

# Appendix 1: Corporate Plan 2010/14 - Previous Performance and 4 year Targets

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**Theme 1 Regeneration & the local economy (CP9-13)**  
**Priority Better employment opportunities (CP9-13 New)**  
**Objective Reduce unemployment and benefit dependency (SOA9/CP9-13New)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Employment rate	73.4%	73.3%	72.8%	71%	69%	69%	69%	71%	Housing, Environmental and Economic Development
Percentage of working age people claiming Job Seekers Allowance	4.34%	3.64%	4.43%	4.1%	5%	5%	5%	5%	Housing, Environmental and Economic Development

**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/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
DS1a: Percentage of householder applications dealt with within two months	93%	91.9%	91.4%	90%	90%	90%	90%	90%	Housing, Environmental and Economic Development
Percentage of planning applications granted contrary to the Local Plan	4.2%	2.2%	1%	1%	1%	1%	1%	1%	Housing, Environmental and Economic Development
Percentage of residents finding services very or fairly convenient		74%	N/A	SOA indicator –aim to increase. Targets to be set once latest SHS data available					Housing, Environmental and Economic Development

**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/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Number of new business registered by Scottish Banks	326	314	230	240	252	264	277	290	Housing, Environmental and Economic Development
Number of new VAT registered businesses per 10,000 population	15	24	17	15	16	17	18	19	Housing, Environmental and Economic Development
Number of VAT registered businesses at year end per 10,000 population	169	182		170	172	174	176	178	Housing, Environmental and Economic Development

**Theme 1 Regeneration & the local economy (CP9-13)**  
**Priority Grow the local economy (CP9-13)**  
**Objective Grow the tourism economy (CP9-13/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage increase in number of visitors to West Dunbartonshire	-6%	-3%		0%	0%	2%	2%	3%	Housing, Environmental and Economic Development
Percentage increase in tourism generated income for West Dunbartonshire	0%	-3%	0%	0%	0%	2%	2%	3%	Housing, Environmental and Economic Development

**Theme 1 Regeneration & the local economy (CP9-13)**  
**Priority Improve housing quality (CP9-13)**  
**Objective Improve the mix, quantity, location and affordability of housing in West Dunbartonshire (CP9-13/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Unit Capacity of Housing Land Supply	17	17	15	7	7	7	7	7	Housing, Environmental and Economic Development

**Theme 1 Regeneration & the local economy (CP9-13)**  
**Priority Improve housing quality (CP9-13)**  
**Objective Improve the quality of Council housing stock (CP9-13/SOA9/Key Strategic Issues document 24 June 2009)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	11%	12%	14%	18%	25%	35%	75%	80%	Housing, Environmental and Economic Development

**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/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	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	3	3	3	Housing, Environmental and Economic Development

**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/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of floor space in Clydebank Town Centre/commercial centres that is vacant	N/A	10%	20%	15%	10%	8%	8%	8%	Housing, Environmental and Economic Development
Percentage of floor space in Dumbarton Town Centre/commercial centre that is vacant	N/A	14%	13%	10%	10%	8%	8%	8%	Housing, Environmental and Economic Development
Percentage of floorspace in Alexandria Town Centre that is vacant	N/A	15%	8%	8%	8%	8%	8%	8%	Housing, Environmental and Economic Development

**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/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage change in net population migration	-53	-96	-152	-96	- To be reviewed. SOA indicator				Chief Executive's Department
Population of West Dunbartonshire	91,240	91,090	90,940	91,090	- To be reviewed. SOA indicator				Chief Executive's Department

**Theme 1 Regeneration & the local economy (CP9-13)**  
**Priority Regenerate the schools estate (CP9-13)**  
**Objective Improve schools (SOA9/CP9-13/Key Strategic Issues document 24 June 2009)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Primary School Occupancy	57%	56%	56%	56%	56%	58%	61%	62%	Educational Services
Secondary School Occupancy	71%	69%	67%	82%	82%	82%	85%	85%	Educational Services

