
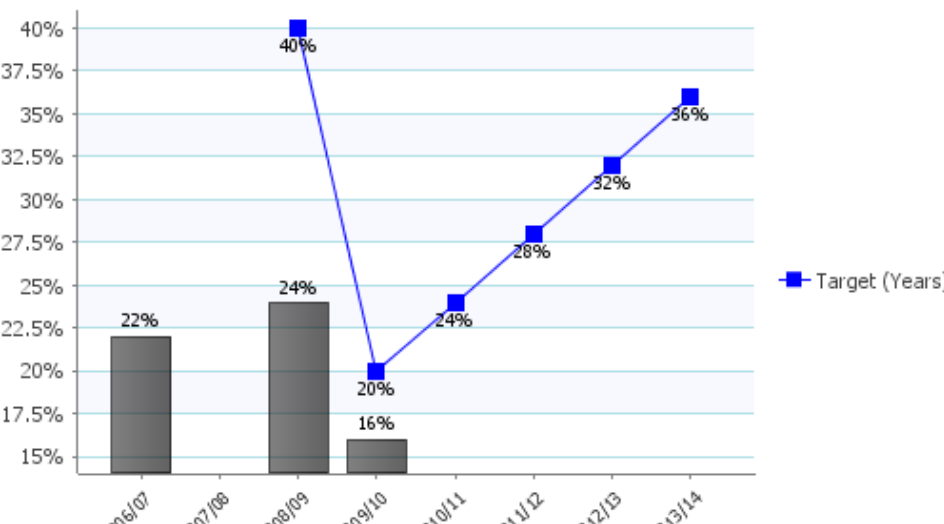

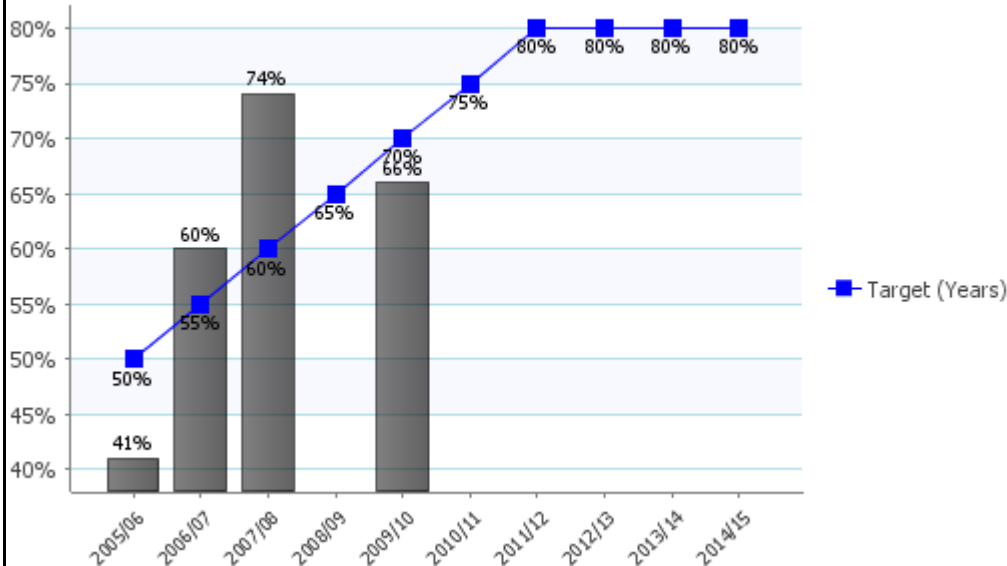
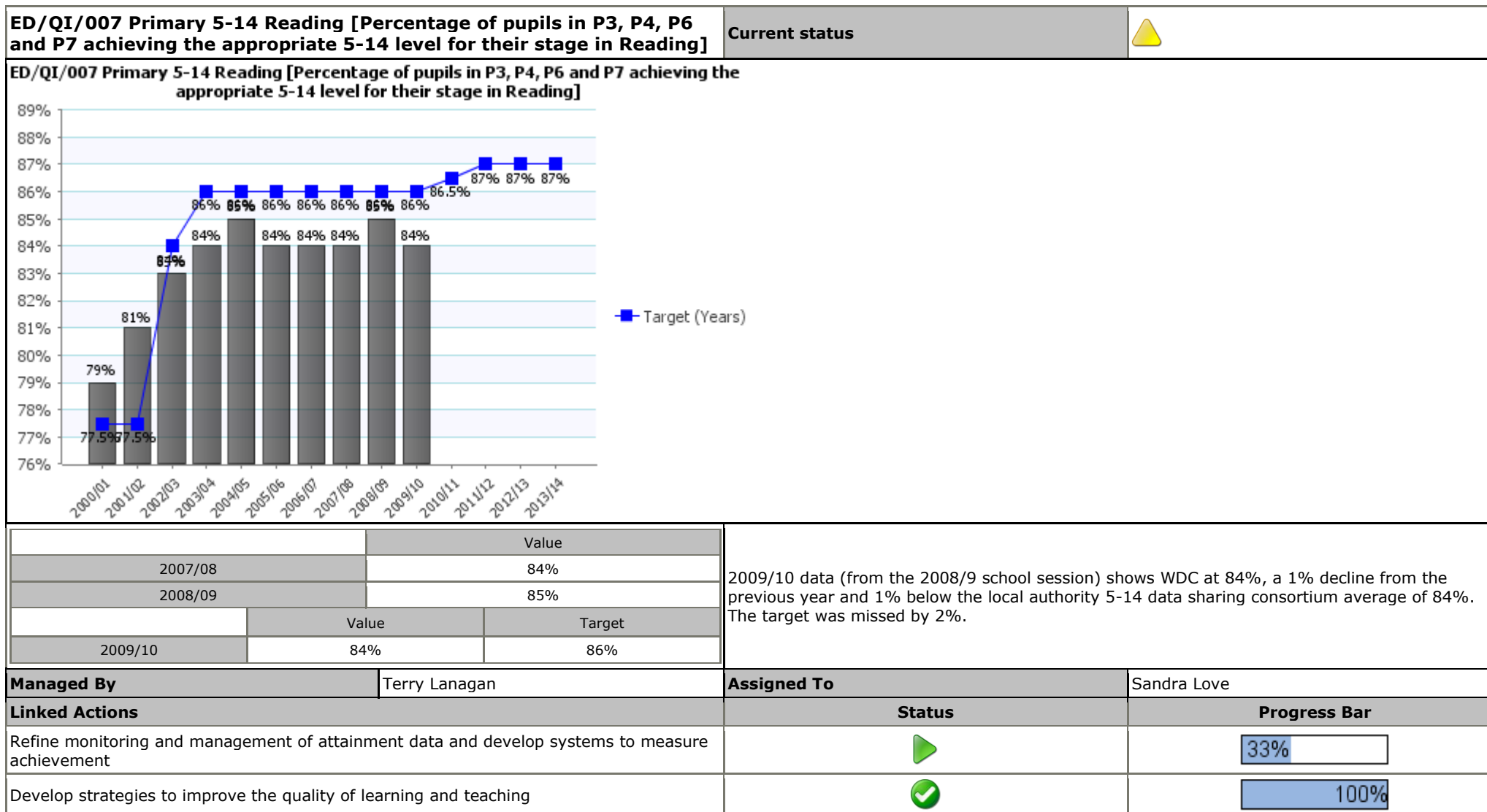


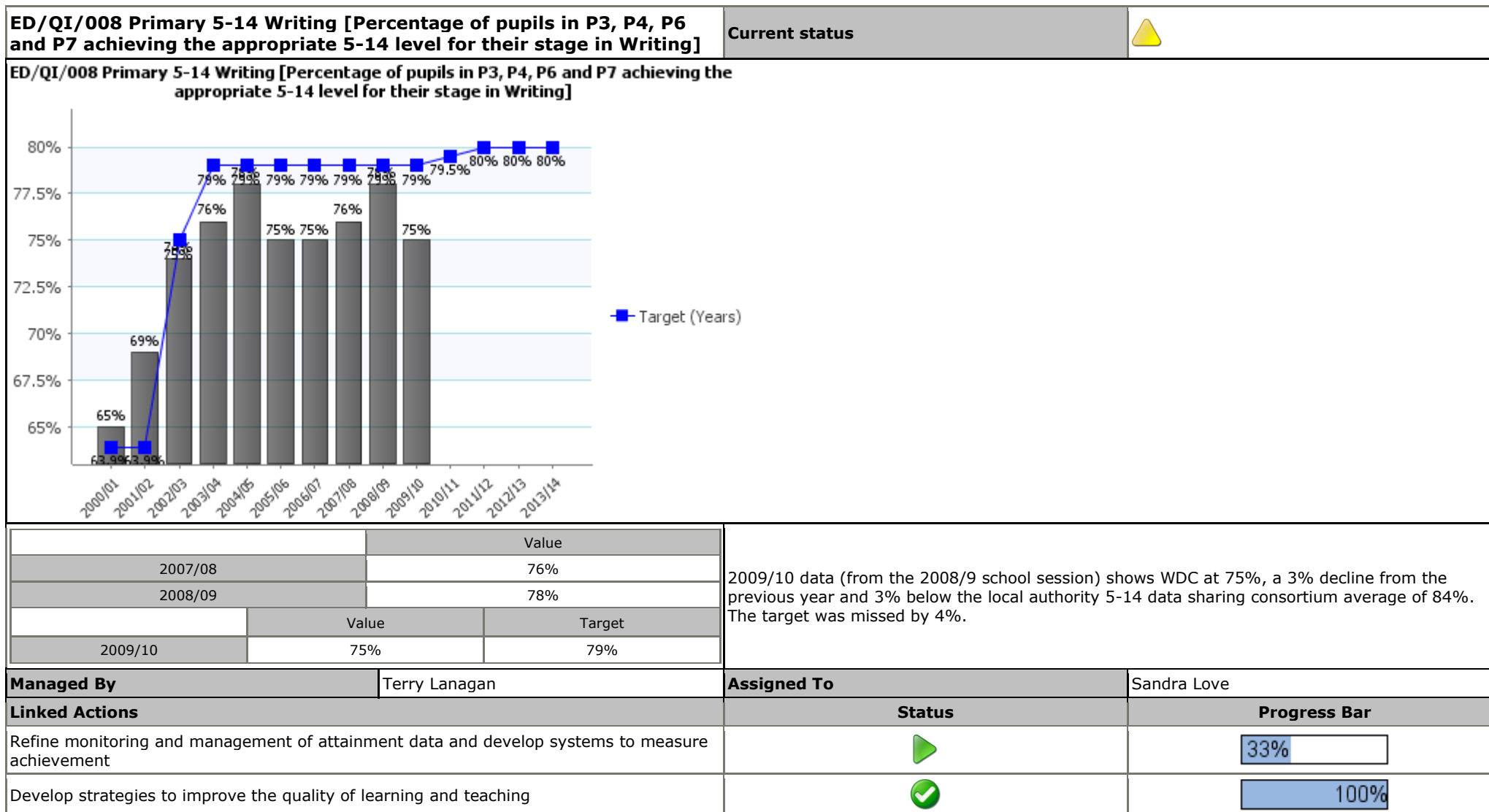
Appendix 3


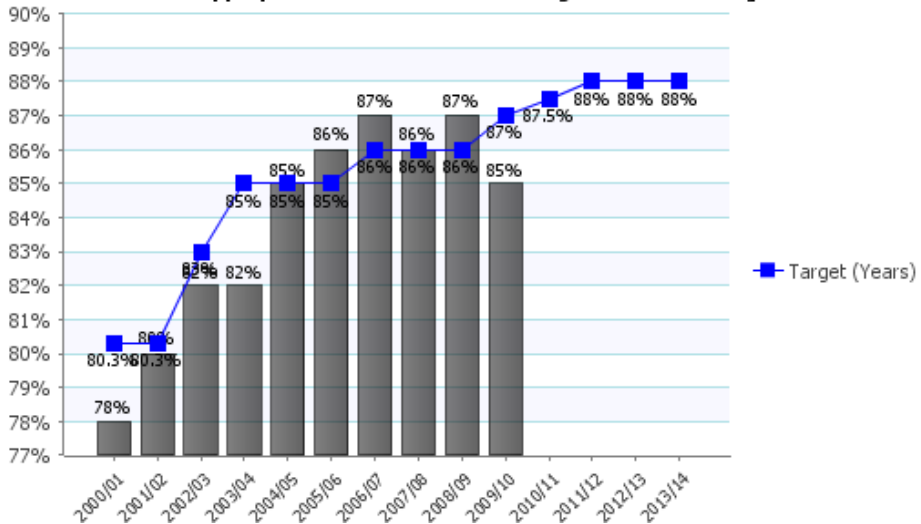


Poorly Performing Local Measures for 2009-10: Top 6


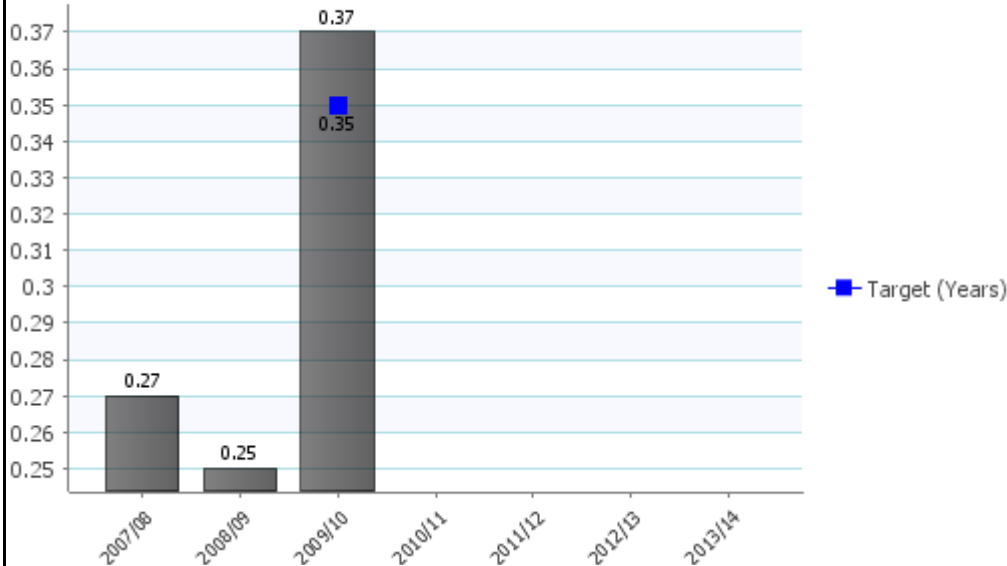


| CED/PU/040 Percentage of Citizens Panel respondents who think the Council communicates well with its residents | | | Current status | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-------|-------------|----------------|-------------|---|---------|-------|--------|---------|-----|--|---------|-------|--------|---------|-----|-----|--|-----|-----|---------|-----|-----|---------|-----|-----|---------|-----|-----|---------|-----|-----|
| <div><p>CED/PU/040 Percentage of Citizens Panel respondents who think the Council communicates well with its residents</p><table><thead><tr><th>Year</th><th>Value</th><th>Target</th></tr></thead><tbody><tr><td>2006/07</td><td>22%</td><td></td></tr><tr><td>2007/08</td><td>N/A</td><td></td></tr><tr><td>2008/09</td><td>24%</td><td>40%</td></tr><tr><td>2009/10</td><td>16%</td><td>20%</td></tr><tr><td>2010/11</td><td>24%</td><td>24%</td></tr><tr><td>2011/12</td><td>28%</td><td>28%</td></tr><tr><td>2012/13</td><td>32%</td><td>32%</td></tr><tr><td>2013/14</td><td>36%</td><td>36%</td></tr></tbody></table></div> | | | | | | Year | Value | Target | 2006/07 | 22% | | 2007/08 | N/A | | 2008/09 | 24% | 40% | 2009/10 | 16% | 20% | 2010/11 | 24% | 24% | 2011/12 | 28% | 28% | 2012/13 | 32% | 32% | 2013/14 | 36% | 36% |
| Year | Value | Target | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2006/07 | 22% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/08 | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | 24% | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | 16% | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2010/11 | 24% | 24% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2011/12 | 28% | 28% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2012/13 | 32% | 32% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2013/14 | 36% | 36% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td></td><td colspan="2">Value</td></tr><tr><td>2007/08</td><td colspan="2">N/A</td></tr><tr><td>2008/09</td><td