspection since the new inspection procedure began and was included as a target within the Single Outcome Agreement has resulted in a positive report. The 100% record has been achieved.	100%	100%	100%	100%	Educational Services	Mary Devine
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Theme 2 Health & well being (CP9-13)
Priority Target support to vulnerable groups (CP9-13)
Objective Improve child protection services (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of children on the Child Protection Register who have a completed and up-to-date risk assessment	N/A	100%	100%	100%	100%				Performance is on target. Indicator is being reviewed for 2010/11.	100%	100%	100%	100%	Social Work and Health	AnneMarie McDonald (social work); Moir Swanson; Jim Watson

Theme 2 Health & well being (CP9-13)
Priority Target support to vulnerable groups (CP9-13)
Objective Improve support to carers (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of Care Plans reviewed within agreed timescale	N/A	N/A	40%	41%	50%				This has now been adopted as a key performance indicator and work is underway to ensure improvement.	60%	75%	95%	95%	Social Work and Health	Moir Swanson

Percentage of carers who feel supported and capable to continue in their role as a carer	N/A	N/A	35%	65%	50%				This measure is currently based on carer's satisfaction questionnaires returned. From 2010/11 it will be recorded as part of the assessment process.	60%	70%	80%	85%	Social Work and Health	Moira Swanson
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Theme 2 Health & well being (CP9-13)

Priority Target support to vulnerable groups (CP9-13)

Objective Increase proportion of older people needing care or support who are able to sustain an independent quality of life as part of the community (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+	750.5	758.6	722.6	739.5	781				This is a draft figure and may be subject to change. Overall numbers have dropped throughout the year, however the percentage receiving personal care is continuing above target and the percentage receiving weekend, evening and overnight services has increased.	797	813	813	813	Social Work and Health	Lynne McKnight; Moira Swanson
ASW4ci: Percentage of homecare clients aged 65+ receiving personal care	62.5%	65.1%	71%	71.4%	71%				This is a draft figure and may be subject to change. However it would appear that we are continuing to sustain levels of 71% and above.	71%	71%	71%	71%	Social Work and Health	Lynne McKnight; Moira Swanson
ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight	22.8%	26%	33.2%	37%	30%				This is a draft figure and may be subject to change. However, performance has increased steadily over the year and targets are currently being reviewed.	32%	34%	36%	38%	Social Work and Health	Lynne McKnight; Moira Swanson
















ASW4ciii: Percentage of homecare clients aged 65+ receiving a service at weekends	48.4%	53.1%	58.1%	64.3%	59%				This is a draft figure and may be subject to change. Performance has increased steadily over the year and targets are currently being reviewed.	61%	63%	65%	65%	Social Work and Health	Lynne McKnight; Moira Swanson
Percentage of people 65+ with intensive needs receiving care at home (Existing definition)	N/A	43.1%	42.5%	43.4%	34.8%				Based on audit of cases across Social Work and Health.	37.2%	39.6%	42%	44.2%	Social Work and Health	Peter Duffy; Lynne McKnight; Moira Swanson

Theme 2 Health & well being (CP9-13)
Priority Target support to vulnerable groups (CP9-13)
Objective Provide opportunities to enable young people in local authority care to have positive destinations at the point of leaving care (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of 16 or 17 year olds in positive destinations (further/higher education, training, employment) at point of leaving care	N/A	55%	58.82%	58%	59%				Draft figure for 2009/10.	59%	59.5%	60%	60.5%	Social Work and Health	Moira Swanson

Theme 3 Safe & strong communities (CP9-13)
Priority Improve community safety (CP9-13)
Objective Improve road safety (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of children killed in road accidents	0	0	0	0	0				We have continued to achieve our target of ensuring no child deaths on roads within WDC	0	0	0	0	Housing, Environmental and Economic Development	Jack McAulay

Number of children seriously injured in road accidents	10	3	4	8	9				Target exceeded. Resource investment in road safety and traffic management is reflected in performance	8	7	6	5	Housing, Environmental and Economic Development	Jack McAulay
Number of people (all ages) killed in road accidents	4	2	2	2	4				Target exceeded. We continue to be successful in reducing the number of fatalities on roads within WDC	3	3	3	3	Housing, Environmental and Economic Development	Jack McAulay
Number of people (all ages) seriously injured in road accidents	43	28	23	27	31.2				Target exceeded. We continue to be successful in achieving our target of reducing the number of serious injuries on roads within WDC by over 40% in the last 10 years	29	26	24	21	Housing, Environmental and Economic Development	Jack McAulay
Number of people (all ages) slightly injured in road accidents	253	221	150	187	230				Target exceeded	228	226	224	222	Housing, Environmental and Economic Development	Jack McAulay
RL1v: Overall percentage of road network that should be considered for maintenance treatment	44.7%	31.7%	29.4%	32.48%	29.2%				The target was not achieved due to deterioration of road infrastructure, severe winter conditions and requirement for funding. The sample tested changes each year. The testing method continues to change and it will take a number of years before reliable data can be obtained to provide satisfactory comparison on road conditioning indices	31%	30.5%	30%	29.5%	Housing, Environmental and Economic Development	Jack McAulay

Theme 3 Safe & strong communities (CP9-13)
Priority Improve community safety (CP9-13)
Objective Reduce anti social behaviour (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of anti-social offences detected per 10,000 population (four-year rolling average)	N/A	63	113				?	?						Strathclyde Police	Derek Allan; Graham Brownlee
Number of residents personally experiencing neighbour disputes in the past 12 months	N/A	1,131	N/A		1,321	?	?	?	The numerical figure for 2009/10 is not available as the method of collection has been reviewed and transferred to the Citizen's Panel for future years.	1,258	1,198	1,138	1,100	Housing, Environmental and Economic Development	Janice Winder
Percentage of Citizens Panel respondents who have personally experienced and reported anti-social behaviour	24%	N/A	20%		19%	?	?	?	The 2009/10 data will be available from the Citizen's Panel survey in August / October 2010	17%	15%	14%	14%	Housing, Environmental and Economic Development	Janice Winder
Percentage of residents satisfied or very satisfied with agencies' response to tackling anti social behaviour	N/A	27%	64%		50%	?	?	?	The 2009/10 data will be available from the Citizen's Panel survey in August / October 2010	51%	52%	53%	53%	Housing, Environmental and Economic Development	Janice Winder

Theme 3 Safe & strong communities (CP9-13)
Priority Improve community safety (CP9-13)
Objective Reduce domestic abuse (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Rate of domestic abuse in West Dunbartonshire per 100,000 population	1,518	1,800	1,756	N/A		?	?	?	Initially the target is to increase the rate of reported incidents.					Social Work and Health	Moir Swanson

