

APPENDIX



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

2010/11 Status

2011/12 Status

**SP1-Corporate Management
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	CED/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	CED/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	CED/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	-

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



2010/11 Status

2011/12 Status

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 CM6bi: 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/SPI1/001 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/SPI1/002 The amount of free reserves - HRA.	-	X	X	Remove	-	-	-	-
12	Corporate Services	CS/FICT/SPI1/003 The amount of free reserves - General Services	-	X	X	Remove	-	-	-	-
13	Corporate Services	CS/FICT/SPI1/004 Revenue budget net of contingency fund compared to actual outturn at year end for General Services	-	X	X	Retain	11	-	X	X
14	Corporate Services	CS/FICT/SPI1/005 Revenue budget net of contingency fund compared to actual outturn 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

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

2010/11 Status

2011/12 Status

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 CM1aiii: Average number of working days lost per employee through sickness absence for teachers	X	-	-	Retain - SPI	15	X	-	-
16	Corporate Services	SCM1aiv: CM1biii: 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/SPI1/001 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 CM8aiii: Proportion of operational accommodation that is in a satisfactory condition	X	-	X	Retain - SPI	21	X	-	X
22	Housing, Environmental and Economic Development	SCM9b CM8bii: Proportion of operational accommodation that is suitable for its current use	X	-	X	Retain - SPI	22	X	-	X

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

SP1-Corporate Management
5-Procurement

2010/11 Status

2011/12 Status

Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI
23	Corporate Services	CS/FICT/SPI1/007 Total cost of the procurement function as a percentage of total organisational expenditure	-	X	X
24	Corporate Services	CS/FICT/SPI1/006 Annual spend with collaborative contracted suppliers as a percentage of core spend.	-	X	X
-	Corporate Services	Annual cash saving achieved as a percentage of core spend	-	-	-
-	Corporate Services	Annual spend with all contracted suppliers	-	-	-

Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
Remove	-	-	-	-
Remove	-	-	-	-
New	23	-	X	X
New	24	-	X	X

SP1-Corporate Management
6-Sustainable Development

Ref No 2010/11	Responsible OUs	PI Code & Short Name	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	-
26	Educational Services	ED/QI/001 Percentage of primary and secondary schools achieving Eco-Schools Green Flag Award	-	X	-
27	Housing, Environmental and Economic Development	H/GEN/17 Tonnage of carbon dioxide emissions from Council operations and assets	-	X	-

Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
Retain	25	-	X	-
Retain	26	-	X	-
Retain	27	-	X	-

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



2010/11 Status

2011/12 Status

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	SCM3aai CM3d: Percentage of the highest paid 2% of earners among council employees that are women	X	-	-	Retain - SPI	28	X	-	-
29	Corporate Services	SCM3bii CM3g: 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 CM4c: 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: BA1f: Gross administration cost per housing benefit case	X	-	X	Retain - SPI	32	X	-	X

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

SP2-Service Performance
02-Community Care

2010/11 Status

2011/12 Status

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	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	SAS4ci1 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	SAS4cii2 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	SAS4ciii2 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
38	West Dunbartonshire Community Health & Care Partnership	NOCC-Q3 Percentage of Care Plans reviewed within agreed timescale	-	X	X	Retain	38	-	X	X
39	West Dunbartonshire Community Health & Care Partnership	NOCC-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	LITOP013 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	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	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

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

2010/11 Status

2011/12 Status

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
-	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
-	West Dunbartonshire Community Health & Care Partnership	NOCC-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	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 calling	-	-	-	New	52	-	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
-	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

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

2010/11 Status

2011/12 Status

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 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 public libraries	-	X	-	Retain	57	-	X	-
52	Educational Services	SCC3a CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population	X	-	-	Retain - SPI	58	X	-	-
53	Educational Services	SCC3b CC3b: Number of visits to/usages 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	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 and derelict land register as a result of planning consents being implemented	-	X	-	Retain	64	-	X	-

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

SP2-Service Performance
06- Education of Children

2010/11 Status

2011/12 Status

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
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 (total of higher/further education, employment and training)	-	X	X	Retain	65	-	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
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
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

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

SP2-Service Performance
07-Child Protection and Children's Social Work

2010/11 Status

2011/12 Status

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
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
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
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
69	West Dunbartonshire Community Health & Care Partnership	SW/SCRA/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

SP2-Service Performance
08a-Housing: Estate Management

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
70	Housing, Environmental and Economic Development	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days)	X	-	-	Retain - SPI	73	X	-	-
71	Housing, Environmental and Economic Development	SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days)	X	-	-	Retain - SPI	74	X	-	-
72	Housing, Environmental and Economic Development	SH3ciii HS4ciib: 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 HS1diii: The overall percentage of repairs completed within the target time	X	-	-	Retain - SPI	76	X	-	-
74	Housing, Environmental and Economic Development	SH7aii HS2ai: 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	SH7aiv HS2aii: 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 HS2aiii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard :Energy efficient	X	-	-	Retain - SPI	79	X	-	-