colspan="2">24%</td></tr><tr><td></td><td>Value</td><td>Target</td></tr><tr><td>2009/10</td><td>16%</td><td>20%</td></tr></table> | | | | Value | | 2007/08 | N/A | | 2008/09 | 24% | | | Value | Target | 2009/10 | 16% | 20% | <p>The 2009/10 target was missed and year on year performance has not improved over the short term. Consequently, the original targets have been revised downwards. However, as this PI is very broad and general, it is difficult to have a direct influence on improvement. We are working on developing PIs relating to our Citizens' Panel and Budget Consultation processes which are more specific, and therefore more measurable.</p> | | | | | | | | | | | | | | |
| | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/08 | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | 24% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Value | Target | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | 16% | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managed By | | Peter Barry | | Assigned To | Anne Clegg | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linked Actions | | | Status | | Progress Bar | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| CED/PU/029 Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services | | | Current status | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------|-------------|----------------|-------|---|---------|-----------|------------|---------|-----|-----|---------|-------|--------|---------|-----|-----|---|-----|-----|---------|-----|-----|---------|-----|--|---------|-----|--|---------|-----|--|---------|-----|--|---------|-----|--|
| <div><p>CED/PU/029 Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services</p><table><caption>Chart Data</caption><thead><tr><th>Year</th><th>Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>2005/06</td><td>41%</td><td>50%</td></tr><tr><td>2006/07</td><td>60%</td><td>55%</td></tr><tr><td>2007/08</td><td>74%</td><td>60%</td></tr><tr><td>2008/09</td><td>N/A</td><td>65%</td></tr><tr><td>2009/10</td><td>66%</td><td>70%</td></tr><tr><td>2010/11</td><td>75%</td><td></td></tr><tr><td>2011/12</td><td>80%</td><td></td></tr><tr><td>2012/13</td><td>80%</td><td></td></tr><tr><td>2013/14</td><td>80%</td><td></td></tr><tr><td>2014/15</td><td>80%</td><td></td></tr></tbody></table></div> | | | | | | Year | Value (%) | Target (%) | 2005/06 | 41% | 50% | 2006/07 | 60% | 55% | 2007/08 | 74% | 60% | 2008/09 | N/A | 65% | 2009/10 | 66% | 70% | 2010/11 | 75% | | 2011/12 | 80% | | 2012/13 | 80% | | 2013/14 | 80% | | 2014/15 | 80% | |
