







Appendix 1: Corporate Plan 2011/15 – Mid Year Review

Theme 1: Regeneration & the local economy

Priority Better employment opportunities
Objective Reduce unemployment and benefit dependency

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of working age people claiming Job Seekers Allowance	4.34%	3.64%	4.43%	5.95%	6.3%	5.4%	6%	5.5%				The number of JSA claimants dropped from 3840 in August to 3572 in September. The reduction of 268 is likely due to the majority of claimants entering further education. The new ESF funded Employability Programme will provide a range of resources and initiatives that will assist in reducing the number of JSA claimants to the target of 5.5%.	5.5%	Chief Executive's Department	Michael Gill







Priority Deliver co-ordinated, sustainable planning
Objective Regenerate in a properly planned, co-ordinated and sustainable manner

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of householder applications dealt with within two months	94.24 %	91.87 %	91.44 %	86%	92.9%	98%	100%	90%				Target surpassed with 100% of applications determined within 2 months. This indicator is on track to achieve annual target for 2011/12.	90%	Housing, Environmental and Economic Development	Keith Bathgate







Theme 2: Health & well being

Priority Increase life expectancy - especially in the most deprived areas

Objective Increase levels of physical activity







Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Number of attendances per 1,000 population to all pools	4,081	4,205	4,590	4,723	4,497	1,289	1,346	1,275				The figures are above the target set over the period. Swimming lessons at all three sites were higher this year compared to last year. General swims however at all 3 leisure centres show a downward trend over the period. Health suite usage at the Play Drome is lower resulting in fewer associated swims. This indicator is still on track to achieve annual target for 2011/12.	4,770	Housing, Environmental and Economic Development	Fiona McGuigan
Number of attendances per 1,000 population for indoor sports and leisure facilities	4,140	3,667	4,148	4,200	4,345	987	954	900				The figures are above the target set over the period. Fitness sessions continue to decrease at the Meadow Centre although sessions at the Play Drome show a slight increase. Group fitness classes at the Meadow Centre and Vale Pool show significant increases over the same period last year. This indicator is on track to achieve annual target for 2011/12.	4,230	Housing, Environmental and Economic Development	Fiona McGuigan

Priority Reduce inequalities and poverty
Objective End homelessness




Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation	N/A	N/A	53%	42.1%	40.4%	58%	37%	40%				Our performance against this indicator has failed to meet target for Q2. However this indicator is linked to homelessness prevention activities and preventing the crisis of homelessness as well as assisting access to other sustainable housing solutions including the Private Rented Sector, while having a positive impact on the individual has a negative outcome with regards this particular performance indicator.	40%	Housing, Environmental and Economic Development	Janice Lockhart
The proportion of homeless households assessed as priority homeless	N/A	95%	97%	98%	99%	98.33 %	100%	100%				This indicator reflects our progress in meeting the Scottish Governments 2012 homelessness target. Our approach has been commended by national homeless organisations and we remain one of the most advanced local authorities in terms of meeting the 2012 target.	100%	Housing, Environmental and Economic Development	John Kerr 2

												(Cont'd) At the HEED committee of 6th October 2010 it was decided that as of 1st December 2010 all unintentionally homeless households will be assessed as in priority need this has ensured from December the proportion of homeless households assessed as priority homeless will be 100%.			
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Priority Reduce inequalities and poverty
Objective Increase employment and training opportunities for people with a learning disability, mental health problems, criminal record or addiction issues

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Number of people having a mental health problem assisted in paid employment	N/A	N/A	10	14	15	20	6	12				Owing to the i) economic downturn, ii) termination of ESF & FS grants and iii) termination of the Future Jobs Fund, targets need to be readjusted downwards to reflect labour market trends.	12	Community Health & Care Partnership	Maureen Johnston; Lynne Kennedy
Number of people with a learning disability assisted in paid employment	26	39	31	36	36	36	30	30				Owing to the i) economic downturn, ii) termination of ESF & FS grants and iii) termination of the Future Jobs Fund, targets need to be readjusted downwards to reflect labour market trends.	30	Community Health & Care Partnership	David Elliott




