	Key Corporate Performance Indica Schedule of Changes from 2010/11									APPEND
	SP1-Corporate Management 1-Responsiveness to Communities		ā	2010/11 Statu	<u>s</u>			2	2011/12 Statu	<u>ıs</u>
Ref No 2010/11	Responsible OUs Chief Executive's Department	PI Code & Short Name CED/PU/039 Percentage of Citizens Panel respondents who think the Council is good at listening to the needs	SPI -	Local Measure	KCPI -	Outcome of review for 2011/12	Ref No 2011/12	SPI -	Local Measure	KCPI -
-	Chief Executive's Department Chief Executive's Department	who think the Council is good at listening to the needs of its residents 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	-	-	-	Remove	1	-	X	-
2	Chief Executive's Department	developing and changing the way we provide services CED/PU/040 Percentage of Citizens Panel respondents who think the Council communicates well with its residents	-	Х	-	Remove	-	-	-	-
3	Corporate Services Chief Executive's Department Housing, Environmental and Economic	Percentage of users of the Contact Centre who think the Council communicates well with its residents CED/PU/029 Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services Percentage of Citizens Panel respondents satisfied or	- - -	- X	-	New Remove New	2 - 3	-	- X	-
4	Corporate Services	very satisfied with the Council's waste services CS/ICT/005 Percentage of Type 3 (2-way interaction between citizen and Council) interactions identified as appropriate for electronic delivery that are delivered electronically	-	X	-	Remove	-	-	-	-
5	Corporate Services Corporate Services	CS/ICT/004 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 CS/ICT/003 Percentage of users of the Council's Contact Centre who are satisfied or very satisfied with	-	X	-	Remove	-	-	- -	-
- -	Corporate Services Corporate Services Corporate Services	Contact Centre who are satisfied or very satisfied with the services delivered by the Contact Centre. Number of citizens using WDC website to access information and use on line Percentage of ICT incident calls fixed at first point of contact	- - -			Retain New New	5 6	-	X X X	-
	SP1-Corporate Management 2-Revenues and Service Costs					Outcome of				
Ref No 2010/11 7 8	Responsible OUs Corporate Services Corporate Services	PI Code & Short Name SCM5 CM5a: Cost of collecting Council Tax per dwelling SCM6b CM6bi: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was	SPI X X	Local Measure -	KCPI X X	review for 2011/12 Retain - SPI Retain - SPI	Ref No 2011/12 7	SPI X X	Local Measure -	KCPI X X
9	Corporate Services	received during the year. SCM7b CM7c: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid CS/FICT/SPI1/001 The proportion of outstanding	X	-	-	Retain - SPI	9	X	-	-
10 11 12	Corporate Services Corporate Services Corporate Services	sundry debt that is more than 90 days old from date of invoice. CS/FICT/SPI1/002 The amount of free reserves - HRA. CS/FICT/SPI1/003 The amount of free reserves - General Services	- -	X X X	X X X	Retain Remove Remove	10 - -	-		- -
13 14	Corporate Services Corporate Services	CS/FICT/SPI1/004 Revenue budget net of contingency fund compared to actual outturn at year end for General Services CS/FICT/SPI1/005 Revenue budget net of contingency fund compared to actual outturn at year end for HRA	-	X X	X	Retain Retain	11	-	X X	x
-	Corporate Services Corporate Services	The amount of free reserves as a percentage of the prudential reserve target - HRA The amount of free reserves as a percentage of the prudential reserve target - General Services	-	-	-	New New	13 14	-	X	X X
Ref No	SP1-Corporate Management 3-Employees			Local		Outcome of review for	Ref No		Local	
15 16	Responsible OUs Corporate Services Corporate Services	PI Code & Short Name SCM1civ CM1aiii: Average number of working days lost per employee through sickness absence for teachers SCM1aiv: CM1biii: Average number of working days lost per employee through sickness absence for all	X X	Measure - -	KCPI - -	2011/12 Retain - SPI Retain - SPI	2011/12 15 16	X X	Measure - -	KCPI -
17	Chief Executive's Department Corporate Services	other local government employees CS/LA/003 Number of days lost by Council employees through work related injury CS/OD/003 Percentage of Council employees who agree or strongly agree that the Council recognises and	- -	X	-	Retain Retain	17	-	X	-
19	Corporate Services Corporate Services	values the work that they do CS/OD/004 Percentage of Council employees who agree or strongly agree that morale is good CS/HROD/SPI1/001 Percentage of staff who have an annual PDP in place.	-	X	-	Retain Retain	19 20	-	X	-
Ref No	SP1-Corporate Management 4-Assets			Local		Outcome of review for	Ref No		Local	
21 22	Responsible OUS Housing, Environmental and Economic Development Housing, Environmental and Economic Development	PI Code & Short Name SCM9a CM8aiii: Proportion of operational accommodation that is in a satisfactory condition SCM9b CM8bii: Proportion of operational accommodation that is suitable for its current use	X X	Measure - -	X X	Retain - SPI Retain - SPI	2011/12 21 22	X X	Measure - -	X X