| Year | Value (%) | Target (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2005/06 | 41% | 50% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2006/07 | 60% | 55% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/08 | 74% | 60% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | N/A | 65% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | 66% | 70% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2010/11 | 75% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2011/12 | 80% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2012/13 | 80% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2013/14 | 80% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2014/15 | 80% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td></td><td colspan="2">Value</td></tr><tr><td>2007/08</td><td colspan="2">74%</td></tr><tr><td>2008/09</td><td colspan="2">N/A</td></tr><tr><td></td><td>Value</td><td>Target</td></tr><tr><td>2009/10</td><td>66%</td><td>70%</td></tr></table> | | | | Value | | 2007/08 | 74% | | 2008/09 | N/A | | | Value | Target | 2009/10 | 66% | 70% | <p>The 2009/10 target was missed and improvement has declined over the short term. The general nature of this PI means that it is difficult to identify what has influenced this.</p> | | | | | | | | | | | | | | | | | | | | |
| | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/08 | 74% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Value | Target | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | 66% | 70% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managed By | | Peter Barry | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linked Actions | | | Assigned To | | Anne Clegg | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Status | | Progress Bar | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |





| 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] | | | Current status | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------|---------------|----------------|---|---|---------|-----------|------------|---------|-----|-------|---------|-------|--------|---------|-----|-----|--|-----|-----|---------|-----|-----|---------|-----|-----|---------|-----|-----|---------|-----|-----|---------|-----|-----|---------|-----|-------|---------|--|-----|---------|--|-----|---------|--|-----|---------|--|-----|
| 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] | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <table><caption>Chart Data: Percentage of pupils achieving the appropriate 5-14 level for their stage in Mathematics</caption><thead><tr><th>Year</th><th>Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>2000/01</td><td>78%</td><td>80.3%</td></tr><tr><td>2001/02</td><td>80.3%</td><td>80.3%</td></tr><tr><td>2002/03</td><td>82%</td><td>83%</td></tr><tr><td>2003/04</td><td>82%</td><td>85%</td></tr><tr><td>2004/05</td><td>85%</td><td>85%</td></tr><tr><td>2005/06</td><td>85%</td><td>86%</td></tr><tr><td>2006/07</td><td>86%</td><td>87%</td></tr><tr><td>2007/08</td><td>86%</td><td>86%</td></tr><tr><td>2008/09</td><td>86%</td><td>87%</td></tr><tr><td>2009/10</td><td>85%</td><td>87.5%</td></tr><tr><td>2010/11</td><td></td><td>88%</td></tr><tr><td>2011/12</td><td></td><td>88%</td></tr><tr><td>2012/13</td><td></td><td>88%</td></tr><tr><td>2013/14</td><td></td><td>88%</td></tr></tbody></table> | | | | | | Year | Value (%) | Target (%) | 2000/01 | 78% | 80.3% | 2001/02 | 80.3% | 80.3% | 2002/03 | 82% | 83% | 2003/04 | 82% | 85% | 2004/05 | 85% | 85% | 2005/06 | 85% | 86% | 2006/07 | 86% | 87% | 2007/08 | 86% | 86% | 2008/09 | 86% | 87% | 2009/10 | 85% | 87.5% | 2010/11 | | 88% | 2011/12 | | 88% | 2012/13 | | 88% | 2013/14 | | 88% |
| Year | Value (%) | Target (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2000/01 | 78% | 80.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/02 | 80.3% | 80.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/03 | 82% | 83% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/04 | 82% | 85% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2004/05 | 85% | 85% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2005/06 | 85% | 86% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2006/07 | 86% | 87% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/08 | 86% | 86% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | 86% | 87% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | 85% | 87.