**Theme 2 Health & well being (CP9-13)**  
**Priority Increase life expectancy - especially in the most deprived areas**  
**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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of Citizens Panel members who follow guidance of at least 5 portions of fruit/vegetables a day	26%			40%	45%	50%	50%	50%	Social Work and Health

Uptake of free school meals in primary schools	44.8%	76%	50.1%	82%	84%	85%	86%	86%	Housing, Environmental and Economic Development
Uptake of free school meals in secondary schools	45.1%	57%	50.1%	60%	63%	65%	65%	66%	Housing, Environmental and Economic Development

**Theme 2 Health & well being (CP9-13)**  
**Priority Increase life expectancy - especially in the most deprived areas**  
**Objective Improve the health and safety of Council employees (CP9-13)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Average number of FTE days lost per FTE employee classified as stress & mental health	N/A	N/A	3.4	3.3	3.2	3.1	3	2.9	Corporate Services
Number of days lost by Council employees through work related injury	2,020	1,589	1,274	1,017	982	946	910	855	Corporate Services
Number of fatal or major injury accidents within Council	7	8	6	0	0	0	0	0	Corporate Services
Percentage of Council employees who drink alcohol on three or more days a week		16%		14%	12%	10%	9%	8%	Social Work and Health
Percentage of Council employees who eat five or more portions of fruit and vegetables a day		68%		70%	71%	72%	73%	74%	Social Work and Health
Percentage of Council employees who rarely or never exercise		16%		14%	12%	10%	9%	8%	Social Work and Health
Percentage of Council employees who smoke		19%		17%	16%	15%	14%	13%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Increase life expectancy - especially in the most deprived areas**  
**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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
CC1: Number of attendances per 1,000 population to all pools	4,081	4,205	4,590	4,546	4,550	4,550	4,600	4,600	Housing, Environmental and Economic Development
CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	4,140	3,667	4,148	4,094	4,150	4,150	4,250	4,250	Housing, Environmental and Economic Development
Percentage of Citizens Panel members who never or rarely take part in exercise	58%			54%	52%	50%	48%	47%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Increase life expectancy - especially in the most deprived areas**  
**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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
5-year moving average Suicide Rate (both sexes)	20	20		17	16	16	16	15	Social Work and Health
Percentage of Citizens Panel members who describe themselves as fairly happy or very happy	76%			79%	80%	81%	82%	83%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Increase life expectancy - especially in the most deprived areas**  
**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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of 13 year olds drinking alcohol to excess in previous month (5 or more drinks 4 or more times)		8%		8%	7.5%	7%	6.5%	6%	Social Work and Health
Percentage of 15 year olds drinking alcohol to excess in previous month (5 or more drinks 4 or more times)		22%		22%	21%	20%	19%	18%	Social Work and Health
Percentage of Citizens Panel members who drink alcohol 3 or more days per week	26%			23%	22%	21%	20%	19%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Increase life expectancy - especially in the most deprived areas**  
**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	Department
	Value	Value	Value	Target	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
Percentage of Citizens Panel members who smoke	26%			23%	22%	20%	19%	18%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Increase life expectancy - especially in the most deprived areas**  
**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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Deaths from drug misuse per 100,000 population	13.15	17.56	25.29	13	12.5	12	11.5	11	Social Work and Health
Percentage of 15 year using drugs at least once a week	5%	5.5%		4%	4%	3%	3%	3%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Reduce inequalities and poverty (CP9-13 New)**  
**Objective End homelessness (CP9-13 New/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
HS7aiiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation			51%	35%	35%	35%	35%	35%	Housing, Environmental and Economic Development
Percentage of unintentionally homeless households entitled to settled accommodation		95%	97%	98%	100%	100%	100%	100%	Housing, Environmental and Economic Development

**Theme 2 Health & well being (CP9-13)**  
**Priority Reduce inequalities and poverty (CP9-13 New)**  
**Objective Increase employment and training opportunities for people with a learning disability, mental health problems, criminal record or addiction issues (CP9-13/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Number of people having a mental health problem assisted into paid employment			10	15	20	10	10	15	Social Work and Health
Number of people with a learning disability assisted into paid employment	26	39	31	41	46	51	56	58	Social Work and Health
Number of people with an addiction issue supported into paid employment			20	15	15	15	15	15	Social Work and Health
Percentage of clients with a criminal record offered a training or employment assessment of need			75%	90%	100%	100%	100%	100%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Reduce inequalities and poverty (CP9-13 New)**  
**Objective Reduce child poverty (CP9-13 New/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	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		45%	58.9%	45%	45%	45%	45%	45%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**

