

**Key Corporate Performance Indicators:  
Schedule of Changes from 2010/11 to 2011/12**

1-Responsiveness to Communities										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
1	Chief Executive's Department	CE/PU/039 Percentage of Citizens Panel respondents who think the Council is good at listening to the needs of its residents	-	X	-	Remove	-	-	-	-
-	Chief Executive's Department	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	-	-	-	New	1	-	X	-
2	Chief Executive's Department	CE/PU/040 Percentage of Citizens Panel respondents who think the Council communicates well with its residents	-	X	-	Remove	-	-	-	-
-	Corporate Services	Percentage of users of the Contact Centre who think the Council communicates well with its residents	-	-	-	New	2	-	X	-
3	Chief Executive's Department	CE/PU/029 Percentage of Citizens Panel respondents satisfied or very satisfied with Council services	-	X	-	Remove	-	-	-	-
-	Housing, Environmental and Economic Development	Percentage of Citizens Panel respondents satisfied or very satisfied with the Council's waste services	-	-	-	New	3	-	X	-
4	Corporate 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	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	-	X	-	Remove	-	-	-	-
6	Corporate Services	CS/ICT/003 Percentage of users of the Council's Contact Centre who are satisfied or very satisfied with the services delivered by the Contact Centre.	-	X	-	Retain	4	-	X	-
-	Corporate Services	Number of citizens using WDC website to access information and use on line	-	-	-	New	5	-	X	-
-	Corporate Services	Percentage of ICT incident calls fixed at first point of contact	-	-	-	New	6	-	X	-
SP1-Corporate Management 2-Revenues and Service Costs										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
7	Corporate Services	SCM5 CM5a: Cost of collecting Council Tax per dwelling	X	-	X	Retain - SPI	7	X	-	X
8	Corporate Services	SCM6b CM6b: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year	X	-	X	Retain - SPI	8	X	-	X
9	Corporate Services	SCM7b CM7c: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	X	-	-	Retain - SPI	9	X	-	-
10	Corporate Services	CS/FICT/SP11/001 The proportion of outstanding sundry debt that is more than 90 days old from date of invoice	-	X	X	Retain	10	-	X	X
11	Corporate Services	CS/FICT/SP11/002 The amount of free reserves - HRA	-	X	X	Remove	-	-	-	-
12	Corporate Services	CS/FICT/SP11/003 The amount of free reserves - General Services	-	X	X	Remove	-	-	-	-
13	Corporate Services	CS/FICT/SP11/004 Revenue budget net of contingency fund compared to actual outcome at year end for General Services	-	X	X	Retain	11	-	X	X
14	Corporate Services	CS/FICT/SP11/005 Revenue budget net of contingency fund compared to actual outcome at year end for HRA	-	X	X	Retain	12	-	X	X
-	Corporate Services	The amount of free reserves as a percentage of the prudential reserve target - HRA	-	-	-	New	13	-	X	X
-	Corporate Services	The amount of free reserves as a percentage of the prudential reserve target - General Services	-	-	-	New	14	-	X	X
SP1-Corporate Management 3-Employees										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
15	Corporate Services	SCM1civ CM1a(i): Average number of working days lost per employee through sickness absence for teachers	X	-	-	Retain - SPI	15	X	-	-
16	Corporate Services	SCM1aiv CM1a(i): Average number of working days lost per employee through sickness absence for all other local government employees	X	-	-	Retain - SPI	16	X	-	-
17	Chief Executive's Department	CS/LA/003 Number of days lost by Council employees through work related injury	-	X	-	Retain	17	-	X	-
18	Corporate Services	CS/OD/003 Percentage of Council employees who agree or strongly agree that the Council recognises and values the work that they do	-	X	-	Retain	18	-	X	-
19	Corporate Services	CS/OD/004 Percentage of Council employees who agree or strongly agree that morale is good	-	X	-	Retain	19	-	X	-
20	Corporate Services	CS/HROD/SP11/001 Percentage of staff who have an annual PDP in place.	-	X	-	Retain	20	-	X	-
SP1-Corporate Management 4-Assets										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