Theme 3 Safe & strong communities (CP9-13)
Priority Improve community safety (CP9-13)
Objective Reduce fear of crime (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of residents stating that they do not feel safe in their neighbourhood after dark	50%	45%	41%		41%	?	?	?	The 2009/10 data will be available from the Citizen's Panel survey in August / October 2010	40%	39%	39%	39%	Housing, Environmental and Economic Development	Janice Winder

Theme 3 Safe & strong communities (CP9-13)
Priority Improve community safety (CP9-13)
Objective Reduce hate crime (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of emergency cases referred to MARIM (Multi-Agency Racist Incident Monitoring Group)	N/A	0	1		0	?	?	?	The 2009/10 data is not yet available.	0	0	0	0	Chief Executive's Department	Stuart Barr

Number of 'third-party' reports received by MARIM (Multi-Agency Racist Incident Monitoring Group)	N/A	5	0		5	?	?	?	The 2009/10 data is not yet available.	5	5	5	5	Chief Executive's Department	Stuart Barr
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Theme 3 Safe & strong communities (CP9-13)
Priority Improve community safety (CP9-13)
Objective Reduce repeat offending (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
The number of children referred to the Reporter for offence grounds each year	424	404	515	N/A	398	?	?	?	This data is due for publication in July 2010.	395	392	389	385	Social Work and Health	Moir Swanson
The number of referrals to the Reporter for offence grounds each year	990	945	781	N/A	929	?	?	?	Early indications suggest a further drop.	920	911	902	900	Social Work and Health	Moir Swanson




Theme 3 Safe & strong communities (CP9-13)
Priority Improve community spirit (CP9-13 New)
Objective Improve neighbourhoods as good places to live

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of residents rating neighbourhood as a 'fairly good' or 'very good' place to live	88%	N/A	90%		92%	?	?	?	The 2009/10 data will be available from the Citizen's Panel survey in August / October 2010	93%	94%	95%	95%	Housing, Environmental and Economic Development	Janice Winder

Theme 3 Safe & strong communities (CP9-13)
Priority Improve community spirit (CP9-13 New)
Objective Increase community volunteering and involvement (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of Citizens Panel members who have undertaken unpaid volunteer work or served on a voluntary management committee in the last 3 months	N/A	33%	25%	25%	36%					38%	40%	42%		WD Council for Voluntary Service (WDCVS)	Selina Ross

Theme 3 Safe & strong communities (CP9-13)
Priority Improve estate management of council housing (CP9-13)
Objective Improve physical appearance of housing estates (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
HS1diii: The overall percentage of repairs completed within the target time	97.8%	98.45%	95.2%	96.45%	91%				The Council's gas service contractor figures were added on the 21/05/10; this has significantly reduced the council's overall performance from 98.50% to 96.45%, however this represents an overall improvement from 2008/2009 and exceeds target set for 2009/2010	92%	93%	93.5%	94%	Housing, Environmental and Economic Development	Martin Feeney










Percentage of Citizens Panel respondents who are satisfied or very satisfied with the physical appearance of their local area	60%	N/A	64%		70%	?	?	?	Due to be updated at next Citizen's Panel survey, August / October 2010	75%	80%	82%	83%	Housing, Environmental and Economic Development	Andy Cameron
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Theme 3 Safe & strong communities (CP9-13)

Priority Improve estate management of council housing (CP9-13)

Objective Reduce no. of empty houses and improve the efficiency of the letting process (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
HS3a: Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	5.2%	4.76%	3.4%	2.7%	3.4%	✓	↑	↑	This SPI has continued to improve. Whilst the declaration of stock as surplus has assisted this process, discussions are on going with Repairs and Maintenance to ensure that the void process continues to improve and void timescales are minimised.	2%	1.8%	1.4%	1.4%	Housing, Environmental and Economic Development	Janice Lockhart
HS4aviii: Not low demand stock: Average time to re-let houses (days)	56	43	39	41	30	✗	↓	↓	Changes to the way the void repairs process is managed in November 2009, has had an adverse impact on the re let timescales. Work is on going to address the issues with a view to improving the timescales over the first quarter of 2010/11	35	33	30	30	Housing, Environmental and Economic Development	Janice Lockhart




HS4bx: Low demand stock: Average time to re-let houses (days)	290	231	269	182	260				The declaration of stock as surplus has assisted the improved relet timescales. However, the allocation of one long term void has a major impact on the average timescales. The process is being closely managed and monitored	150	130	80	65	Housing, Environmental and Economic Development	Janice Lockhart
HS4ci: Low demand stock: Number remaining un-let at year end	511	394	547	217					This is a data only indicator	No data for this range				Housing, Environmental and Economic Development	Janice Lockhart
HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year	12.7%	11.9%	10.59%	9.6%	9%				Although we have not reached our target for this year, we have continued to improve our performance in this area. We will continue to monitor our performance and will implement the improvement plan following the Housing Regulators report this will include: Continuing to develop our Corporate Arrears System for the recovery of rent arrears, update our procedures and review our letters in line with our Corporate Debt Policy.	8.75%	7.9%	7%	7%	Corporate Services	Marion Smith










HS5biii: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	5.8%	5.4%	4.5%	4.2%	4%				Although we have not reached our target for this year, we have continued to improve our performance in this area. We will continue to monitor our performance and will implement the improvement plan following the Housing Regulators report this will include: Continuing to develop our Corporate Arrears System for the recovery of rent arrears, update our procedures and review our letters in line with our Corporate Debt Policy.	4%	3.75%	3.5%		Corporate Services	Marion Smith
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Theme 4 Sustainable environments (CP9-13)







Priority Improve environmental quality & sustainability (CP9-13)

Objective Improve street and open space cleanliness (CP9-13)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of complaints about litter	78	138	212	70	169				The adverse weather over the winter period appears to have contributed to a reduction in the quantity of litter present across the authority and has also reduced the number of litter complaints received.	167	164	162		Housing, Environmental and Economic Development	Lynda McLaughlin

Number of reported incidents of dog fouling	268	262	262	272	231				Mechanical removal of dog-fouling was restricted by adverse weather conditions over the winter months. This resulted in a greater number of dog-fouling reports than predicted.	221	210	200		Housing, Environmental and Economic Development	Lynda McLaughlin
Number of reported incidents of fly tipping	817	756	940	983	715				The number of reported incidents of Fly Tipping is beyond the target figure due to increased pro-activity in identifying incidents. Fly Tipping, although reported by the public, is also reported by Council Staff in Grounds Maintenance, Litter Control and the Community Wardens Service.	687	661	636		Housing, Environmental and Economic Development	Lynda McLaughlin
WM4: The cleanliness index achieved following inspection	71	73	76	76	76				2009/10 audited Cleanliness Index figs include a weighting system applied by Keep Scotland Beautiful to abnormal scores resulting from the period of adverse weather during the winter period	76.5	76.5	77	77	Housing, Environmental and Economic Development	Lynda McLaughlin