**Priority Reduce inequalities and poverty (CP9-13 New)**  
**Objective Reduce financial exclusion (CP9-13 New/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of Citizen Panel respondents who are in some or deep financial trouble (Rest of WD)		7	6		To be developed by CPP thematic group				Chief Executive's Department
Percentage of households with access to bank, building society or credit union account			82%	90%	To be developed by CPP thematic group				Social Work and Health
Percentage of the total population who are income-deprived	19.6%		19.5%		To be developed by CPP thematic group				Chief Executive's Department

**Theme 2 Health & well being (CP9-13)**  
**Priority Reduce inequalities and poverty (CP9-13 New)**  
**Objective Reduce fuel poverty (CP9-13/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Number of households in fuel poverty defined as spending over 10% of income on fuel		7,000			To be developed by CPP thematic group				Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Reduce inequalities and poverty (CP9-13 New)**  
**Objective Reduce poverty (CP9-13 New/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Amount of income generated from successful benefit claims	£6,567,868.57	£8,956,459.65	£10,039,261.87	£10,000,000.00	£10,000,000.00	£10,000,000.00	£10,000,000.00	£10,000,000.00	Social Work and Health
Number of people accessing the MacMillan Service	627	630	586	656	669	682	696	700	Social Work and Health
Residence based median weekly earnings for females	N/A	£289.80	£306.50	£308.60	£308.60	£308.60	£308.60	£308.60	Chief Executive's Department
Residence based median weekly earnings for males	N/A	£418.50	£412.90	£421.50	£421.50	£421.50	£421.50	£421.50	Chief Executive's Department

**Theme 2 Health & well being (CP9-13)**  
**Priority Target support to vulnerable groups (CP9-13)**  
**Objective Improve child protection (SOA9/CP9-13 New)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	

Percentage of children on the Child Protection Register who have a completed and up-to-date risk assessment		100%	100%	100%	100%	100%	100%	100%	Social Work and Health
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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 (65+) needing care or support who are able to sustain an independent quality of life as part of the community (SOA9/CP9-13 New/Key Strategic Issues document 24 June 2009 - adult care provision)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	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	781	797	813	813	813	Social Work and Health
ASW4ci: Percentage of homecare clients aged 65+ receiving personal care	62.5%	65.1%	71%	71%	71%	71%	71%	71%	Social Work and Health
ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight	22.8%	26%	33.2%	30%	32%	34%	36%	38%	Social Work and Health
ASW4ciii: Percentage of homecare clients aged 65+ receiving a service at weekends	48.4%	53.1%	58.1%	59%	61%	63%	65%	65%	Social Work and Health
Number of patients waiting more than 6 weeks for discharge to appropriate care setting	12	0		0	0	0	0	0	Social Work and Health
Number of people 65+ admitted twice or more as an emergency who have not had an assessment, per 100,000 population		86%		95%	95%	95%	95%	95%	Social Work and Health
Percentage of people 65+ with intensive needs receiving care at home		26%		34.8%	37.2%	39.6%	42%	44.2%	Social Work and Health

**Theme 2 Health & well being (CP9-13)**  
**Priority Target support to vulnerable groups (CP9-13)**  
**Objective Provide opportunities to enable young people at risk to have positive chances and make positive choices in their life (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of 16 or 17 year olds in positive destinations (further/higher education, training, employment) at point of leaving care		55%		55.5%	56%	56.5%	57%	58%	Social Work and Health

**Theme 3 Safe & strong communities (CP9-13)**  
**Priority Improve community safety (CP9-13)**  
**Objective Improve home and road safety (SOA9/CP9-13)**



Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Number of children killed in road accidents	0	0	0	0	0	0	0	0	Housing, Environmental and Economic Development
Number of children seriously injured in road accidents	10	3	4	9	8	7	6	5	Housing, Environmental and Economic Development
Number of people (all ages) killed in road accidents	4	2	2	4	3.8	3.6	3.4	3.2	Housing, Environmental and Economic Development
Number of people (all ages) seriously injured in road accidents	43	28	23	31.2	29.3	26.8	24.4	21.9	Housing, Environmental and Economic Development
Number of people (all ages) slightly injured in road accidents	253	221	150	230	228	226	224	222	Housing, Environmental and Economic Development
RL1v: Overall percentage of road network that should be considered for maintenance treatment	44.7%	31.7%	29.4%	29.2%	31%	30.5%	30%	29.5%	Housing, Environmental and Economic Development

**Theme 3 Safe & strong communities (CP9-13)**  
**Priority Improve community safety (CP9-13)**  
**Objective Reduce anti social behaviour and disorder (SOA9/CP9-13)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Number of residents personally experiencing neighbour disputes in the past 12 months	N/A	1,131	N/A	1,321	1,258	1,198	1,138	1,100	Housing, Environmental and Economic Development
Percentage of Citizens Panel respondents who have personally experienced and reported anti-social behaviour	24%	N/A	N/A	19%	17%	15%	14%	14%	Housing, Environmental and Economic Development
Percentage of residents satisfied or very satisfied with agencies' response to tackling anti social behaviour	N/A	27%	N/A	50%	51%	52%	53%	53%	Housing, Environmental and Economic Development

**Theme 3 Safe & strong communities (CP9-13)**  
**Priority Improve community safety (CP9-13)**  
**Objective Reduce crime and violent crime in particular (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of residents feeling very or fairly safe when walking alone in the local neighbourhood after dark				59%	60%	60%	61%	61%	Housing, Environmental and Economic Development

**Theme 3 Safe & strong communities (CP9-13)**

**Priority Improve community safety (CP9-13)**  
**Objective Reduce domestic abuse/violence against women (SOA9/CP9-13 New)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Rate of domestic abuse in West Dunbartonshire per 100,000 population	1,518	1,800		Data from Strathclyde Police. SOA indicator. No numerical targets set					Social Work and Health

**Theme 3 Safe & strong communities (CP9-13)**  
**Priority Improve community spirit (CP9-13 New)**  
**Objective Improve residents' perceptions of their neighbourhood (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of residents rating neighbourhood as 'fairly good' or 'very good' place to live	88%	N/A		92%	93%	94%	95%	95%	Housing, Environmental and Economic Development

**Theme 3 Safe & strong communities (CP9-13)**  
**Priority Improve estate management of council housing (CP9-13)**  
**Objective Reduce number of empty houses (CP9-13)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	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%	3.4%	3.1%	2%	1.9%	1.8%	Housing, Environmental and Economic Development
HS4avii: Not low demand stock: Average time to re-let houses (days)	56	43	39	20	18	16	15	14	Housing, Environmental and Economic Development
HS4bx: Low demand stock: Average time to re-let houses (days)	290	231	269	260	200	100	80	60	Housing, Environmental and Economic Development
HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end	1,047	877	998	800	750	600	500	400	Housing, Environmental and Economic Development

**Theme 4 Sustainable environments (CP9-13)**  
**Priority Improve environmental quality & sustainability (CP9-13)**  
**Objective Improve quality and access to greenspace (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage increase in hectares of amenity grassland habitat managed for biodiversity	N/A	N/A	0%	1%	2.5%	3.5%	5%	6%	Chief Executive's Department

Percentage increase of hectares of woodland habitat	N/A	N/A	N/A	SOA indicator Awaiting SNH/FC input					Chief Executive's Department
Percentage of core paths that are deemed fit for purpose			35%	40%	45%	50%	55%	60%	Housing, Environmental and Economic Development
Percentage of households with an accessible greenspace of at least 2 hectares in size, no more than 300 metres from home	N/A	N/A	N/A	100%	100%	100%	100%	100%	Chief Executive's Department
Proportion of protected nature sites in favourable condition	N/A	N/A	79%	87%	95%	95%	95%	95%	Chief Executive's Department