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2010/11 | | 88% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2011/12 | | 88% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2012/13 | | 88% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2013/14 | | 88% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td></td><td colspan="2">Value</td></tr><tr><td>2007/08</td><td colspan="2">86%</td></tr><tr><td>2008/09</td><td colspan="2">87%</td></tr><tr><td></td><td>Value</td><td>Target</td></tr><tr><td>2009/10</td><td>85%</td><td>87%</td></tr></table> | | | | Value | | 2007/08 | 86% | | 2008/09 | 87% | | | Value | Target | 2009/10 | 85% | 87% | 2009/10 data (from the 2008/9 school session) shows WDC at 85%, a 2% decline from the previous year and 1% below the local authority 5-14 data sharing consortium average of 84%. The target was missed by 2%. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/08 | 86% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | 87% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Value | Target | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | 85% | 87% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managed By | | Terry Lanagan | | Assigned To | Sandra Love | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linked Actions | | | | Status | Progress Bar | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Refine monitoring and management of attainment data and develop systems to measure achievement | | | |  | <div><div>33%</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop strategies to improve the quality of learning and teaching | | | |  | <div><div>100%</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| CS/FICT/SPI1/007 Total cost of the procurement function as a percentage of total organisational expenditure | | | Current status | |  | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-------|----------------|----------------|---|---|----------------------------|-------|----------------|---------|------|--|---------|-------|--------|---------|------|------|--|--|--|---------|--|--|---------|--|--|---------|--|--|
