
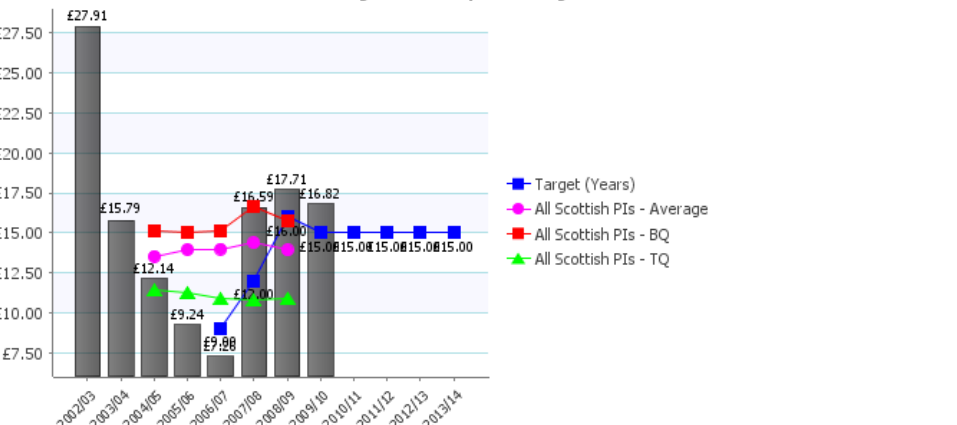



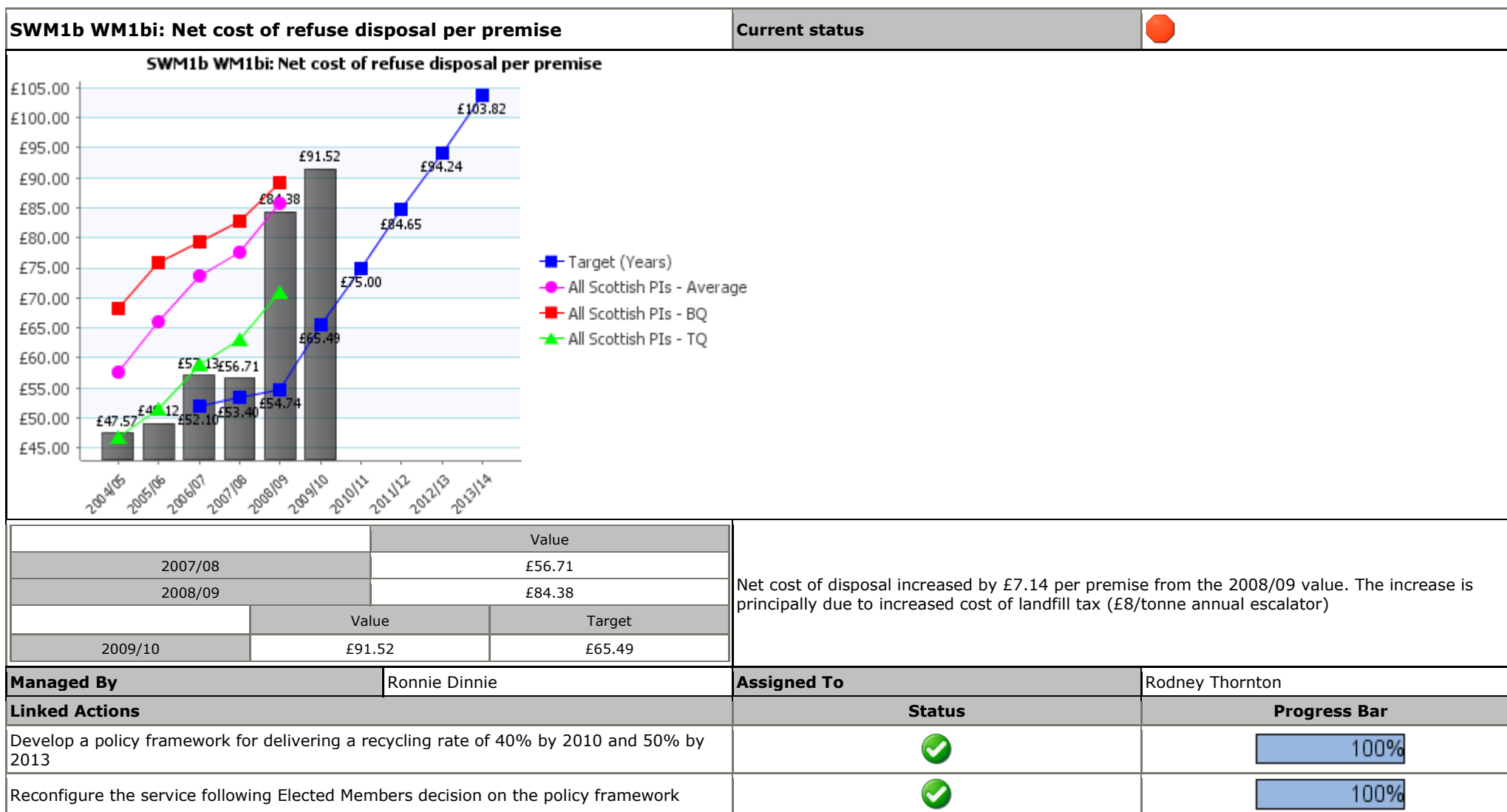

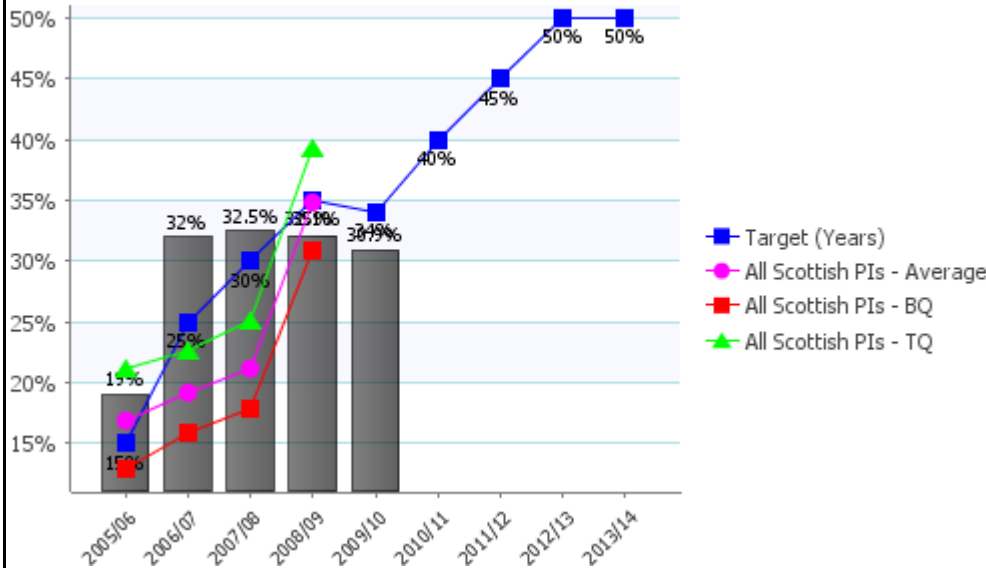



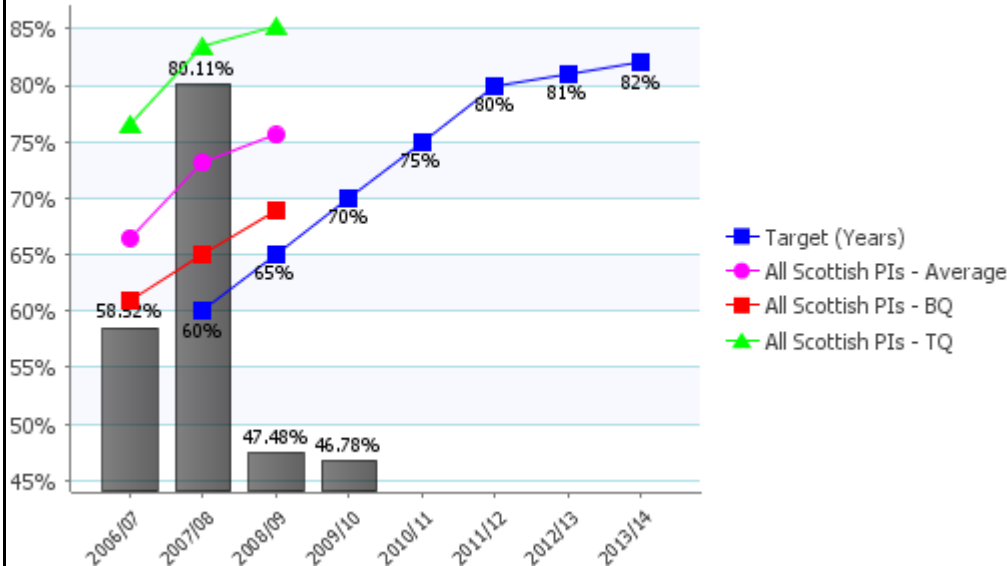
Appendix 2a

Poorly performing SPIs for 2009/10: Top 4

SCM5 CM5a: Cost of collecting Council Tax per dwelling			Current status																													
<div>SCM5 CM5a: Cost of collecting Council Tax per dwelling</div>  <table><caption>Cost of collecting Council Tax per dwelling (2002/03 to 2009/10)</caption><thead><tr><th>Year</th><th>Actual Cost (£)</th><th>Target (£)</th></tr></thead><tbody><tr><td>2002/03</td><td>£27.91</td><td></td></tr><tr><td>2003/04</td><td>£15.79</td><td></td></tr><tr><td>2004/05</td><td>£12.14</td><td></td></tr><tr><td>2005/06</td><td>£9.24</td><td></td></tr><tr><td>2006/07</td><td>£9.88</td><td></td></tr><tr><td>2007/08</td><td>£16.59</td><td></td></tr><tr><td>2008/09</td><td>£17.71</td><td></td></tr><tr><td>2009/10</td><td>£16.82</td><td>£15.00</td></tr></tbody></table>						