#### Theme 4 Sustainable environments (CP9-13)

##### Priority Improve environmental quality & sustainability (CP9-13)

##### Objective Improve the state of West Dunbartonshire's environment (SOA9)

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Air Quality: % of monitoring stations complying with the national objective of 40ug/m3 NO2	86.6%	94.1%	95.2%	100%	100%	100%	100%	100%	Corporate Services
Air quality: PM10 Concentration	N/A	17	13.2	40	18	18	18	18	Corporate Services
Number of households in the 100yr flood map area				SOA indicator- Baseline & targets not established. Awaiting SEPA input.					Housing, Environmental and Economic Development
Percentage of Citizens Panel respondents who are satisfied or very satisfied with the physical appearance of their local area	60%	N/A		70%	75%	80%	82%	83%	Housing, Environmental and Economic Development
WM4: The cleanliness index achieved following inspection	71	73	76	76	76.5	76.5	77	77	Housing, Environmental and Economic Development

#### Theme 4 Sustainable environments (CP9-13)

##### Priority Improve environmental quality & sustainability (CP9-13)

##### Objective Manage waste disposal in a more sustainable way (CP9-13/SOA9/Key Strategic Issues documents 24 June 2009)

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Tonnage of biodegradable municipal waste landfilled	27,108	25,936	22,596	22,832	21,284	18,536	15,888	15,888	Housing, Environmental and Economic Development
WM3iv: Percentage of municipal waste collected that was recycled (and composted)	32%	32.5%	32.1%	34%	40%	45%	50%	50%	Housing, Environmental and Economic Development

#### Theme 4 Sustainable environments (CP9-13)

##### Priority Improve environmental quality & sustainability (CP9-13)

##### Objective Raise awareness of environmental issues (CP9-13/SOA9)

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of primary and secondary schools achieving Eco-Schools Green Flag Award	5%	16.7%	17.6%	30%	40%	50%	60%	70%	Educational Services

**Theme 4 Sustainable environments (CP9-13)**  
**Priority Improve environmental quality & sustainability (CP9-13)**  
**Objective Reduce overall ecological footprint (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Carbon Footprint (t/cap)	10.91	11.47		10.95	10.90	10.85	10.80	10.75	Chief Executive's Department
Ecological footprint (gha/cap)	5.01	5.04		4.98	4.95	4.92	4.89	4.86	Chief Executive's Department
Tonnage of carbon dioxide emissions from Council operations and assets	32,211			28,632	27,439	26,246	25,053	23,860	Chief Executive's Department

**Theme 4 Sustainable environments (CP9-13)**  
**Priority Improve sustainability of the transportation network (CP9-13)**  
**Objective Increase journeys by public or active transport (SOA9/CP9-13)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of adults driving a car to work	56%	57%	57%	60%	60%	60%	60%	60%	Housing, Environmental and Economic Development
Percentage of children travelling to school by public or active transport (primary)		64%	64%	65%	66%	67%	68%	69%	Housing, Environmental and Economic Development
Percentage of Council employees travelling to work as a lone car driver	70%	70%	62%	62%	61%	60%	59%	58%	Housing, Environmental and Economic Development

**Theme 5 Education & life-long learning (CP9-13)**  
**Priority Provide learning for life (CP9-13)**  
**Objective Improve achievement and attainment through life-long learning (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of learners awarded SQA and other recognised qualifications	N/A	N/A	63%	65%	66%	68%	70%	72%	Educational Services

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

**Objective Improve nursery provision (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of pre-school centres with positive inspection reports	N/A	N/A	100%	100%	100%	100%	100%	100%	Educational Services

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

**Priority Provide learning for life (CP9-13)**

**Objective Increase participation in local cultural activities (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	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	631	636	640	644	649	Educational Services
CC3b: Number of visits to/usages of council funded or part funded museums that were in person per 1000 population	80	80	83	92	93	94	95	96	Educational Services
CC5a: Number of Library visits per 1000 population	5,156	4,887	4,800	5,785	5,901	6,019	6,140	6,262	Educational Services