	SP1-Corporate Management 5-Procurement									
Ref No 010/11 23	Responsible OUs Corporate Services	PI Code & Short Name CS/FICT/SPI1/007 Total cost of the procurement function as a percentage of total organisational	SPI -	Local Measure X	KCPI X	Outcome of review for 2011/12	Ref No 2011/12 -	SPI -	Local Measure -	KCPI -
24	Corporate Services Corporate Services	expenditure CS/FICT/SPI1/006 Annual spend with collaborative contracted suppliers as a percentage of core spend. Annual cash saving achieved as a percentage of core spend	-	X -	X -	Remove	23	-	- X	- X
-	SP1-Corporate Management 6-Sustainable Development	Annual spend with all contracted suppliers	-	-	-	New Outcome of	24	<u>-</u>	X	X
Ref No 010/11 25	Responsible OUs Housing, Environmental and Economic Development	PI Code & Short Name H/GEN/46 Percentage of Citizens Panel respondents who are very or mostly satisfied with their perception	SPI -	Local Measure	KCPI -	Outcome of review for 2011/12	Ref No 2011/12	SPI -	Local Measure	KCPI -
26 27	Development Educational Services Housing, Environmental and Economic Development	of overall quality of life ED/QI/001 Percentage of primary and secondary schools achieving Eco-Schools Green Flag Award H/GEN/17 Tonnage of carbon dioxide emissions from Council operations and assets	-	X	-	Retain Retain	26 27	-	X	-
	SP1-Corporate Management 7-Equalities and Diversity					Outcome of				
Ref No 010/11 28 29	Responsible OUs Corporate Services Corporate Services	PI Code & Short Name SCM3aii CM3d: Percentage of the highest paid 2% of earners among council employees that are women SCM3bii CM3g: Percentage of the highest paid 5% of earners among council employees that are women	SPI X X	Local Measure -	KCPI - -	Retain - SPI	Ref No 2011/12 28	SPI X X	Local Measure -	KCPI - -
30	Chief Executive's Department	earners among council employees that are women SCM4b CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people CS/OD/005 Percentage of Council employees who think	X X	-	-	Retain - SPI	30	X	-	-
31	SP2-Service Performance 01-Benefits Administration	the Council has a good or very good level of commitment to promoting equality and diversity	-	X	-	Retain	31	_	X	-
Ref No 010/11 32	Responsible OUs Corporate Services	PI Code & Short Name SBA1e: BA1f: Gross administration cost per housing benefit case	SPI X	Local Measure	KCPI X	Outcome of review for 2011/12 Retain - SPI	Ref No 2011/12 32	SPI X	Local Measure	KCPI X
	SP2-Service Performance 02-Community Care					Outcome of				
Ref No 010/11 33	Responsible OUs West Dunbartonshire Community Health & Care Partnership	PI Code & Short Name SAS4bii ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+ SAS4ci1 ASW4ci: Percentage of homecare clients aged	SPI X	Local Measure	KCPI -	Outcome of review for 2011/12 Retain - SPI	Ref No 2011/12 33	SPI X	Local Measure	KCPI -
34 35	West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care	65+ receiving personal care. This Indicator gives us a Proxy measure for Flexibility of Service SAS4cii2 ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight SAS4ciii2 ASW4ciii: Percentage of homecare clients	X X	-	-	Retain - SPI	34 35	X X	-	-
36 37 38	Partnership West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care Partnership	aged 65+ receiving a service at weekends NOCC-C1 Percentage of carers who feel supported and capable to continue in their role as a carer NOCC-Q3 Percentage of Care Plans reviewed within agreed timescale	- -	- X X	- X X	Retain - SPI Retain Retain	36 37 38		- X X	- X X
39 40	West Dunbartonshire Community Health & Care Partnership Chief Executive's Department	NOCC-BC2a Percentage of people 65+ with intensive needs receiving care at home (Existing definition) SW/WR/001 Value of benefits maximised through representation from Welfare Rights Money Advice Service.	-	X	X	Retain	39 40	-	X	X
41 42	West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care	ScotGovSW/006 Total number of respite weeks provided to all client groups LITOP013 Percentage of people aged 65 and over who receive 20 or more interventions per week LITASP001 Percentage of Adult Support and Protection	-	X	X	Retain Retain	41 42	-	X	X
44	Partnership West Dunbartonshire Community Health & Care Partnership	clients who have current risk assessments and care plan NOCC-EC1 Percentage of people aged 65+ receiving a service following an assessment in line with Council and National Eligibility Criteria - Critical need	-	X	X	Retain	44	-	X	X
45 46	West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care Partnership	NOCC-EC2 Percentage of people aged 65+ receiving a service following an assessment in line with Council and National Eligibility Criteria - Substantial need NOCC-EC3 Percentage of people aged 65+ receiving a service following an assessment in line with Council	-	X X	X	Retain	45 46	-	x	x
-	West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care	and National Eligibility Criteria - Moderate need NOCC-A1a: Number of patients in short-stay settings waiting more than 6 weeks for discharge to appropriate care setting NOCC-R3: Percentage of people 65+ admitted twice or	-	-	-	New	47	-	Х	X