Theme 4 Sustainable environments (CP9-13)
Priority Improve environmental quality & sustainability (CP9-13)
Objective Increase biodiversity (CP9-13 New)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage increase in hectares of amenity grassland habitat managed for biodiversity	N/A	N/A	0%	1%	1%				The target set for 2009/10 was achieved with grassland management carried out at Havoc Grassland and Linnvale.	2.5%	3.5%	5%	6%	Chief Executive's Department	Gillian Telfer
Percentage increase of hectares of woodland habitat	N/A	N/A	N/A	5%	5%				The 5% target set for 2009/10 was achieved, with 161 hectares of woodland planting on Cochno Hill. An annual target of only 1% has been set for the 2010/14 period as achievement will depend on funding from external sources/acquisition of land.	1%	1%	1%	1%	Chief Executive's Department	Gillian Telfer

Theme 4 Sustainable environments (CP9-13)
Priority Improve environmental quality & sustainability (CP9-13)
Objective Increase the proportion of protected sites in favourable condition (CP9-13 New)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Proportion of protected nature sites in favourable condition	N/A	N/A	79%	79%	87%				The target set for 2009/10 was missed and there was no change in performance over the short term. This was due to a re-evaluation of protected sites by Scottish Natural Heritage which has delayed the site condition survey. It is likely, however, that the 95% target set for the period to 2013/14 will be met if the necessary resources are available.	95%	95%	95%	95%	Chief Executive's Department	Gillian Telfer

Theme 4 Sustainable environments (CP9-13)
Priority Improve environmental quality & sustainability (CP9-13)
Objective Manage waste disposal in a more sustainable way (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Tonnage of biodegradable municipal waste landfilled	27,108	25,936	22,596	21,012	22,832				Target exceeded due to reduction in the volume of waste produced by public. This figure is subject to Audit by Scottish Environmental Protection Agency. Audited figures due in August.	21,284	18,536	15,888	15,888	Housing, Environmental and Economic Development	Rodney Thornton

WM3iv: Percentage of municipal waste collected that was recycled (and composted)	32%	32.5%	32.1%	30.8%	34%				Target not achieved as recycling performance has plateaued. New refuse collection methodology will achieve target set for 2010/11 and future years	40%	45%	50%	50%	Housing, Environmental and Economic Development	Rodney Thornton
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Theme 4 Sustainable environments (CP9-13)
Priority Improve environmental quality & sustainability (CP9-13)
Objective Raise awareness of environmental issues (CP9-13)




Performance Indicator	2006/07	2007/08	2008/09	2009/10					Note	2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend		Target	Target	Target	Target		
Percentage of primary and secondary schools achieving Eco-Schools Green Flag Award	5%	16.7%	17.6%	30%	30%				The Green flag award for eco schools is part of a wider awards scheme with Bronze and Silver awards being gained leading to the prestigious green flag award. At present 93% of all schools have gained the bronze award, with 76% of all schools having gained the silver award. We are therefore well placed to meet the Green flag targets in the coming session.	40%	50%	60%	70%	Educational Services	Susan Wright

Theme 4 Sustainable environments (CP9-13)
Priority Improve environmental quality & sustainability (CP9-13)
Objective Reduce greenhouse gas emissions from Council assets and operations (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Tonnage of carbon dioxide emissions from Council operations and assets	34,271	35,766	33,392		30,701	?	?	?	The 2009/10 data is not yet available.	29,596	28,531	27,504	26,513	Chief Executive's Department	Cheryl Marshall

Theme 4 Sustainable environments (CP9-13)
Priority Improve environmental quality & sustainability (CP9-13)
Objective Reduce local pollution (CP9-13)










Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Air Quality: % of monitoring stations complying with the national objective of 40ug/m3 NO2	86.6%	94.1%	95.2%	91.4%	100%				Although the figure shows a slight drop in the number of sites complying with the air quality objective compared to 2008/9, the number of monitoring locations within the area has increased from 21 sites in 2008/9 to 35 sites in 2009/10. All three exceedences of the annual objective for NO2 have been shown (following use of the distance calculator) to be below the objective at the nearest receptor therefore there is no need to proceed to a detailed air quality assessment. A local air	100%	100%	100%	100%	Corporate Services	John Stevenson




									quality progress report for 2009/10 has been sent to the Scottish Government for approval.						
Air quality: PM10 Concentration	N/A	17	13.2	17.4	40				Year end: Average level of 17.4ug/m3 achieved which is in compliance with the current national air quality objective for PM10.	18	18	18	18	Corporate Services	John Stevenson

Theme 4 Sustainable environments (CP9-13)

Priority Improve sustainability of the transportation network (CP9-13)

Objective Promote sustainable travel choices (CP9-13)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of primary schools which have introduced the Travelling Green initiative	14	22	27	31	31				Target achieved	35	35			Housing, Environmental and Economic Development	Jack McAulay
Percentage of adults driving a car to work	56%	N/A	54%	N/A	60%				Survey undertaken every 2 years, therefore data will be updated 2010/11.	60%	60%	60%	60%	Housing, Environmental and Economic Development	Jack McAulay
Percentage of children travelling to school by public or active transport (primary)	N/A	64%	64%	64%	65%				Value remains static at present, but by increasing the roll-out to all primary schools engaging in travelling green it is expected that the value will increase in future years beyond 64%	66%	67%	68%	69%	Housing, Environmental and Economic Development	Jack McAulay

Percentage of Council employees travelling to work as a lone car driver	70%	70%	62%	62%	62%				In 2008/09 our target was 70% and this has been improved by 8% to 62%. Long term there has been a decrease in the Council employees travelling to work as a lone car driver since 2006/07 when the figure was 70%. This has been a result of the implementation of the Council's Green Travel Plan "WestBound" assisted by escalating fuel prices. Next survey will be undertaken in early summer	61%	60%	59%	58%	Housing, Environmental and Economic Development	Jack McAulay
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Theme 5 Education & life-long learning (CP9-13)







Priority Provide learning for life (CP9-13)

Objective Improve skills for life (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population	1,194	1,474	1,274	902	631				The visit and usage figures for 2009/10 show that Clydebank Museum has exceeded annual targets. This increase is against the national trend. The method by which web usage statistics are collated has been revised in 2009/10 to reflect a more accurate figure for museum usage via the web. For this reason this SPI is showing red as 2009/10 figures are compared to past years	914	925	936	948	Educational Services	Gill Graham