Priority Reduce inequalities and poverty
Objective Reduce financial exclusion

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12						2012/13	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of the total population who are income-deprived in West Dunbartonshire	N/A	N/A	24%	21%	21.7%	22.1%	21.7%				<p>The percentage of the total population who are income deprived stands at 22.1%, narrowly missing the target of 21.7% set for the year but a 0.6% improvement on the previous year's figure. This % equates to 20,120 people, down 540 from 2010/11.</p> <p>In comparison with other councils, WD ranks 2nd highest in Scotland behind Glasgow, with a Scottish average of 16.2%. One WD datazone, however, has moved out of the 15% most deprived in Scotland.</p> <p>The welfare reforms are likely to have a negative impact on this PI. Consequently, maintaining 22.1% in 2012/13 and beyond will be challenging with high levels of benefit dependency and unemployment in the area. In response to these challenges, work is underway to align WDC's Advice Service, Employability, and Community Learning & Development within the Chief Executive's Department.</p>	22.1%	Chief Executive's Department	Mary Holt










Priority Reduce inequalities and poverty
Objective Reduce poverty










Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Number of people accessing the MacMillan Service	627	630	586	639	592	297	288	284				Quarter figures include people over more than one quarter where cases remain open. On track to meet base annual target of 600.	600	Chief Executive's Department	Mary Holt




Priority Target support to vulnerable groups
Objective Improve child protection

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	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%	100%	100%	100%				Child Protection audits continue to show that all children on the Child Protection Register have an up to date risk assessment.	100%	Community Health & Care Partnership	Heather Irving; AnneMarie McDonald (social work); Jim Watson







Priority Target support to vulnerable groups
Objective Increase proportion of older people (65+) needing care or support who are able to sustain an independent quality of life as part of the community


Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Total number of homecare hours provided as a rate per 1,000 population aged 65+	750.5	758.6	722.6	680.2	655	697.5	646.86	680				In line with the focus on rehabilitation and enablement, service is being targeted towards those with high level needs to maximise any potential for improvement in levels of independence. The number of hours per 1,000 population will decrease over time and our previous performance reflects this trend.	680	Community Health & Care Partnership	Lynne McKnight
Percentage of homecare clients aged 65+ receiving personal care	62.5%	65.1%	71%	77.7%	79.3%	76.8%	79.1%	78%				We have exceeded our quarterly target of 78%. We are continuing to provide high levels of personal care in line with priorities to target services at those with high level needs.	78%	Community Health & Care Partnership	Lynne McKnight
Percentage of homecare clients aged 65+ receiving a service during evening/overnight	22.8%	26%	33.2%	37.3%	41.5%	36.4%	41.65%	38%				We have exceeded our quarterly target of 38%. We are delivering more services jointly with Community Nursing Services improving the flexibility and responsiveness of our home care.	38%	Community Health & Care Partnership	Lynne McKnight

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of homecare clients aged 65+ receiving a service at weekends	48.4%	53.1%	58.1%	60.6%	64.7%	61.3%	66.24%	60%				We have exceeded our target of 60%. We are delivering more services jointly with Community Nursing Services improving the flexibility and responsiveness of our home care. We are continuing to show improved performance on this measure.	60%	Community Health & Care Partnership	Lynne McKnight
Number of patients in short-stay settings waiting more than 6 weeks for discharge to appropriate care setting		N/A	2	3	0	2	0	0				Target of zero achieved and to be sustained.	0	Community Health & Care Partnership	Peter Duffy
Percentage of people 65+ admitted twice or more as an emergency who have not had an assessment	N/A	86%	N/A	35%	N/A	N/A	N/A	45%				Due to confidentiality issues around data collection and sharing, this is currently unavailable although some progress is expected to be made.	45%	Community Health & Care Partnership	Peter Duffy

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of people 65+ with intensive needs receiving care at home (Existing definition)	N/A	43.1%	42.5%	43.4%	42.9%	N/A	43.4%	46%				This is a draft figure and may be subject to change. Early indications are that we have missed our target of 46%. Performance in relation to this indicator is supported through a range of initiatives including targeted homecare, Telecare, improved joint working with community nurses and awareness raising with local GPs and Health Centres. Targets for future years will require to be reviewed in line with these changes to service. Benchmarked with other local authorities West Dunbartonshire performs satisfactorily.	46%	Community Health & Care Partnership	Peter Duffy; Lynne McKnight




Theme 3: Safe & strong communities

Priority Improve estate management of council housing Objective Reduce number of empty houses															
Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
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%	1.7%	1.78%	2.01%	1.8%				Although performance has remained fairly static over the last 2 quarters we have not met target. We are continuing to carefully manage and monitor this indicator and are confident that once we start letting the long term void properties in Ashton View, Dumbarton, Davidson Road, Alexandria and addresses across South Drumry that performance will improve.	1.8%	Housing, Environmental and Economic Development	Janice Lockhart
Not low demand stock: Average time to re-let houses (days)	56	43	39	41	29	26	25	30				Performance is on target and compares favourably with the same period in 2010/11. We are well within the current Scottish average for letting not low demand properties. We will continue to monitor performance and benchmark against other organisations to ensure this improvement trend continues.	30	Housing, Environmental and Economic Development	Janice Lockhart







Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Low demand stock: Average time to re-let houses (days)	290	231	269	182	110	157	52	100				We have met the reduced target against this indicator. However, it is worth noting the performance in this area can fluctuate due to long term void properties being relet, therefore the positive in letting a long term void results negatively in terms of this indicator.	100	Housing, Environmental and Economic Development	Janice Lockhart

Theme 4: Sustainable environments




Priority Improve environmental quality & sustainability
Objective Manage waste disposal in a more sustainable way

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of municipal waste collected that was recycled (and composted)	32%	32.5%	32.1%	30.9%	38.3%	40.5%	44.1%	45%				First estimated figure for Municipal Solid Waste recycling /composted is 44.1%. However, measured against household waste recycled (Scottish Government target) it is 48.02%. Verification of actual figure will be available early November 2011.	45%	Housing, Environmental and Economic Development	Rodney Thornton

Theme 5: Education & life long learning




Priority Provide learning for life Objective Increase participation in local cultural activities															
Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Number of visits to/usages of council funded or part funded museums per 1000 population	1,194	1,474	1,274	903	801	159	232	220				Usage figures are lower this quarter due to a reduction in learning outreach during the schools holidays and a fall in visits n person. Web hits remain constant and we would expect usage figures to increase next quarter.	925	Educational Services	Gill Graham
Number of visits to/usages of council funded or part funded museums that were in person per 1000 population	80	80	83	109	75	20	39	32				Whilst Clydebank Town Hall is refurbished Clydebank Museum is closed. Museum provision is via two new Heritage Centres established in Clydebank Library and Dumbarton Library promoting access to museum exhibits, archives and artefacts. The second quarter of 2011/12 has seen a drop in visits in person due to refurbishment work in Clydebank Local history. Figures are also influenced by interest in current exhibits and the school holidays. Visits to Denny Tank remain constant at just over half those of the museums heritage facilities.	112	Educational Services	Gill Graham

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Number of Library visits per 1000 population	5,156	4,887	4,800	6,515	7,526	1,983	1,790.2	1,675	✓	↑	↓	Visits in the 2nd Quarter are broken down as follows: 101,489 physical visits and 61,278 virtual visits. Visits to branches have risen by 5,969 on the first quarter of 2011/12. This is down by 13,138 on the same quarter 2010/11, this reflects very closely the impact of the closure of 3 branch libraries in February. It is hoped that increased mobile library provision, and investment in services within existing branches will result in an increase in physical visits over time. School visits to libraries are timetabled throughout the school year; in the 2nd Quarter 15 schools took part with 407 pupils attending, this is almost double those in the same quarter last year. Early Years family learning sessions continue in popularity attracting 1,542 attendees in Jul, Aug, Sep 2011, this was a marked decrease on the same quarter last year however reflected a move from weekly to fortnightly sessions for the holiday period;	6,700	Educational Services	Gill Graham










												(Cont'd) allowing staff to deliver a summer programme for older children during this period. Services and events including. Quest courses in libraries support free public access to IT/PC training, 25 courses were promoted in Q2 2011/12 with on average attracting 83% subscription.			
Percentage of the resident population who are borrowers from public libraries	20.2%	18.4%	18.8%	21.5%	22.3%	23.1%	21.5%	22%				The percentage of the resident population who are borrowers remains static and is on track to meet the annual target figure of 22%.	22%	Educational Services	Gill Graham

Priority Provide learning for life

Objective Increase positive destinations when leaving school (going into further or higher education, employment, or training) for young people who are Looked After at Home or Looked After and Accommodated

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	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%	58%		100%	59%				Four young people left care this quarter and all 4 are in positive destinations. The Scottish Government publishes this information annually. Figures will be presented to the Scottish Government at the end of October 2011 with regard to this reporting period. Due to a change in the reporting framework this confirmed information may not be published until 2012. Quarterly reporting provides the number of 16-17 year olds in positive destinations at the point of leaving care. Estimate figures are based on a local authority extraction at this time, however this may differ from the annual Scottish Government figures which are fully audited at the end of the annual reporting period.	59.5%	Community Health & Care Partnership	AnneMarie McDonald (social work); Jim Watson




Priority Raise school attainment and achievement
Objective Improve educational attainment levels of secondary school pupils