-	Partnership West Dunbartonshire Community Health & Care Partnership	more, as an emergency, who have not had an assessment The percentage of clients waiting no longer than 3 weeks from referral received to appropriate drug and alcohol treatment that supports their recovery	-	-	-	New	49	-	X	X
-	West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care Partnership	Achieve agreed target number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention Reduce suicide rate between 2002 and 2013 by 20% by ensuring that 50% of frontline staff are trained in	-	-	-	New New	50 51	-	x	x
	SP2-Service Performance 03-Criminal Justice Social Work	suicide prevention				Outcome of				
Ref No 2010/11 47	Responsible OUs West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care	PI Code & Short Name LITCJ002 Percentage of Statutory Orders completed successfully - Community Service Orders LITCJ003 Percentage of Statutory Orders completed	SPI -	Local Measure X	КСРІ Х	review for 2011/12 Remove	Ref No 2011/12 -	SPI -	Local Measure -	KCPI -
-	Partnership West Dunbartonshire Community Health & Care Partnership	successfully - Probation LITCJ004 - Percentage of Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling LITCJ005 - Percentage of Community Payback Orders	-	- X	- X	Remove New	52	-	- X	X
-	West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care Partnership	attending an induction session within 5 working days of sentence LITCJ006 – Percentage of Unpaid work and other activity requirements commenced (work or activity) within 7 working days of sentence	-	-	-	New New	53 54	-	x	x
	SP2-Service Performance 04-Cultural & Community Services					Outcome of				
Ref No 2010/11 49 50	Responsible OUs Housing, Environmental and Economic Development Housing, Environmental and Economic Development	PI Code & Short Name SCC1 CC1: Number of attendances per 1,000 population to all pools SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	SPI X X	Local Measure -	KCPI - -	review for 2011/12 Retain - SPI Retain - SPI	Ref No 2011/12 55 56	SPI X X	Local Measure -	KCPI - -
51 52	Educational Services Educational Services	SCC5b CC5b: Percentage of the resident population who are borrowers from public libraries SCC3a CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population SCC3b CC3b: Number of visits to/usages of council	- X	X -	-	Retain - SPI	57 58	- X	X -	-
53 54	Educational Services Educational Services	funded or part funded museums that were in person per 1000 population SCC5a CC5a: Number of Library visits per 1000 population	X	-	-	Retain - SPI	59 60	X	-	-
Ref No	SP2-Service Performance 05-Planning			Local		Outcome of review for	Ref No		Local	
010/11 55 56	Responsible OUs Housing, Environmental and Economic Development Housing, Environmental and Economic Development	PI Code & Short Name SDS1aii DS1aii: Percentage of householder applications dealt with within two months SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months	X X	Measure - -	KCPI - -	2011/12 Retain - SPI Retain - SPI	61 62	X X	Measure - -	- -
57 58	Housing, Environmental and Economic Development Housing, Environmental and Economic Development	SDS1cii DS1cii: Percentage of all planning applications dealt with within two months H/FP/005 Hectares of brownfield land removed from the vacant and derelict land register as a result of planning consents being implemented	- X	- X	-	Retain - SPI Retain	63	- X	- X	-
	SP2-Service Performance 06- Education of Children					Outcome of				
Ref No 1010/11 59	Responsible OUs Educational Services	PI Code & Short Name ED/QI/007 Primary 5-14 Reading [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Reading]	SPI -	Local Measure X	KCPI X	review for 2011/12	Ref No 2011/12 -	SPI -	Local Measure -	KCPI -
60	Educational Services Educational Services	ED/QI/008 Primary 5-14 Writing [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Writing] ED/QI/009 Primary 5-14 Mathematics [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Mathematics]	-	x	X	Remove	-	-	-	-
62	Educational Services Educational Services	ED/QI/015 Percentage of school leavers into positive destinations (total of higher/further education, employment and training) ED/QI/002 5+ @ level 5 (by end S4) [Percentage of pupils passing 5 or more SQA exams at SCQF level 5 or	- -	X	X	Retain	65 66	-	X	x
64	Educational Services	better by the end of S4] ED/QI/003 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] ED/QI/004 5+ @ Level 6 (by end S6) [Percentage of	-	Х	Х	Retain	67	-	Х	X
65	SP2-Service Performance 07-Child Protection and Children's	pupils passing 3 or more SQA exams at SCQF level 6 or better by the end of S6]	-	X	Х	Retain	68	-	X	Х
Ref No 010/11	07-Child Protection and Children's Social Work Responsible OUs	PI Code & Short Name	SPI	Local Measure	КСРІ	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	КСРІ