Year	Actual Cost (£)	Target (£)	2002/03	£27.91		2003/04	£15.79		2004/05	£12.14		2005/06	£9.24		2006/07	£9.88		2007/08	£16.59		2008/09	£17.71		2009/10	£16.82	£15.00
Year	Actual Cost (£)	Target (£)																														
2002/03	£27.91																															
2003/04	£15.79																															
2004/05	£12.14																															
2005/06	£9.24																															
2006/07	£9.88																															
2007/08	£16.59																															
2008/09	£17.71																															
2009/10	£16.82	£15.00																														
			Although we have not reached our target for 2009/10 we have improved our performance in this area. We will continue to monitor our performance in this area.																													
Value																																
2007/08		£16.59																														
2008/09		£17.71																														
		Value	Target																													
2009/10		£16.82	£15.00																													
Managed By		Vincent Gardiner		Assigned To	Marion Smith																											
Linked Actions				Status	Progress Bar																											
06. Council agrees that the CMT should investigate and conduct an options appraisal examining the transfer of staff who have a responsibility for departmental financial control and monitoring being transferred to the Corporate Services Department					<div>40%</div>																											
Continue to improve council tax and benefits processing					<div>0%</div>																											
Modernise ICT service to deliver efficiencies, remove duplication and streamline IT processes and systems					<div>12%</div>																											