									<p>where web stats included other Cultural 'hits' not only Museums. In fact usage figures in particular for Clydebank Museum have increased significantly in 2009-10. Web hits for Clydebank Museum and Museum without Walls during 2009/10 has surpassed the annual target by 75%.</p> <p>Usage statistics also reflect a large increase in pupil visits during 2009-10 and a significant uptake of the developing learning programme through use of resources/outreach. These figures have surpassed the annual targets: Pupils Museum Visits surpassed the annual target by 68% and Outreach surpassed targets by a huge 791%. This has been made possible by the mainlining of a Learning Development Officer within Culture with a remit to promote learning opportunities and outreach for the museum service.</p> <p>WDC part funds Denny Tanks Museum as such its usage figures contribute to our Performance Figure for 2009/10. Usage figures (web hits) from Denny Tank museum are</p>							
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									significantly down (by 3,000) on 2008/9 and have had a negative effect on overall performance usage figures.						
CC3b: Number of visits to/uses of council funded or part funded museums that were in person per 1000 population	80	80	83	109	92				<p>Visits in person to the Denny Tank Museum (Scottish Maritime Museum) remained static during 200/10</p> <p>The visitor figures for 2009/10 show that Clydebank Museum has exceeded annual targets by 17%. Clydebank Museum visitor in person figures continue to increase year on year. 2009/10 shows an increase of 2,359 visits in person including pupils visits. Comparing visits during 2008/9 & 2010/11 (including pupil visits) results in a 4% increase on total 2008/9 visitors figures. This is increase in museums visit goes against the trend nationally. Pupils Museum Visits totalled almost 1,500 surpassing the annual target by 68%. This has been made possible by the establishment of a Learning Development Officer within Culture with a remit including promotion of learning opportunities and outreach for the museum service.</p>	110	112	113	114	Educational Services	Gill Graham

CC5a: Number of Library visits per 1000 population	5,156	4,887	4,800	6,514	5,785				Annual visits are made up of 448,370 physical visits and 144,010 virtual visits. Physical visits have increased by 2.6% over the previous year and reflects the efforts made in providing a programme of innovative events and activities for all ages throughout the year.	6,600	6,700	6,900	7,100	Educational Services	Fiona MacDonald
Percentage of adult learners awarded SQA and other recognised qualifications	N/A	N/A	63%	62%	65%				Unfortunately the target has not been met, in fact it has dropped by 1% from 2008/09, the possible reason for the slight dip is that the CL&D Section was restructured during 2009/10 and a new Adult Learning & Community Literacies Team created, amongst other things this resulted in staff in three locations being brought together in a completely new central hub. However overall 245 adult learners did achieve an SQA or other recognised qualification during the 2009/10 period and for many particularly Adult Literacies learners this was their first ever qualification.	66%	68%	70%	72%	Educational Services	Ross Wood

Theme 5 Education & life-long learning (CP9-13)

Priority Provide learning for life (CP9-13)










Objective Provide young people with more choices and more chances (CP9-13 New)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of school leavers into positive destinations (total of higher/further education, employment and training)	84.2%	82.3%	84%	N/A	85%	?	?	?	Data will not be available until October 2010 as the exercise is carried out by Skills Development Scotland in September 2010.	86%	87%	88%	89%	Educational Services	Hugh Neill
Percentage of young people on the Get Ready for Work scheme gaining positive outcomes	72%	79%	63%	50%	70%	⛔	↓	↓	This drop in performance was due to the change in the economic climate and in particular its impact on the construction sector, although performance was still significantly higher than the National average of 41%. The economic situation is likely to prevail for some time. Consequently the targets for 2010/2014 have been revised from 70% each year, to 50% each year.	50%	50%	50%	50%	Housing, Environmental and Economic Development	Michael Gill

Theme **5 Education & life-long learning (CP9-13)**

Priority **Raise attainment and achievement (CP9-13)**







Objective **Improve educational attainment levels of primary school pupils (CP9-13 New)**




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Primary 5-14 Mathematics [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Mathematics]	87%	86%	87%	85%	87%				2009/10 data (from the 2008/9 school session) shows WDC at 85%, a 2% decline from the previous year and 1% below the local authority 5-14 data sharing consortium average of 84%. The target was missed by 2%.	87.5%	88%	88%	88%	Educational Services	Sandra Love
Primary 5-14 Reading [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Reading]	84%	84%	85%	84%	86%				2009/10 data (from the 2008/9 school session) shows WDC at 84%, a 1% decline from the previous year and 1% below the local authority 5-14 data sharing consortium average of 84%. The target was missed by 2%.	86.5%	87%	87%	87%	Educational Services	Sandra Love
Primary 5-14 Writing [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Writing]	75%	76%	78%	75%	79%				2009/10 data (from the 2008/9 school session) shows WDC at 75%, a 3% decline from the previous year and 3% below the local authority 5-14 data sharing consortium average of 84%. The target was missed by 4%.	79.5%	80%	80%	80%	Educational Services	Sandra Love

Theme **5 Education & life-long learning (CP9-13)**

Priority **Raise attainment and achievement (CP9-13)**

Objective **Improve educational attainment levels of secondary school pupils (CP9-13 New)**




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
3+ @ Level 6 (by end S5) [Percentage of pupils passing 3 or more SQA exams at SCQF level 6 or better by the end of S5]	17%	17%	17%	18%	18%				Pre-appeal data from the May/June 2009 exam diet shows a 1% improvement on the previous year's figure. Given this and that the department is implementing the INEA Action Plan and curriculum changes we have adjusted our targets upwards. Performance and targets will continue to be reviewed annually.	19%	19.5%	19.75%	20%	Educational Services	Sandra Love
5+ @ level 5 (by end S4) [Percentage of pupils passing 5 or more SQA exams at SCQF level 5 or better by the end of S4]	32%	28%	30%	29%	31%				Pre-appeal data from the May/June 2009 exam diet shows a decline of 1% in this indicator. Performance and targets will be reviewed annually as part of the process of checking the pace of implementation of the new curriculum.	31%	32%	32%	33%	Educational Services	Sandra Love




5+ @ Level 6 (by end S6) [Percentage of pupils passing 3 or more SQA exams at SCQF level 6 or better by the end of S6]	15%	14%	15%	16%	15%				Pre-appeal data from the May/June 2009 exam diet shows a 1% improvement on the previous year's figure. Given this and that the department is implementing the INEA Action Plan and curriculum changes we have adjusted our targets upwards. Performance and targets will continue to be reviewed annually.	16.5%	17%	17.5%	18%	Educational Services	Sandra Love
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Theme 6 An improving Council (CP9-13)

Priority Improve community engagement (CP9-13)

Objective Improve the effectiveness of community consultation and engagement activity (CP9-13)