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

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

**Objective Improve early years attainment (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of P3 Pupils exceeding 5-14 level A in reading, writing and mathematics	35%	35%	36%	37%	37%	37%	37%	37%	Educational Services

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

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

**Objective Improve educational attainment levels by lowest performing secondary school pupils (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Average tariff score of lowest performing 20% of pupils in S4	42	58	N/A	43.9	44.6	45.2	45.9	46.4	Educational Services

**Theme 5 Education & life-long learning (CP9-13)**  
**Priority Raise school attainment and achievement (CP9-13)**  
**Objective Improve educational attainment levels of primary school pupils (CP9-13 New/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of primary schools with positive inspection reports	N/A	100%	100%	100%	100%	100%	100%	100%	Educational Services
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%	87%	87.5%	88%	88%	88%	Educational Services
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%	86%	86.5%	87%	87%	87%	Educational Services
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%	79%	79.5%	80%	80%	80%	Educational Services

**Theme 5 Education & life-long learning (CP9-13)**  
**Priority Raise school attainment and achievement (CP9-13)**  
**Objective Improve educational attainment levels of secondary school pupils (CP9-13 New/SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	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%	19%	19.5%	19.75%	20%	Educational Services
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%	31%	31%	32%	32%	33%	Educational Services
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 S5]	15%	14%	15%	15%	16.5%	17%	17.5%	18%	Educational Services
Percentage of secondary schools with positive inspection reports	N/A	N/A	100%	100%	100%	100%	100%	100%	Educational Services

**Theme 5 Education & life-long learning (CP9-13)**  
**Priority Raise school attainment and achievement (CP9-13)**  
**Objective Increase positive destinations for 16-19 year olds (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	

Percentage of 16-19 year olds not in Employment, Education or Training (NEET)	16.5%	11.1%	N/A	10.7%	10.4%	10%	9%	8%	Educational Services
Percentage of school leavers into positive destinations (total of higher/further education, employment and training)	84.2%	82.3%	N/A	85%	86%	87%	88%	89%	Educational Services
Percentage of young people on the Get Ready for Work scheme gaining positive outcomes	72%	79%	63%	70%	70%	70%	70%	70%	Housing, Environmental and Economic Development

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve community engagement (CP9-13)**  
**Objective Improve confidence and active citizenship for children and young people (SOA9)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Number of young people involved in youth consultation and representation structures	N/A	N/A	92	93	94	95	97	100	Educational Services

**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/Audit Scotland Progress Report 2009)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of Citizens Panel respondents who think the Council communicates well with its residents	22%	N/A	24%	20%	24%	28%	32%	36%	Chief Executive's Department
Percentage of Citizens Panel respondents who think the Council is good at listening to the needs of its residents	16%	N/A	11%	17%	20%	23%	26%	29%	Chief Executive's Department
Percentage of Community Councils functioning as a proportion of the total possible number	59%	59%	59%	59%	59%	59%	59%	59%	Corporate Services

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve governance, resource management and financial planning (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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of Citizens Panel respondents who think the Council's public performance reporting in	54%	84%	N/A	85%	85%	85%	85%	85%	Chief Executive's Department

West Dunbartonshire News is very or fairly balanced									
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**Theme 6 An improving Council (CP9-13)**  
**Priority Improve governance, resource management and financial planning (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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of Council's strategic risks classified as high or medium	N/A	81%	72%	75%	70%	65%	60%	50%	Corporate Services

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve governance, resource management and financial planning (CP9-13)**  
**Objective Improve asset management (Key Strategic Issues document 24 June 2009)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
CM8a: Proportion of operational accommodation that is in a satisfactory condition	90%	92%	91%	83%	86%	89%	91%	93%	Housing, Environmental and Economic Development
CM8b: Proportion of operational accommodation that is suitable for its current use	58.5%	80.1%	79.8%	70%	75%	80%	81%	82%	Housing, Environmental and Economic Development

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve governance, resource management and financial planning (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	Department
	Value	Value	Value	Target	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	Yes	Yes	Yes	Yes	Yes	Corporate Services