66	West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care Partnership	SW/CP/001 Percentage of children on the Child Protection Register who have a completed and up-to- date risk assessment SW/CS/001 Percentage of 16 or 17 year olds in positive destinations (further/higher education,	-	X	X	Retain	69	-	X	X
68 69	West Dunbartonshire Community Health & Care Partnership West Dunbartonshire Community Health & Care	training, employment) at point of leaving care LITCS001 Percentage of children and young people who are supported at home under statutory supervision SW/SCRA/003 Rate per 1,000 of children/young people aged 8-18 who are referred to the Reporter on offence-	-	X	X	Retain Retain	71	-	X	X
	SP2-Service Performance 08a-Housing: Estate Management	related grounds	l	.		, Juli I	-	1	<u> </u>	Λ
Ref No				Local	КСРІ	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	КСРІ
	Responsible OUs Housing, Environmental and Economic	PI Code & Short Name SH3avi HS4aviii: Not low demand stock: Average time	SPI	Measure	'	Retain - SPI	73	X	-	-
70 71 72	Housing, Environmental and Economic Development Housing, Environmental and Economic Development Housing, Environmental and Economic Development	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end	X X X	Measure - -	- - -	Retain - SPI Retain - SPI	74 75	Х	-	-
70 71	Housing, Environmental and Economic Development Housing, Environmental and Economic Development Housing, Environmental and Economic	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end SH1b HS1diii: The overall percentage of repairs completed within the target time SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard	X X	-	-	Retain - SPI		X X X	1	_
70 71 72 73	Housing, Environmental and Economic Development Housing, Environmental and Economic	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end SH1b HS1diii: The overall percentage of repairs completed within the target time SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard SH7aiv HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair SH7avi HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing SH7avi HS2aiii: The percentage of the council's housing stock being brought up to the Scottish Housing	X X X X		-	Retain - SPI Retain - SPI Retain - SPI	75 76	Х	-	-
70 71 72 73 74 75	Housing, Environmental and Economic Development	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end SH1b HS1diii: The overall percentage of repairs completed within the target time SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard SH7aiv HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair SH7avi HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Energy efficient SH7aviii HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services SH7ax HS2av:The percentage of the council's housing stock being brought up to the Scottish Housing Quality	x x x x x		- - -	Retain - SPI	75 76 77 78	x x		-
70 71 72 73 74 75 76	Housing, Environmental and Economic Development	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end SH1b HS1diii: The overall percentage of repairs completed within the target time SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard SH7aiv HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair SH7avi HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Energy efficient SH7aviii HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services SH7ax HS2av:The percentage of the council's housing	X X X X		- - - -	Retain - SPI	75 76 77 78 79 80	x x x x		-
70 71 72 73 74 75 76 77 78 79	Housing, Environmental and Economic Development Specific Performance Development Specific Performance Osb- Housing: Rent Management	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end SH1b HS1diii: The overall percentage of repairs completed within the target time SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard SH7aiv HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair SH7avi HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard :Energy efficient SH7aviii HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services SH7ax HS2av:The percentage of the council's housing stock being brought up to the Scottish Housing Standard: Healthy, safe and secure SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	x x x x x x x x x	Local	- - - - - -	Retain - SPI Outcome of review for	75 76 77 78 79 80 81 82	x x x x x x	- - -	-
70 71 72 73 74 75 76 77 78 79	Housing, Environmental and Economic Development SP2-Service Performance	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end SH1b HS1diii: The overall percentage of repairs completed within the target time SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard SH7aiv HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair SH7avi HS2aiii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Energy efficient SH7aviii HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services SH7ax HS2av:The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Healthy, safe and secure SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard: Healthy, safe and secure SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard: Healthy, safe and secure SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard: Healthy, safe and secure SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard: Healthy, safe and secure	X X X X X X X X X X X X X X X X		- - - -	Retain - SPI	75 76 77 78 79 80 81 82	x x x x	-	KCPI X X