Performance Indicator	2006/07	2007/08	2008/09	2009/10					Note	2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend		Target	Target	Target	Target		
Percentage of Citizens Panel respondents who think the Council communicates well with its residents	22%	N/A	24%	16%	20%				The 2009/10 target was missed and year on year performance has not improved. Consequently, the original targets have been revised downwards. However, as this PI is very broad and general, it is difficult to have a direct influence on improvement. We are working on developing PIs relating to our Citizens' Panel and Budget Consultation processes which are more specific, and therefore more measurable.	24%	28%	32%	36%	Chief Executive's Department	Anne Clegg




Percentage of Citizens Panel respondents who think the Council is good at listening to the needs of its residents	16%	N/A	11%	14%	17%				The 2009/10 target was missed and while performance has improved slightly over the short term, performance has declined since 2006/7. Consequently, the original targets have been revised downwards. The very broad and general nature of this PI means that it is difficult to have a direct influence on improvement. We are working on developing more specific PIs relating to our Citizens' Panel and Budget Consultation processes.	20%	23%	26%	29%	Chief Executive's Department	Anne Clegg
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Theme 6 An improving Council (CP9-13)

Priority Improve community engagement (CP9-13)




Objective Increase the community's participation in the democratic decision-making processes (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of groups involved in capacity building activity through the Community Development team	N/A	N/A	24	31	22				2008/09 was the baseline for the collection of stats. Given that the Community Development Team was operating at a reduced capacity in 2008 through to 2010 a lower projected target was set. However, this figure was exceeded despite no Community Development presence in the Vale of Leven area. The target set for 2010/11 reflects the	32	33	34	35	Educational Services	Kate Coleman






									requirement to undertake the initial engagement process and building of relationships by new staff within the Vale of Leven area.						
Number of young people involved in youth consultation and representation structures	N/A	N/A	92	100	93				<p>157 Young people from across West Dunbartonshire attended a "Youth Consultation" event hosted by members of the Big Wide Forum. The consultation centred on the 5 Themes contained within West Dunbartonshire Council's Youth Strategy document "Valuing Young People & Realising Potential" This event is one of many methods being used by forum members to capture the views of young people in West Dunbartonshire. Forum members will collate all of the survey results and the information will be used to shape the councils next Youth Strategy document.</p> <p>100 young people across West Dunbartonshire have been involved in local youth action groups throughout the year. Numbers involved has exceeded the target set for this period.</p>	94	95	97	100	Educational Services	Sandra Davidson

Percentage of Community Councils functioning as a proportion of the total possible number	59%	59%	59%	59%	59%				<p>The 59% target figure is being successfully maintained.</p> <p>2010/11 - Same level maintained at present. However, near the end of the year this may alter once the review of the scheme of establishment of community councils is implemented.</p>	59%	59%	59%	59%	Corporate Services	Anne Laird
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Theme 6 An improving Council (CP9-13)
Priority Improve governance and resource management (CP9-13)
Objective Improve accountability to all stakeholders (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of Citizens Panel respondents who think the Council's public performance reporting in West Dunbartonshire News is very or fairly balanced	54%	84%	N/A	84%	85%				In the July 2009 Citizens' Panel Survey, 84% of respondents thought the public performance articles in West Dunbartonshire News were very or fairly balanced. This matched the performance achieved in the previous survey but just missed the 85% target set for 2009/10. As production of West Dunbartonshire News has ceased, this PI is no longer valid and will be replaced in 2010/11.	85%	85%	85%	85%	Chief Executive's Department	Lynn Henderson


Theme 6 An improving Council (CP9-13)
Priority Improve governance and resource management (CP9-13)
Objective Improve approach to risk management (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
CM2aii: Number of civil liability claims per 10,000 population incurred by the council in the year	41.4	34.5	30.7		38				The outturn figure for 2009/10 is not yet available. The data will be ready in time for the publication of the Council's statutory performance indicators.	37	36	35		Chief Executive's Department	Karen Shannon
Percentage of Council's strategic risks classified as high or medium	N/A	81%	72%	67%	75%				The 2009/10 target was met and performance is improving over the short and long terms. The year on year improvement has been achieved by Executive Directors actively taking ownership and effectively managing their assigned strategic risks. It has to be remembered that not all risks can be reduced and there will be some that remain red; the important factor is that strategic risks are frequently monitored. It is proposed that the Strategic Risk Register be revisited and refreshed, including engaging the CMT, Members and Senior Management in the strategic risk identification process.	70%	65%	60%	50%	Chief Executive's Department	John Duffy




Theme 6 An improving Council (CP9-13)
Priority Improve governance and resource management (CP9-13)
Objective Improve corporate approach to workforce planning (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Has Audit Scotland's perception of the quality of the Council's corporate approach to workforce planning improved? Yes/No	No	No	No	No	Yes				Workforce plans were completed for each of the four departments to allow for preparation of the Council's workforce plan.	Yes	Yes	Yes	Yes	Corporate Services	Francine Ewen




Theme 6 An improving Council (CP9-13)
Priority Improve governance and resource management (CP9-13)
Objective Improve medium to long term financial planning (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Has Audit Scotland's perception of the quality of the Council's medium to long term financial planning process improved? Yes/No	No	No	Yes	Yes	Yes				After stakeholder consultation, the draft financial strategy was reported to the Strategic Finance Working Group and was approved by the Corporate & Efficient Governance committee in September 2009. The strategy will be updated on an ongoing basis.	Yes	Yes	Yes	Yes	Corporate Services	Gillian McNeilly


Theme 6 An improving Council (CP9-13)
Priority Improve governance and resource management (CP9-13)
Objective Improve the corporate planning, service planning and budget process (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of directorate plans that conform to Joint Planning & Budget Guidance	80%	50%	80%	80%	100%				The 2009/10 target was missed as the Chief Executive's Department failed to submit a draft departmental plan to committee for approval by June 2009. A draft plan, complying with corporate guidance, was produced and issued to the CED management team but submission to committee was delayed pending a decision by the Chief Executive.	100%	100%	100%	100%	Chief Executive's Department	Lynn Henderson










Theme 6 An improving Council (CP9-13)
Priority Improve governance and resource management (CP9-13)
Objective Improve the Performance Management Framework (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Has Audit Scotland's perception of the quality of the Council's performance management framework improved? Yes/No	No	No	Yes	Yes	Yes				The 2009/10 target was achieved.	Yes	Yes	Yes	Yes	Chief Executive's Department	Chief Executive's Department Head of Service