21	Housing, Environmental and Economic Development	SCM9a CM9a(i): Proportion of operational accommodation that is in a satisfactory condition	X	-	X	Retain - SPI	21	X	-	X
22	Housing, Environmental and Economic Development	SCM9b CM9b(i): Proportion of operational accommodation that is suitable for its current use	X	-	X	Retain - SPI	22	X	-	X
SP1-Corporate Management 5-Procurement										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
23	Corporate Services	CS/FICT/SP11/007 Total cost of the procurement function as a percentage of total organisational expenditure	-	X	X	Remove	-	-	-	-
24	Corporate Services	CS/FICT/SP11/006 Annual spend with collaborative contracted suppliers as a percentage of core spend.	-	X	X	Remove	-	-	-	-
-	Corporate Services	Annual cash saving achieved as a percentage of core spend	-	-	-	New	23	-	X	X
-	Corporate Services	Annual spend with all contracted suppliers	-	-	-	New	24	-	X	X
SP1-Corporate Management 6-Sustainable Development										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
25	Housing, Environmental and Economic Development	H/GEN/46 Percentage of Citizens Panel respondents who are very or mostly satisfied with their perception of overall quality of life	-	X	-	Retain	25	-	X	-
26	Educational Services	ED/QU/001 Percentage of primary and secondary schools achieving Eco-Schools Green Flag Award	-	X	-	Retain	26	-	X	-
27	Housing, Environmental and Economic Development	H/GEN/17 Tonnage of carbon dioxide emissions from Council operations and assets	-	X	-	Retain	27	-	X	-
SP1-Corporate Management 7-Equalities and Diversity										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
28	Corporate Services	SCM3aii CM3a: Percentage of the highest paid 2% of earners among council employees that are women	X	-	-	Retain - SPI	28	X	-	-
29	Corporate Services	SCM3bi CM3b: Percentage of the highest paid 5% of earners among council employees that are women	X	-	-	Retain - SPI	29	X	-	-
30	Chief Executive's Department	SCM4b CM4a: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	X	-	-	Retain - SPI	30	X	-	-
31	Corporate Services	CS/OD/005 Percentage of Council employees who think the Council has a good or very good level of commitment to promoting equality and diversity	-	X	-	Retain	31	-	X	-
SP2-Service Performance 01-Benefits Administration										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
32	Corporate Services	SBA1e: BAI1: Gross administration cost per housing benefit case	X	-	X	Retain - SPI	32	X	-	X
SP2-Service Performance 02-Community Care										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
33	West Dunbartonshire Community Health & Care Partnership	SAS4bi ASW4bi: Total number of homecare hours provided as a rate per 1,000 population aged 65+	X	-	-	Retain - SPI	33	X	-	-
34	West Dunbartonshire Community Health & Care Partnership	SAS4ci ASW4ci: Percentage of homecare clients aged 65+ receiving personal care. This Indicator gives us a Proxy measure for flexibility of service	X	-	-	Retain - SPI	34	X	-	-
35	West Dunbartonshire Community Health & Care Partnership	SAS4ci2 ASW4ci2: Percentage of homecare clients aged 65+ receiving a service during evening/overnight	X	-	-	Retain - SPI	35	X	-	-
36	West Dunbartonshire Community Health & Care Partnership	SAS4ci3 ASW4ci3: Percentage of homecare clients aged 65+ receiving a service at weekends	X	-	-	Retain - SPI	36	X	-	-
37	West Dunbartonshire Community Health & Care Partnership	NOC-C1 Percentage of carers who feel supported and capable to continue in their role as a carer	-	X	X	Retain	37	-	X	X
38	West Dunbartonshire Community Health & Care Partnership	NOC-C3 Percentage of Care Plans reviewed within agreed timescale	-	X	X	Retain	38	-	X	X
39	West Dunbartonshire Community Health & Care Partnership	NOC-BC2a Percentage of people 65+ with intensive needs receiving care at home (Existing definition)	-	X	X	Retain	39	-	X	X
40	Chief Executive's Department	SW/WR/001 Value of benefits maximised through representation from Welfare Rights Money Advice Service.	-	X	X	Retain	40	-	X	X