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12					Note	2012/13	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend		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%	19%	17.6%	21%	18%				Comparative data on SQA exam results will not be published until December 2011. However, Educational Services has put in place a robust and coherent strategy to raise attainment. It has been ratified by the E&LLL committee and every committee cycle in the current session will be taking a progress update. All education managers and secondary head teachers were part of an authority wide briefing where key issues were highlighted. Thereafter, individual meetings took place with SMTs in each secondary school.	19%	Educational Services	Laura Mason
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%	30%	31.6%	29%	32%					32.5%	Educational Services	Laura Mason
5+ @ Level 6 (by end S6) [Percentage of pupils passing 5 or more SQA exams at SCQF level 6 or better by the end of S6]	15%	14%	15%	16%	19.6%	16%	19%					20%	Educational Services	Laura Mason

Theme 6: An improving Council

Priority Improve community engagement

Objective Improve the effectiveness of community consultation and engagement activity




Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12						2012/13	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of Citizens' Panel (CP) respondents who agree that the CP annual newsletter 'Feedback' provides evidence that the Community Planning partners listen to what they tell us in surveys on developing and changing the way we provide services		N/A	N/A	N/A	74	74	75				The target has been narrowly missed by 1%. Having exceeded last year's target by 6%, we introduced this 'stretch' target. The response is still very positive.	76	Chief Executive's Department	Anne Clegg

Priority Improve governance, resource management and financial planning




Objective Improve employee attendance




Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Average number of working days lost per employee through sickness absence for teachers	N/A	8.5	7.05	7.41	7.7	0.96	0.83	1.63				Data generated from WMS. Likely to achieve annual target.	7	Corporate Services	Linda McAlister
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	11.3	2.47	3.14	3				Data generated from WMS. Unlikely to achieve annual target.	12	Corporate Services	Linda McAlister

Priority Improve organisational culture
Objective Improve consultation and communication with employees




Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12						2012/13	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of Council employees who agree or strongly agree that the Council keeps them well informed about what is going on within the organisation	N/A	N/A	N/A	N/A	N/A	50%	50%				This question was asked for the first time in the Employee Survey of June 2011. Based on the result of 50%, a target of 55% has been set for 2012/13.	55%	Chief Executive's Department	Malcolm Bennie













Priority Promote continuous improvement and competitiveness
Objective Improve service efficiency and competitiveness












Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year	92.1%	92.81 %	93%	94.1%	94.1%	55.82 %	55.5%	54.5%				We are ahead of our collection profile for this indicator. We will continue to closely monitor our performance for this indicator.	94.1%	Corporate Services	Marion Smith

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Current tenant arrears as a percentage of the net amount of rent due in the year	12.7%	11.9%	10.59%	9.6%	9.2%	9.9%	10.5%	9.2%				The performance as at the end of September is higher than our target collection rate for the period and we are continuing to face difficult economic conditions. However this area is a top priority action area and we are ensuring that the maximum staff resource is dedicated to contacting debtors. A pilot exercise is being formulated with our colleagues in HEED to target arrears cases for intensive, integrated action.	7.9%	Corporate Services	Marion Smith

Priority Promote continuous improvement and competitiveness
Objective Improve service performance and quality

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
The overall percentage of repairs completed within the target time	97.8%	98.45%	95.2%	96.45%	96.7%	98.12%	95.43%	93%				Improved performance in comparison with Q1. On track to achieve annual target for 2011/12.	93%	Housing, Environmental and Economic Development	Stephen McGonagle

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12	Department	Assigned To
	Value	Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target		
Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site for those requiring attendance and NOT Part V ASBA	0.58	0.58	0.49	0.37	0.47	0.4	0.47	2				196 complaints were attended to and resolved informally within an average time of 0.47 hours (28mins). On track to meet annual target for 2011/12.	2	Corporate Services	John Stevenson
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	0.4	0.35	0.44	2				59 complaints were attended to and dealt with formally within an average time of 0.44 hours (26 mins) On track to meet annual target for 2011/12.	2	Corporate Services	John Stevenson
Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt	60.1%	64.4%	65.2%	68.9%	71.3%	67.3%	73.9%	70%				96 complaints completed of which 71 were within 14 days, ahead of target. On track to meet annual target for 2011/12.	70%	Corporate Services	David McCulloch
Percentage of trading standards business advice requests that were dealt with within 14 days	97%	97.6%	100%	100%	100%	100%	100%	97%				14 requests completed, all within 14 days. On track to meet annual target for 2011/12.	97%	Corporate Services	David McCulloch

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				