Theme **6 An improving Council (CP9-13)**
Priority **Improve leadership (CP9-13)**
Objective **Improve leadership and management skills of elected members, the corporate management team, middle management and supervisory staff (CP9-13)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Has Audit Scotland's perception of leadership quality improved? Yes/No	No	No	No	No	Yes				Senior officers are working more corporately & development is underway to support strategic leadership. Early results from the staff survey illustrate an improvement in staff perception of leadership from both managers and Councillors.	Yes	Yes	Yes	Yes	Corporate Services	Angela Terry
Percentage of Council employees who agree or strongly agree that there is strong leadership	N/A	15%	N/A	22%	23%				Clear recommendations have been put forward to build further improvement within this aspect; the development plan to address the recommendations will be integrated within the strategic programme of organisational culture change.	30%	40%	55%	60%	Corporate Services	Angela Terry

Theme 6 An improving Council (CP9-13)
Priority Improve the perception of West Dunbartonshire (CP9-13 New)
Objective Improve the Council's image and reputation (CP9-13 New)














Performance Indicator	2006/07	2007/08	2008/09	2009/10					Note	2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend		Target	Target	Target	Target		
Estimated advertising value of positive media coverage generated by the Council	N/A	N/A	£117,000.00	£347,495.95	£180,000.00				The target set for 2009/10 was exceeded. Based on this outturn, targets for 2010/14 will be reviewed with a view to revising them upwards.	£220,000.00	£260,000.00	£300,000.00	£340,000.00	Chief Executive's Department	Lesley Anne Law
Percentage of Citizens Panel respondents who agree or strongly agree that Council's external image is positive	N/A	N/A	N/A	13%	30%				The target for this new PI was not achieved in 2009/10. Marketing and design is currently being centralised which should have a positive impact on the Council's image. Once this has been completed in 2010/11, it is expected that the figure will increase. Consequently, targets remain unchanged for 2010/14.	30%	35%	40%	45%	Chief Executive's Department	Lesley Anne Law
Percentage of local and national media enquiries responded to within deadline providing the Council's right of reply	N/A	95%	98%	95%	98%				The high target of 98% set for the year was narrowly missed. This was due to information from departments coming to CC&M late.	100%	100%	100%	100%	Chief Executive's Department	Lesley Anne Law










Theme 6 An improving Council (CP9-13)
Priority Promote continuous improvement and transform service delivery (CP9-13)
Objective Improve overall service performance and self awareness (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Cumulative number of Charter Mark accreditations awarded and held by the Council	16	20	22	22	22				The cumulative number of Charter Mark accreditations remains constant at 22 as we are now pursuing PSIF.	22	22	22	22	Chief Executive's Department	Sandra Brysland
Cumulative number of Investors in People accreditations awarded and held by the Council	5	5	6	6	6				The cumulative number of IIP accreditations remains constant at 6 as we are now pursuing PSIF.	6	6	6	6	Chief Executive's Department	Sandra Brysland
Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services	60%	74%	N/A	66%	70%				The 2009/10 target was missed and improvement has declined over the short term. The general nature of this PI means that it is difficult to identify what has influenced this.	75%	80%	80%	80%	Chief Executive's Department	Anne Clegg

Theme 6 An improving Council (CP9-13)
Priority Promote continuous improvement and transform service delivery (CP9-13)
Objective Improve service efficiency and competitiveness (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
BA1f: Gross administration cost per housing benefit case	£39.37	£37.41	£45.81		£36.50		?	?	The closure of accounts is still underway and as such the final costs for this activity are currently still being prepared. Initial expectations are that the performance will improve from 2008/09. The data will be available in time to meet the publication of the Council's Statutory Performance Indicators.	£35.00	£35.00	£35.00	£35.00	Corporate Services	Marion Smith
CM5a: Cost of collecting Council Tax per dwelling	£7.26	£16.59	£17.71	£16.82	£15.00		↓	↑	Although we have not reached our target for 2009/10 we have improved our performance in this area. We will continue to monitor our performance in this area.	£15.00	£15.00	£15.00	£15.00	Corporate Services	Marion Smith
CM6bi: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year. The basis of the calculation for this PI was revised in 2009/10	92.1%	92.81%	93%	94.1%	93%	✓	↑	↑	The basis of calculating this indicator changed during 2009/10 and as such the 2009/10 value is not directly comparable with prior years	94.25%	94.5%	94.75%	95%	Corporate Services	Marion Smith

CM7c: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	71.2%	82.6%	83.12%	84.6%	85%					85%	86%	86%	86%	Corporate Services	Gillian McNeilly
CM8aiii: Proportion of operational accommodation that is in a satisfactory condition	90%	92%	91%		83%				Currently awaiting finalised data from client groups. Update will be available at end of June 2010. However a review of the return process for future years will take place.	86%	89%	91%	93%	Housing, Environmental and Economic Development	Jack Stevenson
CM8bii: Proportion of operational accommodation that is suitable for its current use	58.52%	80.11%	79.76%		70%				Currently awaiting finalised data from client groups. Update will be available at end of June 2010. However a review of the return process for future years will take place.	75%	80%	81%	82%	Housing, Environmental and Economic Development	Jack Stevenson
PS2bi: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site for those requiring attendance	0.58	0.58	0.49	0.37	2				Year end : There were a total of 281 domestic noise complaints attended to in this category during 2009/2010. The time to attend to this type of domestic noise complaint continues to reduce year-on-year.	2	2	2	2	Corporate Services	John Stevenson
PS2bii: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site (for those complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act, 2004)	0.6	0.68	0.54	0.38	2				Year end : There were 88 domestic noise complaints attended to in this category during 2009/2010 within an average time of 0.38 hours. The time to attend this type of complaint continues to reduce.	2	2	2	2	Corporate Services	John Stevenson

PS4aiii: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt	60.1%	64.4%	65.2%	68.9%	70%				We completed 68.9% of consumer complaints within 14 days which is an improvement of almost 4% compared to 65.2% in the previous year. This has been achieved by the team placing greater emphasis on completing complaints within 14 days where possible without compromising on other higher priority work such as criminal investigations. Some complaints will always take some time to complete due to the nature of the investigatory process and customer satisfaction levels are high (97% satisfied in 2009/10). A benchmarking exercise with seven local authority partners was carried out in 2009/10 and will be used to introduce further improvements to the way consumer complaints are managed.	72%	74%	76%	76%	Corporate Services	David McCulloch
PS4biii: Percentage of trading standards business advice requests that were dealt with within 14 days	97%	97.6%	100%	100%	97%				61 business advice requests were completed in 2009/10, maintaining the standard set in 2008/09 when we were one of only five councils to achieve this result.	97%	97%	97%	97%	Corporate Services	David McCulloch
WM1ai: Net cost of refuse collection per premise	£47.29	£43.78	£43.51	£42.48	£44.87				The reduction in cost per household was due principally to reduced fuel and vehicle leasing costs in 2009/10.	£45.99	£47.14	£48.32	£49.77	Housing, Environmental and Economic Development	Rodney Thornton




