



Chief Executive's Office Performance Indicators 2013/14

Chief Executive's Office - Committee

Category	Service Plan	Description	Previous Target	2011/12	2012/13	Proposed Target	Notes
				Value	Value		
SO	Link with all services to develop equality impact assessments as part of policy development	CE050 Equality Impact Assessments - Percentage of policies and functions assessed appropriately at the time of creation or review	85%	N/A	85%	85%	Remove This indicator is now embedded and all reports are screened by Committee Services to ensure Equality Impact Assessments are attached where necessary.
SO	Support Community Capacity Building Network	EdS005.07 % of learning communities receiving an evaluation of satisfactory or better in 'Impact of capacity building on communities' in HMIE inspection reports	100%	100%	N/A	100%	Remove this indicator and any HMIE inspection reports that refer to "Impact of capacity building on communities" will be referenced in the 6 monthly performance reports.
Local	Ensure staff have the required skills in departments to appropriately respond to and investigate complaints to meet revised deadlines	Complaints received per 1,000 population	N/A	N/A	N/A	N/A	New Complaints indicator recommended by SPSO
Local		The number of complaints upheld / partially upheld at each stage as a percentage of complaints closed in full at each stage	N/A	N/A	N/A	N/A	New Complaints indicator recommended by SPSO
Local	To promote corporate priorities, sharing good practice, ensuring corporate image and managing all major council-wide communications through the section	Cost of outsourced Copy Shop work as a percentage of Copy Shop expenditure	N/A	N/A	N/A	N/A	New indicator developed as part of Print Room review

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				Value	Value		
Local		Freedom of Information - Percentage of requests replied to within twenty working days	95%	89.5%	94.5%	95%	New Previously a Management Indicator
Local		Percentage of community consultations facilitated by the Community Support Unit achieving a rating of 'adequate' or above from the participants	90%	N/A	90%	90%	New Previously a Management Indicator
Local		Chief Executive's Office – Complaints Customer Satisfaction Index	N/A	N/A	N/A	N/A	New Customer Results
Local		Chief Executive's Office – Freedom of Information Customer Satisfaction Index	N/A	N/A	N/A	N/A	New Customer Results