70 71 72 73 74 75 76 77 78 79 Ref No 010/11 80	Housing, Environmental and Economic Development Housing, Environmental and Economic Development Housing, Environmental and Economic Development Responsible Ous Housing, Environmental and Economic Development Responsible Ous Housing, Environmental and Economic Development	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end SH1b HS1diii: The overall percentage of repairs completed within the target time SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard SH7aiv HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair SH7avi HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Energy efficient SH7aviii HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services SH7ax HS2av:The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Healthy, safe and secure SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard: Healthy, safe and secure SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard: Healthy, safe and secure SH3ai HS5aii: Current tenant arrears as a percentage of the net amount of rent due in the year SHS4ai HS5aiii: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250 SH4ci HS5ciib: The proportion of those tenants giving up their tenancy during the year that were in rent	X X X X X X X X X X X X X X X X	Local Measure -	KCPI	Retain - SPI Retain - SPI Retain - SPI Retain - SPI Retain - SPI Retain - SPI	75 76 77 78 79 80 81 82 Ref No 2011/12 83	X X X X X X X X	Local Measure -	- - KCPI X
70 71 72 73 74 75 76 77 78 79 Ref No 010/11 80 81 82 83 84	Housing, Environmental and Economic Development Housing, Environmental and Economic Development SP2-Service Performance 08b- Housing: Rent Management Responsible OUS Housing, Environmental and Economic Development Corporate Services Corporate Services Corporate Services	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end SH1b HS1diii: The overall percentage of repairs completed within the target time SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard SH7aiv HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair SH7avi HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Energy efficient SH7aviii HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services SH7ax HS2av:The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services SH7axii HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Healthy, safe and secure SH7axii HS2av: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard: Healthy, safe and secure SH3ai HS5aii: Current tenant arrears as a percentage of the net amount of rent due in the year SH54bi HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year SH54bi HS5aiii: The proportion of those tenants giving up their tenancy during the year that were in rent arrears. SH4di HS5div: The average debt owed by tenants leaving in arrears as a proportion of the average weekly rent - (expressed in weeks) SH4ei HS5eiib: The percentage of arrears owed by	X X X X X X X X X X X X X X X X X X X	Local Measure -		Retain - SPI	75 76 77 78 79 80 81 82 Ref No 2011/12 83 84 85 86 87	X X X X X X X X X X X X X X X X X	- Local Measure	- - KCPI X
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Analysed by Department:									
		SPI	Local Measure	KCPI		SPI	Local Measure	KCPI	
Chief Executive's	5	1	4	0	4	1	3	1	
Corporate Services	32	17	15	11	34	17	17	11	
Educational Services	12	3	9	7	9	3	6	4	
Housing, Environmental and Economic Development West Dunbartonshire Community	34	29	5	7	35	29	6	7	
Health & Care Partnership	20_	4	16	16	25	4	21	21	
	103	54	49	41	107	54	53	44	
	103			107	107				
	Pa	ge 1							

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Local Measure

49

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103

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KCPI

41

PI Code & Short Name SWM1a WM1ai: Net cost of refuse collection per

SWM1b WM1bi: Net cost of refuse disposal per premise

SWM3cii WM3iv: Percentage of municipal waste collected that was recycled (and composted)
SWM4 WM4: The cleanliness index achieved following inspection
H/WM/002 Tonnage of biodegradable municipal waste landfilled

premise

Ref No
2010/11 Responsible OUs

99 Housing, Environmental and Economic Development

100 Housing, Environmental and Economic Development

101 Housing, Environmental and Economic Development

102 Housing, Environmental and Economic Development

103 Housing, Environmental and Economic Development

103 Housing, Environmental and Economic Development

Total number of measures

Retain - SPI

Retain - SPI

Retain - SPI

Retain - SPI

Retain

103

104

105

106

107

107

Χ

Local Measure

53

Χ

Χ

Χ

Χ

54

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KCPI

44