WM1bi: Net cost of refuse disposal per premise	£57.13	£56.71	£84.38		£65.49	?	?	?	Waste disposal SPI data will available until 18 June 2010	£75.00	£84.65	£94.24	£103.82	Housing, Environmental and Economic Development	Rodney Thornton
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Theme 6 An improving Council (CP9-13)
Priority Promote continuous improvement and transform service delivery (CP9-13)
Objective Join-up and share services with other providers (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Number of shared service arrangements (external providers)	N/A	52	53	66	55				The target of 55 set for 2009/10 was exceeded with 66 shared service arrangements in place.	70	75	75	75	Chief Executive's Department	Colin McDougall







Theme 6 An improving Council (CP9-13)
Priority Promote continuous improvement and transform service delivery (CP9-13)
Objective Modernise internal business processes (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of Citizens Panel respondents who are satisfied or very satisfied with the time the Council takes to answer the switchboard telephone	N/A	N/A	N/A	78%	90%				While the 2009/10 target was not met, statistical reporting from the Switchboard operation shows a consistent performance of 5% abandoned calls and an ongoing average speed of answer of 12 seconds (6 rings). The level of expectation from the Panel is exceptionally high if 22% are not satisfied with this level of service. However to meet this expectation ICT have	90%	91%	92%	93%	Corporate Services	Stephen Daly







									upgrade the telephony infrastructure to amalgamate the Switchboard with the Contact Centre. Switchboard calls are now being answered by more available Officers, improving the speed of answer and availability of the service.						
Percentage of Citizens Panel respondents who are satisfied or very satisfied with the time the Council takes to acknowledge written communications with the contact centre	N/A	N/A	N/A	69%	74%				The question is targeting the respondents to identify written correspondence within the Contact Centre. A health warning was issued against this information due to the very low volume of correspondence being received in the Contact Centre at this time. However, the feedback has been taken on board and all correspondence being received in the Contact Centre is now acknowledged on the day it is received by telephone where possible. A member of staff also provides their direct contact details for any further contacts regarding the written correspondence or any future contact to provide the Customer with a direct point of contact.	77%	80%	83%	84%	Corporate Services	Stephen Daly







Percentage of Type 3 (2-way interaction between citizen and Council) interactions identified as appropriate for electronic delivery that are delivered electronically	N/A	N/A	67%	70%	70%				Additional online forms have been developed and launched for Education, Housing and Environmental Health Services and licensing.	72%	73%	75%	78%	Corporate Services	Dorothy Farquhar
Percentage of Type 4 (full transaction e.g. book and pay for service online) interactions identified as appropriate for electronic service delivery that are delivered electronically	N/A	N/A	31%	31%	35%				159 has delivered new online reporting facility for Housing Repairs, and an integrated pest control and payment form for Environmental Health Services. These achievements mean we are currently on target for current year.	35%	40%	45%	50%	Corporate Services	Dorothy Farquhar
Percentage of users of the Council's contact centre who are satisfied or very satisfied with the services delivered by the contact centre	N/A	N/A	N/A	86.36%	75%				Information taken from Customer Satisfaction Survey in Contact Centre. Satisfaction scoring for the Contact Centre Service continues to be around 80%. Voice Recording technology is now installed and quality measurement will hopefully rise to 90% satisfaction.	90%	91%	92%	93%	Corporate Services	Stephen Daly

Theme 6 An improving Council (CP9-13)
Priority Promote equal opportunities (CP9-13)
Objective Promote equal opportunities throughout West Dunbartonshire (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	33.7%	39.6%	44.6%	50.1%	48%				The 2009/10 target was met and performance has improved year on year. This improvement reflects previous investment in access improvement. However, if there continues to be no new allocation for access improvement then there will be limited opportunity to improve this PI in future.	50%	50%	50%	50%	Chief Executive's Department	Lewis Morrison
Number of equality impact assessments of Council's plans, strategies, and policies completed	3	6	9	15	15				The 2009/10 target was met. This reflects the increased awareness across the Council of the need to impact assess key policies and functions.	15	15	15	15	Chief Executive's Department	Lewis Morrison

Theme 6 An improving Council (CP9-13)
Priority Promote equal opportunities (CP9-13)
Objective Provide and promote equal opportunities within the Council (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
CM3d: Percentage of the highest paid 2% of earners among council employees that are women	37.8%	40.9%	37.8%	40.9%	40%				The target was slightly exceeded; an interim result for 2009/10 has been calculated by payroll; final reconciliation of payroll data to reflect the position at 31st March, will not be fully completed until June. The interim figure shows an increase proportion of women compared to 2008/2009. This SPI is not reported to the Scottish Government until June. The final results are unlikely to differ significantly from interim data.	40%	40%	40%	40%	Corporate Services	Francine Ewen
CM3g: Percentage of the highest paid 5% of earners among council employees that are women	46.6%	47.9%	46.9%	47.3%	50%				The target was narrowly missed; an interim result for 2009/10 has been calculated by payroll; final reconciliation of payroll data to reflect the position at 31st March, will not be fully completed until June. The interim figure shows an increase proportion of women compared to 2008/2009. This SPI is not reported to the Scottish Government until June. The final	50%	50%	50%	50%	Corporate Services	Francine Ewen

									results are unlikely to differ significantly from interim data.						
Number of employees who have accessed specific equality and diversity learning and development opportunities annually	N/A	N/A	170	300	250				Over 300 employees participated in face to face or online equalities specific training, feedback indicated that the training was of good quality. There was some evidence that learning had been applied in the work place, though it was noted that some specific areas such as impact assessment will require follow up.	300	350	400	400	Corporate Services	Francine Ewen
Percentage of Council employees who think the Council has a good or very good level of commitment to promoting equality and diversity	N/A	46%	N/A	58%	60%				<p>Clear recommendations have been put forward to build further improvement within this aspect; the development plan to address the survey recommendations will be integrated within the strategic programme of organisational culture change.</p> <p>Employee Surveys are carried out every two years, with data from the 2007 and 2009 surveys being used to monitor progress and set targets. The percentage of respondents replying that they believed the Council's commitment to equality and diversity was 'good' or 'very good', increased from 46% to 58% between these two surveys and this is a very</p>	67%	75%	80%	80%	Corporate Services	Angela Terry







									positive achievement, reflecting the training carried out since 2007 and the greater visibility of equalities in general; Employment equalities is supported by dedicated Officer and training and awareness raising will continue and has been augmented by addition of an online training resource, and will be further refined by more customised training. The revised Dignity at Work Policy and Procedure introduced in 2008 has a strong equalities focus and is supported by trained confidential contacts, mediators and investigators. The next survey will be carried out in 2011 and will provide a further opportunity to measure progress.						
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Theme 6 An improving Council (CP9-13)