| <div><div>CS/FICT/SPI1/007 Total cost of the procurement function as a percentage of total organisational expenditure</div><table><thead><tr><th>Year</th><th>Value</th><th>Target (Years)</th></tr></thead><tbody><tr><td>2007/08</td><td>0.27</td><td></td></tr><tr><td>2008/09</td><td>0.25</td><td></td></tr><tr><td>2009/10</td><td>0.37</td><td>0.35</td></tr><tr><td>2010/11</td><td></td><td></td></tr><tr><td>2011/12</td><td></td><td></td></tr><tr><td>2012/13</td><td></td><td></td></tr><tr><td>2013/14</td><td></td><td></td></tr></tbody></table></div> | | | | | | Year | Value | Target (Years) | 2007/08 | 0.27 | | 2008/09 | 0.25 | | 2009/10 | 0.37 | 0.35 | 2010/11 | | | 2011/12 | | | 2012/13 | | | 2013/14 | | |
| Year | Value | Target (Years) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/08 | 0.27 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.25 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.37 | 0.35 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2010/11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2011/12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2012/13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2013/14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td></td><td colspan="2">Value</td></tr><tr><td>2007/08</td><td colspan="2">0.27</td></tr><tr><td>2008/09</td><td colspan="2">0.25</td></tr><tr><td></td><td>Value</td><td>Target</td></tr><tr><td>2009/10</td><td>0.37</td><td>0.35</td></tr></table> | | | | Value | | 2007/08 | 0.27 | | 2008/09 | 0.25 | | | Value | Target | 2009/10 | 0.37 | 0.35 | 2009/10 value is estimated as final processing of data through Scottish Procurement Information Hub is not yet complete. | | | | | | | | | | | |
| | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/08 | 0.27 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.25 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Value | Target | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.37 | 0.35 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managed By | | David Connell | | Assigned To | | Alison Wood | | | | | | | | | | | | | | | | | | | | | | | |
| Linked Actions | | | | Status | | Progress Bar | | | | | | | | | | | | | | | | | | | | | | | |
| Review transaction and monthly card limits annually | | | |  | | <div><div></div>100%</div> | | | | | | | | | | | | | | | | | | | | | | | |
| Update Corporate Procurement Strategy | | | |  | | <div><div></div>0%</div> | | | | | | | | | | | | | | | | | | | | | | | |