41	West Dunbartonshire Community Health & Care Partnership	ScotGovSW/006 Total number of respite weeks provided to all client groups	-	X	X	Retain	41	-	X	X
42	West Dunbartonshire Community Health & Care Partnership	LITO013 Percentage of people aged 65 and over who receive 20 or more interventions per week	-	X	X	Retain	42	-	X	X
43	West Dunbartonshire Community Health & Care Partnership	LITASP001 Percentage of Adult Support and Protection clients who have current risk assessments and care plan	-	X	X	Retain	43	-	X	X
44	West Dunbartonshire Community Health & Care Partnership	NOC-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	West Dunbartonshire Community Health & Care Partnership	NOC-EC2 Percentage of people aged 65+ receiving a service following an assessment in line with Council and National Eligibility Criteria - Substantial need	-	X	X	Retain	45	-	X	X
46	West Dunbartonshire Community Health & Care Partnership	NOC-EC3 Percentage of people aged 65+ receiving a service following an assessment in line with Council and National Eligibility Criteria - Moderate need	-	X	X	Retain	46	-	X	X
-	West Dunbartonshire Community Health & Care Partnership	NOC-A1a: Number of patients in short-stay settings waiting more than 6 weeks for discharge to appropriate care setting	-	-	-	New	47	-	X	X
-	West Dunbartonshire Community Health & Care Partnership	NOC-R3: Percentage of people 65+ admitted twice or more, as an emergency, who have not had an assessment	-	-	-	New	48	-	X	X
-	West Dunbartonshire Community Health & Care Partnership	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	Achieve agreed target number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention	-	-	-	New	50	-	X	X
-	West Dunbartonshire Community Health & Care Partnership	Reduce suicide rate between 2002 and 2013 by 20% by ensuring that 50% of frontline staff are trained in suicide prevention	-	-	-	New	51	-	X	X
SP2-Service Performance 03-Criminal Justice Social Work										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
47	West Dunbartonshire Community Health & Care Partnership	LITC002 Percentage of Statutory Orders completed successfully - Community Service Orders	-	X	X	Remove	-	-	-	-
48	West Dunbartonshire Community Health & Care Partnership	LITC003 Percentage of Statutory Orders completed successfully - Probation	-	X	X	Remove	-	-	-	-
-	West Dunbartonshire Community Health & Care Partnership	LITC004 - Percentage of Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling	-	-	-	New	52	-	X	X
-	West Dunbartonshire Community Health & Care Partnership	LITC005 - Percentage of Community Payback Orders attending an induction session within 5 working days of sentence	-	-	-	New	53	-	X	X
-	West Dunbartonshire Community Health & Care Partnership	LITC006 - Percentage of Unpaid work and other activity requirements commenced (work or activity) within 7 working days of sentence	-	-	-	New	54	-	X	X
SP2-Service Performance 04-Cultural & Community Services										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
49	Housing, Environmental and Economic Development	SCC1 CC1: Number of attendances per 1,000 population to all pods	X	-	-	Retain - SPI	55	X	-	-
50	Housing, Environmental and Economic Development	SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	X	-	-	Retain - SPI	56	X	-	-
51	Educational Services	SCC5b CC5b: Percentage of the resident population who are borrowers from public library	-	X	-	Retain	57	-	X	-
52	Educational Services	SCC3a CC3a: Number of visits to/uses of council funded or part funded museums per 1000 population	X	-	-	Retain - SPI	58	X	-	-
53	Educational Services	SCC3b CC3b: Number of visits to/uses of council funded or part funded museums that were in person per 1000 population	X	-	-	Retain - SPI	59	X	-	-
54	Educational Services	SCC5a CC5a: Number of Library visits per 1000 population	X	-	-	Retain - SPI	60	X	-	-
SP2-Service Performance 05-Planning										
Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
55	Housing, Environmental and Economic Development	SDS1ai DS1ai: Percentage of household applications dealt with within two months	X	-	-	Retain - SPI	61	X	-	-
56	Housing, Environmental									