Priority Promote sustainable development (CP9-13)

Objective Promote the principles and practices of sustainable development throughout West Dunbartonshire (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Ecological footprint (gha/cap)	5.01	5.04	N/A		4.98	?	?	?	The 2009/10 figure is not yet available.	4.95	4.92	4.89	4.86	Chief Executive's Department	Cheryl Marshall

Percentage of Citizens Panel respondents who are very or mostly satisfied with their perception of overall quality of life	60%	N/A	N/A	61%	66%				While the 2009/10 target was marginally missed, the 61% response rate is up 1% from the previous survey. Given that many elements make up an individual's perceived 'quality of life', it is not possible to identify why the target has been missed. However, the direction of travel is positive.	68%	70%	72%	73%	Chief Executive's Department	Cheryl Marshall
Percentage of Strategic Environmental Assessments of Council plans that comply with the legislation	N/A	100%	100%		100%				The 2009/10 figure is not yet available.	100%	100%	100%	100%	Chief Executive's Department	Cheryl Marshall




Theme 6 An improving Council (CP9-13)
Priority Value our employees (CP9-13)
Objective Improve consultation and communication with employees (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
Percentage of Council employees who agree or strongly agree that the Council asks about their views	N/A	19%	N/A	33%	25%				The target set for 2009/10 was exceeded and performance improved by 14% from 2007/8.	35%	40%	50%	60%	Chief Executive's Department	Lesley Anne Law

Percentage of Council employees who agree or strongly agree that their line manager provides information about what is going on within the Council	N/A	37%	N/A	61%	40%				The target set for 2009/10 was exceeded and there has been an improvement on the 2007/8 figure. This is possibly due to the implementation of the internal communication strategy and the introduction of core and team briefs.	64%	68%	72%	76%	Chief Executive's Department	Lesley Anne Law
Percentage of Council employees who agree or strongly agree that they have regular meetings with their line manager	N/A	N/A	N/A	61%	40%				New for 2009/10. The target was exceeded possibly due to the implementation of the internal communication strategy and the introduction of core and team briefs.	65%	70%	75%	80%	Chief Executive's Department	Lesley Anne Law

Theme 6 An improving Council (CP9-13)
Priority Value our employees (CP9-13)
Objective Improve employee attendance (CP9-13)




Performance Indicator	2006/07	2007/08	2008/09	2009/10						2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target	Target	Target	Target		
CM1aiii: Average number of working days lost per employee through sickness absence for teachers	N/A	8.5	7.05	7.41	6.5				The target was missed; the reported figure of 7.41 FTE Days lost per FTE employee is higher than the set target of 6.55 and the previous year's reported figure of 7.05, though improved reporting may have increased this figure; Actions planned for 2010-11: Rollout of HR Connect Pilot; Development of Absence Module (WMS);	6	5.5	5	5	Corporate Services	Francine Ewen




									Improved access to Management Information; Continued promotion of Occupational Health and Employee Counselling Service (Local Access); Policy Review – Maximising Attendance, Stress Management, Special Leave, Exit Interview; Continued Health Promotion Activity (HWL); Training for managers; Employment Advisor's Pilot – Early Access to Primary Mental Health Interventions; Absence Management Group.						
CM1biii: Average number of working days lost per employee through sickness absence for all other local government employees	N/A	14.08	13.61	13.26	13				Year End Note; The reported figure of 13.26 FTE days lost per FTE employee is a reduction on the reported figure for 2008/2009 which was 13.61, the target of 13 days was not achieved	12.5	12	11.5	11	Corporate Services	Francine Ewen

Theme 6 An improving Council (CP9-13)




Priority Value our employees (CP9-13)







Objective Improve morale and employee perceptions of feeling valued (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10					Note	2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend		Target	Target	Target	Target		
Percentage of Council employees who agree or strongly agree that morale is good	N/A	19%	N/A	25%	24%				Clear recommendations have been put forward to build further improvement within this aspect; the development plan to address the survey recommendations	31%	41%	56%	65%	Corporate Services	Angela Terry












									will be integrated within the strategic programme of organisational culture change.						
Percentage of Council employees who agree or strongly agree that the Council recognises and values the work that they do	N/A	34%	N/A	43%	39%				Clear recommendations have been put forward to build further improvement within this aspect; the strategic programme of culture change aims to develop areas such as leadership, management behaviour and practice, and learning & development, and it's likely this will positively impact on staff morale.	46%	56%	66%	70%	Corporate Services	Angela Terry

Theme 6 An improving Council (CP9-13)
Priority Value our employees (CP9-13)
Objective Promote fair and transparent employment practices (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10					Note	2010/11	2011/12	2012/13	2013/14	Responsible OUs	Assigned To
	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend		Target	Target	Target	Target		
Percentage of employee survey respondents indicating direct experience of non-verbal bullying	N/A	18%	N/A		15%				In the 2009 Staff Survey asked a different question from that posed in 2007 so no direct comparison is possible. However it is likely that results indicate issues in this area had a similar prevalence to that in 2007, though reporting may have been higher due to increased visibility of action by the Council in these areas. The question in the 2009 survey will be repeated again in the 2011 survey.	15%	9%	6%	6%	Corporate Services	Francine Ewen

Percentage of employee survey respondents reporting some form of discrimination in the period since the last employee survey	N/A	11%	N/A	N/A	6%				In the 2009 Staff Survey asked a different question from that posed in 2007 so no direct comparison is possible. However it is likely that results indicate issues in this area had a similar prevalence to that in 2007, though reporting may have been higher due to increased visibility of action by the Council in these areas. The question in the 2009 survey will be repeated again in the 2011 survey.	6%	2%	1%	1%	Corporate Services	Francine Ewen
Percentage of employee survey respondents that indicated direct experience of verbal bullying	N/A	21%	N/A	23%	15%				In the 2009 Staff Survey 23% of employees indicate that they had direct experience of verbal bullying within the time period 2007 -09. This is 2% more than indicated in the previous staff survey in 2007. It is likely that the increase reflects increased confidence in reporting issues due to the introduction of the revised Dignity at Work (DAW) Policy and Procedures and support, rather than an increased number of issues. A large scale programme of DAW awareness sessions has been carried out across all directorates, which have emphasised positive behaviour as well as dealing with issues that do arise. The 2011 Staff	15%	9%	9%	8%	Corporate Services	Francine Ewen

									Survey will repeat this question.						
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PI Status		Long Term Trends		Short Term Trends	
	Target significantly missed		Improving		Improving
	Target marginally missed		No Change		No Change
	Target Met		Getting Worse		Getting Worse
	Unknown				
	Data Only				