

Key Corporate Performance Indicators:											APPENDIX 1										
Schedule of Changes from 2010/11 to 2011/12																					
		2010/11 Status					2011/12 Status														
Ref No	PI Code & Short Name	SPI	Local Measure	KCPI	Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI	Ref No 2011/12	SPI	Local Measure	KCPI								
<b>SP1-Corporate Management</b>																					
<b>1-Responsiveness to Communities</b>																					
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 improving 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 (CE/PU/029 Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services)	-	-	-	New	2	-	X	-	-	-	-								
3	Chief Executive's Department	Percentage of Citizens Panel respondents satisfied or very satisfied with the Council's waste services	-	-	-	New	3	-	X	-	-	-	-								
-	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/CI/010 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	-	-	-	-								
<b>2-Revenues and Service Costs</b>																					
7	Corporate Services	SCM5 CMA: Cost of collecting Council Tax per dwelling	X	-	X	Retain - SPI	7	X	-	X	-	-	X								
8	Corporate Services	SCM5 CMB: Percentage of Income Tax 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	-	-	X								
9	Corporate Services	SCM7b CMC: 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/SPI/001 The proportion of outstanding sundry debt that is more than 90 days old from date of invoice	-	X	X	Retain	10	-	X	X	-	-	X								
11	Corporate Services	CS/FICT/SPI/002 The amount of free reserves - HRA	-	X	X	Remove	-	-	-	-	-	-	-								
12	Corporate Services	CS/FICT/SPI/003 The amount of free reserves - General Services	-	X	X	Remove	-	-	-	-	-	-	-								
13	Corporate Services	CS/FICT/SPI/004 Revenue budget net of contingency fund compared to actual outcome at year end for General Services	-	X	X	Retain	11	-	X	X	-	-	X								
14	Corporate Services	CS/FICT/SPI/005 Revenue budget net of contingency fund compared to actual outcome at year end for HRA	-	X	X	Retain	12	-	X	X	-	-	X								
-	Corporate Services	The amount of free reserves as a percentage of the prudential reserve target - HRA	-	-	-	New	13	-	X	X	-	-	X								
-	Corporate Services	The amount of free reserves as a percentage of the prudential reserve target - General Services	-	-	-	New	14	-	X	X	-	-	X								
<b>3-Employees</b>																					
15	Corporate Services	SCM10v CM11a: Average number of working days lost per employee through sickness absence for teachers	X	-	-	Retain - SPI	15	X	-	-	-	-	-								
16	Corporate Services	SCM11a: CM11b: 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/HR/OD/SPI/001 Percentage of staff who have an annual PDP in place.	-	X	-	Retain	20	-	X	-	-	-	-								
<b>4-Assets</b>																					
21	Corporate Services	SCM9a CMB: Proportion of operational accommodation that is in a satisfactory condition	X	-	X	Retain - SPI	21	X	-	X	-	-	X								
22	Housing, Environmental and Economic Development	SCM9b CMB: Proportion of operational accommodation that is suitable for its current use	X	-	X	Retain - SPI	22	X	-	X	-	-	X								
<b>5-Procurement</b>																					
23	Corporate Services	CS/FICT/SPI/007 Total cost of the procurement function as a percentage of total organisational expenditure	-	X	X	Remove	-	-	-	-	-	-	-								
24	Corporate Services	CS/FICT/SPI/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	-	-	X								
-	Corporate Services	Annual spend with all contracted suppliers	-	-	-	New	24	-	X	X	-	-	X								
<b>6-Sustainable Development</b>																					
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/QI/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	-	-	-	-								
<b>7-Equalities and Diversity</b>																					
28	Corporate Services	SCM3a CM3: Percentage of the highest paid 2% of earners among council employees that are women	X	-	-	Retain - SPI	28	X	-	-	-	-	-								
29	Corporate Services	SCM3b CM3: 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 CM4: 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	-	-	-	-								
<b>SP2-Service Performance</b>																					
<b>01-Benefits Administration</b>																					
32	Corporate Services	SBA1e BAF: Gross administration cost per housing benefit case	X	-	X	Retain - SPI	32	X	-	X	-	-	X								
<b>02-Community Care</b>																					
33	West Dunbartonshire Community Health & Care Partnership	SAS4bii ASW4bii: 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	SAS4cii 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	SAS4cii ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight	X	-	-	Retain - SPI	35	X	-	-	-	-	-								