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

			<u>2010/11 Status</u>			<u>2011/12 Status</u>				
77	Housing, Environmental and Economic Development	SH7aviii HS2aiv: 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 HS2av: 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	SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	X	-	-	Retain - SPI	82	X	-	-

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

2010/11 Status

2011/12 Status

SP2-Service Performance
08b- Housing: Rent Management

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
80	Housing, Environmental and Economic Development	SH2i HS3a: Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	X	-	X	Retain - SPI	83	X	-	X
81	Corporate Services	SHS4ai HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year	X	-	X	Retain - SPI	84	X	-	X
82	Corporate Services	SHS4bi HS5biii: 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	SH4ci HS5ciib: The proportion of those tenants giving up their tenancy during the year that were in rent arrears.	X	-	-	Retain - SPI	86	X	-	-
84	Corporate Services	SH4di HS5div: 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 HS5eiib: The percentage of arrears owed by former tenants that was either written off or collected during the year.	X	-	-	Retain - SPI	88	X	-	-

SP2-Service Performance
08c-Housing: Homelessness

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
86	Housing, Environmental and Economic Development	SH6dii HS7aiib: Council duty to secure permanent accommodation for household - 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 HS7aiiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation	X	-	-	Retain - SPI	90	X	-	-
88	Housing, Environmental and Economic Development	SH6div HS7aivc: Council duty to secure permanent accommodation for household - iv. % of cases reassessed within 12 months of completion of duty	X	-	-	Retain - SPI	91	X	-	-

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

2010/11 Status

2011/12 Status

89	Housing, Environmental and Economic Development	SH6eii HS7avib: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - ii. % of decision notifications issued within 28 days of date of initial presentation	X	-	-	Retain - SPI	92	X	-	-
90	Housing, Environmental and Economic Development	SH6eiv HS7aviic: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - iv. % of cases reassessed within 12 months of completion of duty	X	-	-	Retain - SPI	93	X	-	-
91	Housing, Environmental and Economic Development	SH6f HS7b: The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	X	-	-	Retain - SPI	94	X	-	-
92	Housing, Environmental and Economic Development	HSSI07 The proportion of homeless households assessed as priority homeless	-	X	-	Retain	95		X	-

SP2-Service Performance
09-Protective 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
93	Corporate Services	SPS4a PS4aiii: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt	X	-	-	Retain - SPI	96	X	-	-
94	Corporate Services	SPS4b PS4biii: Percentage of trading standards business advice requests that were dealt with within 14 days	X	-	-	Retain - SPI	97	X	-	-
95	Corporate Services	SPS6bi PS2bi: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site for those requiring attendance	X	-	-	Retain - SPI	98	X	-	-
96	Corporate Services	SPS6bii 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)	X	-	-	Retain - SPI	99	X	-	-
97	Corporate Services	CS/EH/996 Air quality: PM10 Concentration	-	X	-	Retain	100	-	X	-
-	Corporate Services	CS/EH/997 Air Quality: % of monitoring stations complying with the national objective of 40ug/m3 NO2	-	-	-	New	101	-	X	-

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



2010/11 Status

2011/12 Status

SP2-Service Performance
10-Roads & Lighting

Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI
98	Housing, Environmental and Economic Development	SRL1e RL1v: Overall percentage of road network that should be considered for maintenance treatment	X	-	-

Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
Retain - SPI	102	X	-	-

SP2-Service Performance
11-Waste Management

Ref No 2010/11	Responsible OUs	PI Code & Short Name	SPI	Local Measure	KCPI
99	Housing, Environmental and Economic Development	SWM1a WM1ai: Net cost of refuse collection per premise	X	-	X
100	Housing, Environmental and Economic Development	SWM1b WM1bi: Net cost of refuse disposal per premise	X	-	X
101	Housing, Environmental and Economic Development	SWM3cii WM3iv: Percentage of municipal waste collected that was recycled (and composted)	X	-	X
102	Housing, Environmental and Economic Development	SWM4 WM4: The cleanliness index achieved following inspection	X	-	X
103	Housing, Environmental and Economic Development	H/WM/002 Tonnage of biodegradable municipal waste landfilled	-	X	-

Outcome of review for 2011/12	Ref No 2011/12	SPI	Local Measure	KCPI
Retain - SPI	103	X	-	X
Retain - SPI	104	X	-	X
Retain - SPI	105	X	-	X
Retain - SPI	106	X	-	X
Retain	107	-	X	-

Total number of measures

	SPI	Local Measure	KCPI
103	54	49	41

	SPI	Local Measure	KCPI
107	54	53	44

Analysed by Department:

Chief Executive's
 Corporate Services
 Educational Services
 Housing, Environmental and Economic Development
 West Dunbartonshire Community Health & Care Partnership

	SPI	Local Measure	KCPI
5	1	4	0
32	17	15	11
12	3	9	7
34	29	5	7
20	4	16	16
103	54	49	41

	SPI	Local Measure	KCPI
4	1	3	1
34	17	17	11
9	3	6	4
35	29	6	7
25	4	21	21
107	54	53	44

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



	<u>2010/11 Status</u>	<u>2011/12 Status</u>
<hr/>	103	107

1

