SWM3cii WM3iv: Percentage of municipal waste collected that was recycled (and composted)			Current status	
<div><p>SWM3cii WM3iv: Percentage of municipal waste collected that was recycled (and composted)</p><p>Legend:</p><ul style="list-style-type: none">Target (Years)All Scottish PIs - AverageAll Scottish PIs - BQAll Scottish PIs - TQ</div>				
		Value	Verified by SEPA. Target not achieved as recycling performance has plateaued. New refuse collection methodology will achieve target set for 2010/11 and future years. Current first quarter performance in 2010/11 has given 48% in new area and has raised average to 41%. Phase 2 roll out in Feb 2011 will give an overall performance of 48%.	
2007/08		32.5%		
2008/09		32.1%		
	Value	Target		
2009/10	30.9%	34%		
Managed By		Ronnie Dinnie	Assigned To	Rodney Thornton
Linked Actions			Status	Progress Bar

SCM9b CM8bii: Proportion of operational accommodation that is suitable for its current use			Current status																																															
<div>SCM9b CM8bii: Proportion of operational accommodation that is suitable for its current use</div>  <table><caption>Chart Data: Proportion of operational accommodation suitable for its current use</caption><thead><tr><th>Year</th><th>Target (Years)</th><th>All Scottish PIs - Average</th><th>All Scottish PIs - BQ</th><th>All Scottish PIs - TQ</th></tr></thead><tbody><tr><td>2006/07</td><td>58.52%</td><td>66.5%</td><td>61.0%</td><td>76.5%</td></tr><tr><td>2007/08</td><td>60%</td><td>73.5%</td><td>65.0%</td><td>80.11%</td></tr><tr><td>2008/09</td><td>65%</td><td>75.5%</td><td>69.0%</td><td>84.5%</td></tr><tr><td>2009/10</td><td>70%</td><td>-</td><td>-</td><td>-</td></tr><tr><td>2010/11</td><td>75%</td><td>-</td><td>-</td><td>-</td></tr><tr><td>2011/12</td><td>80%</td><td>-</td><td>-</td><td>-</td></tr><tr><td>2012/13</td><td>81%</td><td>-</td><td>-</td><td>-</td></tr><tr><td>2013/14</td><td>82%</td><td>-</td><td>-</td><td>-</td></tr></tbody></table>						Year	Target (Years)	All Scottish PIs - Average	All Scottish PIs - BQ	All Scottish PIs - TQ	2006/07	58.52%	66.5%	61.0%	76.5%	2007/08	60%	73.5%	65.0%	80.11%	2008/09	65%	75.5%	69.0%	84.5%	2009/10	70%	-	-	-	2010/11	75%	-	-	-	2011/12	80%	-	-	-	2012/13	81%	-	-	-	2013/14	82%	-	-	-
Year	Target (Years)	All Scottish PIs - Average	All Scottish PIs - BQ	All Scottish PIs - TQ																																														
2006/07	58.52%	66.5%	61.0%	76.5%																																														
2007/08	60%	73.5%	65.0%	80.11%																																														
2008/09	65%	75.5%	69.0%	84.5%																																														
2009/10	70%	-	-	-																																														
2010/11	75%	-	-	-																																														
2011/12	80%	-	-	-																																														
2012/13	81%	-	-	-																																														
2013/14	82%	-	-	-																																														
			<table><tr><td colspan="2"></td><td>Value</td></tr><tr><td colspan="2">2007/08</td><td>80.11%</td></tr><tr><td colspan="2">2008/09</td><td>47.48%</td></tr><tr><td></td><td>Value</td><td>Target</td></tr><tr><td>2009/10</td><td>46.78%</td><td>70%</td></tr></table>					Value	2007/08		80.11%	2008/09		47.48%		Value	Target	2009/10	46.78%	70%																														
		Value																																																
2007/08		80.11%																																																
2008/09		47.48%																																																
	Value	Target																																																
2009/10	46.78%	70%																																																
Managed By			John McKerracher		Assigned To	Jack Stevenson																																												
Linked Actions			Status		Progress Bar																																													