36	West Dunbartonshire Community Health & Care Partnership	SAS4ciii ASW4ciii: Percentage of homecare clients aged 65+ receiving a service at weekends	X	-	-	Retain - SPI	36	X	-	-	-	-	-								
37	West Dunbartonshire Community Health & Care Partnership	NOCC-C1 Percentage of carers who feel supported and capable to continue in their role as a carer	-	X	X	Retain	37	-	X	X	-	-	X								
38	West Dunbartonshire Community Health & Care Partnership	NOCC-Q3 Percentage of Care Plans reviewed within agreed timescale	-	X	X	Retain	38	-	X	X	-	-	X								
39	West Dunbartonshire Community Health & Care Partnership	NOCC-EC2a Percentage of people 65+ with intensive needs receiving care at home (Existing definition)	-	X	X	Retain	39	-	X	X	-	-	X								
40	Chief Executive's Department	SW/WR/001 Value of benefits maximised through Housing Condition - (from pre-2009 Welfare Service)	-	X	X	Retain	40	-	X	X	-	-	X								
41	West Dunbartonshire Community Health & Care Partnership	ScotGovSW/006 Total number of respite weeks provided to all pools	-	X	X	Retain	41	-	X	X	-	-	X								
42	West Dunbartonshire Community Health & Care Partnership	LIT0P13 Percentage of people aged 65 and over who receive 20 or more interventions per week	-	X	X	Retain	42	-	X	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	-	-	X								
44	West Dunbartonshire Community Health & Care Partnership	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	-	-	X								
45	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	-	X	X	Retain	45	-	X	X	-	-	X								
46	West Dunbartonshire Community Health & Care Partnership	NOCC-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	-	-	X								
-	West Dunbartonshire Community Health & Care Partnership	NOCC-A1a: Number of patients in short-stay settings waiting more than 6 weeks for discharge to appropriate care setting	-	-	-	New	47	-	X	X	-	-	X								
-	West Dunbartonshire Community Health & Care Partnership	NOCC-C3: Percentage of people 65+ admitted twice or more, as an emergency, who have not had an assessment	-	-	-	New	48	-	X	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	-	-	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	-	-	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	-	-	X								
<b>03-Criminal Justice Social Work</b>																					
47	West Dunbartonshire Community Health & Care Partnership	LITCJ002 Percentage of Statutory Orders completed successfully - Community Service Orders	-	X	X	Remove	-	-	-	-	-	-	-								
48	West Dunbartonshire Community Health & Care Partnership	LITCJ003 Percentage of Statutory Orders completed successfully - Probation	-	X	X	Remove	-	-	-	-	-	-	-								
-	West Dunbartonshire Community Health & Care Partnership	LITCJ004 - Percentage of Criminal Justice Social Work Reports submitted to court by noon on the day prior to trial	-	-	-	New	52	-	X	X	-	-	X								
-	West Dunbartonshire Community Health & Care Partnership	LITCJ005 - Percentage of Community Payback Orders attending an induction session within 5 working days of sentence	-	-	-	New	53	-	X	X	-	-	X								
-	West Dunbartonshire Community Health & Care Partnership	LITCJ006 - Percentage of Unpaid work and other activity requirements commenced (work or activity) within 7 working days of sentence	-	-	-	New	54	-	X	X	-	-	X								
<b>04-Cultural &amp; Community Services</b>																					
49	Housing, Environmental and Economic Development	SCC1 CC1: Number of attendances per 1,000 population at all pools	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 the public libraries	-	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	-	-	-	-	-								
<b>05-Planning</b>																					
55	Housing, Environmental and Economic Development	SDS1aii DS1aii: Percentage of householder applications dealt with within two months	X	-	-	Retain - SPI	61	X	-	-	-	-	-								
56	Housing, Environmental and Economic Development	SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months	X	-	-	Retain - SPI	62	X	-	-	-	-	-								
57	Housing, Environmental and Economic Development	SDS1cii DS1cii: Percentage of all planning applications dealt with within two months	X	-	-	Retain - SPI	63	X	-	-	-	-	-								
58	Housing, Environmental and Economic Development	H/FP/005 Hectares of brownfield land removed from the vacant register by the council as a result of planning consents being implemented	-	X	-	Retain	64	-	X	-	-	-	-								
<b>06-Education of Children</b>																					
59	Educational Services	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]	-	X	X	Remove	-	-	-	-	-	-	-								
60	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]	-	X	X	Remove	-	-	-	-	-	-	-								