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve governance, resource management and financial planning (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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
CM1aiii: Average number of working days lost per	N/A	8.5	7.05	6.5	6	5.5	5	5	Corporate Services



employee through sickness absence for teachers									
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	12.5	12	11.5	11	Corporate Services

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve governance, resource management and financial planning (CP9-13)**  
**Objective Improve medium to long term financial planning (CP9-13/Key Strategic Issues document 24 June 2009/Audit Scotland Progress Report 2009)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	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	Yes	Yes	Yes	Corporate Services

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve governance, resource management and financial planning (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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of directorate plans that conform to Joint Planning & Budget Guidance	80%	50%	80%	100%	100%	100%	100%	100%	Chief Executive's Department

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve governance, resource management and financial planning (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	Department
	Value	Value	Value	Target	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	Yes	Yes	Yes	Chief Executive's Department
Percentage of elected members satisfied or very satisfied with the quality of performance management reports	N/A	N/A	N/A	Baseline to be established with new survey in 09/10					Chief Executive's Department

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve organisational culture (was 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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of Council employees who agree or strongly agree that the Council asks about their views	N/A	17%	N/A	25%	35%	40%	50%	60%	Chief Executive's Department
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	40%	64%	68%	72%	76%	Chief Executive's Department

**Theme 6 An improving Council (CP9-13)**

**Priority Improve organisational culture (was 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	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of Council employees who agree or strongly agree that morale is good	N/A	19%	N/A	24%	31%	41%	56%	65%	Corporate Services
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	39%	46%	56%	66%	70%	Corporate Services

**Theme 6 An improving Council (CP9-13)**

**Priority Improve organisational culture (was Value our employees (CP9-13))**

**Objective Promote fair and transparent employment practices (CP9-13)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of employee survey respondent's indicating direct experience of non-verbal bullying	N/A	18%	N/A	15%	15%	9%	6%	6%	Corporate Services
Percentage of employee survey respondent's reporting some form of discrimination in the period since the last employee survey	N/A	11%	N/A	6%	6%	2%	1%	1%	Corporate Services
Percentage of employee survey respondent's that indicated direct experience of verbal bullying	N/A	21%	N/A	15%	15%	9%	9%	8%	Corporate Services

**Theme 6 An improving Council (CP9-13)**

**Priority Improve strategic leadership (CP9-13)**

**Objective Improve decision-making and performance scrutiny (new); Improve Member-Officer relations... (strategic decision making etc)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Has Audit Scotland's perception of member/officer relations improved? Yes/No	No	No	No	Yes	Yes	Yes	Yes	Yes	Chief Executive's Department

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve strategic leadership (CP9-13)**  
**Objective Improve leadership and management skills of elected members, the corporate management team, middle management and supervisory staff (CP9-13/Audit Scotland Progress Report 2009)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Has Audit Scotland's perception of leadership quality improved? Yes/No	No	No	No	Yes	Yes	Yes	Yes	Yes	Corporate Services
Percentage of Council employees who agree or strongly agree that there is strong leadership	N/A	15%	N/A	23%	30%	40%	55%	60%	Corporate Services

**Theme 6 An improving Council (CP9-13)**  
**Priority Improve the perception of West Dunbartonshire (CP9-13 New)**  
**Objective Improve the image and reputation of West Dunbartonshire and the Council (SOA9/CP9-13 New)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Percentage of Citizens Panel respondents who agree or strongly agree that Council's external image is positive	No data for this range			30%	40%	50%	60%	70%	Chief Executive's Department
Percentage of Citizens Panel respondents who are very or mostly satisfied with their perception of overall quality of life	60%	N/A	N/A	66%	68%	70%	72%	73%	Chief Executive's Department

