

## Appendix 3: Departmental Performance Indicators

Generated on: 19 May 2008

Theme: **2-Health & Well-Being**  
 Priority: **C2.2 Improve health and reduce health inequality**  
 Objective: **Support Council Departments and Partners to deliver health improvement outcomes**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.001 Percentage of respondents to the stakeholder survey who agree or strongly agree that the Policy Unit effectively supports the delivery of health improvement	?	?	Annual	Policy Unit Stakeholder Survey (planned for Feb09)							

Theme: **2-Health & Well-Being**  
 Priority: **C2.4 Increase personal prosperity**  
 Objective: **Ensure the council takes an active role in reducing poverty in West Dunbartonshire**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.002 Percentage of respondents to the stakeholder survey who agree or strongly agree that the Policy Unit effectively supports the delivery of poverty reduction initiatives	?	?	Annual	Policy Unit Stakeholder Survey (planned for Feb09)							

Theme: **6-An Improving Council**  
 Priority: **C6.3-Improve Governance and Resource Management**  
 Objective: **Improve service planning and performance management in Chief Executives Dept**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.003 Percentage of respondents to a stakeholder survey who agree or strongly agree that service planning and performance management in the department meets corporate guidance	?	?	Annual	Stakeholder survey (Director/Elected Members) planned for Feb09							

Theme: **6-An Improving Council**  
Priority: **C6.4-Value our employees**  
Objective: **Improve and develop the departments workforce**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.004 Percentage of CE staff with PDP by May each year	?	?	Annual								
CE.005 Percentage of CE staff with 6-month PDP review by Nov each year	?	?	Annual								

Theme: **6-An Improving Council**  
Priority: **C6.4-Value our employees**  
Objective: **Improve employee attendance in Chief Executives Department**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.006 Absence Percentage of CE Staff	✓	?	Monthly								

Theme: **6-An Improving Council**  
Priority: **C6.4-Value our employees**  
Objective: **Improve staff communications in Chief Executives Dept**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.007 Percentage of CE Staff who agree or strongly agree that communication within the department is good	?	?	Annual	Council staff survey 2009							

Theme: **6-An Improving Council**  
Priority: **C6.5-Promote continuous improvement and transform service delivery**  
Objective: **Implement Continuous Improvement Plan for Chief Executives Dept**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
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CE.008 PSIF Score for Policy Unit			Annual	PSIF Assessment		
CE.009 PSIF Score for CC&M			Annual	PSIF Assessment		
CE.010 PSIF Score for IA			Annual	PSIF Assessment		

Theme: **6-An Improving Council**

Priority: **C6.5-Promote continuous improvement and transform service delivery**

Objective: **Improve corporate governance**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.011 External Audit's perception of the effectiveness of IA in improving corporate governance			Annual								

Theme: **6-An Improving Council**

Priority: **Improve the image and reputation of West Dunbartonshire**





Objective: **Develop the WDC Brand**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.012 Percentage of Citizens Panel respondents who agree or strongly agree that West Dunbartonshires external image is positive			Annual	Citizens Panel (future question tbd)							
CE.015 Percentage of press enquiries responded to within agreed deadlines			Annual			100%	95%				
CE.016 Percentage of press releases that appear in the press			Annual			100%	95%				
CE.017 Percentage of photocalls that appear in the press			Annual			100%	95%				

Theme: **6-An Improving Council**

Priority: **Provide research and Information services**

Objective: **Improve the quality of social, economic and statistical intelligence to meet users needs**

Relevant Indicators	Status	Long Term Trend	Frequency	Data Source	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target
CE.013 Percentage of respondents to the stakeholder survey who agree or strongly agree that the Social & Economic Profile meets their needs			Annual	Policy Unit Stakeholder Survey (planned for Feb09)							
CE.014 Percentage of information requests met within 5 working days			Annual			95%	90%				