61	Educational Services	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	ED/QI/015 Percentage of school leavers into positive destinations (further/higher education, training, employment) at point of leaving care	-	X	X	Retain	65	-	X	X	-	-	X								
63	Educational Services	ED/QI/002 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]	-	X	X	Retain	66	-	X	X	-	-	X								
64	Educational Services	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]	-	X	X	Retain	67	-	X	X	-	-	X								
65	Educational Services	ED/QI/004 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 S6]	-	X	X	Retain	68	-	X	X	-	-	X								
<b>07-Child Protection and Children's Social Work</b>																					
66	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	-	X	X	Retain	69	-	X	X	-	-	X								
67	West Dunbartonshire Community Health & Care Partnership	SW/CS/001 Percentage of 16 or 17 year olds in positive destinations (further/higher education, training, employment) at point of leaving care	-	X	X	Retain	70	-	X	X	-	-	X								
68	West Dunbartonshire Community Health & Care Partnership	LITCS001 Percentage of children and young people who are supported at home under statutory supervision	-	X	X	Retain	71	-	X	X	-	-	X								
69	West Dunbartonshire Community Health & Care Partnership	SW/SCBA/003 Rate per 1,000 of children/young people aged 8-18 who are referred to the Reporter on offence-related grounds	-	X	X	Retain	72	-	X	X	-	-	X								
<b>08a-Housing: Estate Management</b>																					
70	Housing, Environmental and Economic Development	SH3avii HS4avii: Not low demand stock: Average time to re-let houses (days)	X	-	-	Retain - SPI	73	X	-	-	-	-	-								
71	Housing, Environmental and Economic Development	SH3biii HS4biii: Low demand stock: Average time to re-let houses (days)	X	-	-	Retain - SPI	74	X	-	-	-	-	-								
72	Housing, Environmental and Economic Development	SH3cii HS4cii: Low demand stock: Average period (in days) these dwellings had been un-let at year end	X	-	-	Retain - SPI	75	X	-	-	-	-	-								
73	Housing, Environmental and Economic Development	SH1b HS1biii: The overall percentage of repairs completed within the target time	X	-	-	Retain - SPI	76	X	-	-	-	-	-								
74	Housing, Environmental and Economic Development	SH7aii HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard	X	-	-	Retain - SPI	77	X	-	-	-	-	-								
75	Housing, Environmental and Economic Development	SH7av HS2av: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair	X	-	-	Retain - SPI	78	X	-	-	-	-	-								
76	Housing, Environmental and Economic Development	SH7avi HS2avi: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard - Energy efficient	X	-	-	Retain - SPI	79	X	-	-	-	-	-								
77	Housing, Environmental and Economic Development	SH7avii HS2avii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services	X	-	-	Retain - SPI	80	X	-	-	-	-	-								
78	Housing, Environmental and Economic Development	SH7ax HS2ax: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Healthy, safe and secure	X	-	-	Retain - SPI	81	X	-	-	-	-	-								
79	Housing, Environmental and Economic Development	SH7avii HS2avii: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	X	-	-	Retain - SPI	82	X	-	-	-	-	-								
<b>08b- Housing: Rent Management</b>																					
80	Housing, Environmental and Economic Development	SH2i HS3a: Total annual rent lost due to voids expressed as percentage of the total amount of rent due in the year	X	-	X	Retain - SPI	83	X	-	X	-	-	X								
81	Corporate Services	SH54ai HS5aii: Current tenant arrears as a percentage of the net amount of rent due in the year	X	-	X	Retain - SPI	84	X	-	X	-	-	X								
82	Corporate Services	SH54bi HS5bii: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	X	-	-	Retain - SPI	85	X	-	-	-	-	-								
83	Corporate Services	SH4c HS5c: The proportion of current tenants giving up their tenancy during the year that were in rent arrears.	X	-	-	Retain - SPI	86	X	-	-	-	-	-								
84	Corporate Services	SH4d HS5d: The average debt owed by tenants leaving in arrears as a proportion of the average weekly rent - (expressed in weeks)	X	-	-	Retain - SPI	87	X	-	-	-	-	-								
85	Corporate Services	SH4ei HS5ei: The percentage of arrears owed by former tenants that was either written off or collected during the year.	X	-	-	Retain - SPI	88	X	-	-	-	-	-								
<b>08c-Housing: Homelessness</b>																					
86	Housing, Environmental and Economic Development	SH6dii HS7aib: Council duty to secure permanent accommodation for households - ii. % of decision notifications issued within 28 days of date of initial presentation	X	-	-	Retain - SPI	89	X	-	-	-	-	-								
87	Housing, Environmental and Economic Development	SH6diii HS7aiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation	X	-	-	Retain - SPI															