**Theme 6 An improving Council (CP9-13)**  
**Priority Promote continuous improvement and competitiveness (CP9-13)**  
**Objective Improve our responsiveness to customers (Customer First) (CP9-13)**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	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	90%	91%	92%	93%	94%	Corporate Services
Percentage of Citizens Panel respondents who are	N/A	N/A	N/A	74%	77%	80%	83%	84%	Corporate Services

satisfied or very satisfied with the time the Council takes to acknowledge written communications with the contact centre									
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%	80%	85%	90%	91%	Corporate Services
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%	35%	40%	50%	55%	58%	Corporate Services
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	75%	80%	85%	90%	91%	Corporate Services

### Theme 6 An improving Council (CP9-13)

#### Priority Promote continuous improvement and competitiveness (CP9-13)

#### Objective Improve service efficiency and competitiveness (CP9-13/Audit Scotland Progress Report 2009)

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
BA1f: Gross administration cost per housing benefit case	£39.37	£37.41	£45.81	£36.50	£36.00	£35.50	£35.00	£34.50	Corporate Services
CM5: Cost of collecting Council Tax per dwelling	£7.26	£16.59	£17.71	£16.00	£16.00	£16.00	£16.00	£15.00	Corporate Services
CM6b: 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%	93%	93.25%	93.5%	93.75%	94%	Corporate Services
HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year	12.7%	11.9%	10.59%	9%	7.5%	7%	6.8%	6.5%	Corporate Services
WM1ai: Net cost of refuse collection per premise	£47.29	£43.78	£43.51	£44.87	£45.99	£47.14	£48.32	£49.77	Housing, Environmental and Economic Development
WM1bi: Net cost of refuse disposal per premise	£57.13	£56.71	£84.38	£65.49	£75.00	£84.65	£94.24	£103.82	Housing, Environmental and Economic Development

### Theme 6 An improving Council (CP9-13)

#### Priority Promote continuous improvement and competitiveness (CP9-13)

#### Objective Improve service performance and quality (CP9-13)

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
CM7b: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	71.2%	82.6%	83.12%	85%	85%	86%	86%	86%	Corporate Services
Cumulative number of Charter Mark accreditations	16	20	22	22	22	22	22	22	Chief Executive's Department

awarded and held by the Council									
Cumulative number of Investors in People accreditations awarded and held by the Council	5	5	6	6	6	6	6	6	Chief Executive's Department
HS1diii: The total percentage of housing response repairs completed within the target times	97.8%	98.45%	95.2%	91%	92%	93%	93.5%	94%	Housing, Environmental and Economic Development
Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services	60%	74%	N/A	70%	75%	80%	80%	80%	Chief Executive's Department
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	2	2	2	2	2	Corporate Services
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	2	2	2	2	2	Corporate Services
PS4a: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt	60.1%	64.4%	65.2%	70%	72%	74%	76%	76%	Corporate Services
PS4b: Percentage of trading standards business advice requests that were dealt with within 14 days	97%	97.6%	100%	97%	97%	97%	97%	97%	Corporate Services
Ratio of Statutory Performance Indicators in upper:lower quartiles	1	2	1.5	1.6	1.8	2	2.1	2.2	Chief Executive's Department

**Theme 6 An improving Council (CP9-13)**  
**Priority Promote continuous improvement and competitiveness (CP9-13)**  
**Objective Join-up and share services with other providers (CP9-13/Models of integration with NHS and CHP (Key Strategic Issues document 24 June 2009))**

Performance Indicator	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
Number of shared service arrangements (external providers)	N/A	52	53	Targets not yet established					Chief Executive's Department

**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	Department
	Value	Value	Value	Target	Target	Target	Target	Target	
CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to	33.7%	39.6%	44.6%	48%	50%	50%	50%	50%	Chief Executive's Department

disabled people									
Number of equality impact assessments of Council's plans, strategies, and policies completed	3	6	9	15	15	15	15	15	Chief Executive's Department

**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	Department
	Value	Value	Value	Target	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%	40%	40%	40%	40%	Corporate Services
CM3g: Percentage of the highest paid 5% of earners among council employees that are women	46.6%	47.9%	46.9%	50%	50%	50%	50%	50%	Corporate Services
Number of employees who have accessed specific equality and diversity learning and development opportunities annually	N/A	N/A	170	250	300	350	400	400	Corporate Services
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	60%	67%	75%	80%	80%	Corporate Services