

**REPORT TO: IMPROVEMENT AND EFFICIENCY SUB-COMMITTEE - 28 JANUARY 2010**

**REPORT BY: DIRECTOR OF FINANCE**

**SUBJECT: STATUTORY PERFORMANCE INDICATORS 2008/2009 -  
COMPARATIVE DATA**

**REPORT NO: 28-2010**

## **1 PURPOSE**

- 1.1 To advise Elected Members on the performance of Dundee City Council in relation to the other Scottish Authorities as defined by the Accounts Commission's recent publication of all authorities' performance for the financial year 2008/2009.
- 1.2 To advise Elected Members on the performance of Dundee City Council in relation to the other main Scottish cities.

## **2 INTRODUCTION**

- 2.1 The Accounts Commission has recently published the Statutory Performance Indicators for all Scottish Councils on its website for the financial year 2008/2009. As last year, the Accounts Commission has issued no press releases on the data. This report analyses the published information for Dundee

## **3 RECOMMENDATIONS**

- 3.1 Elected Members should note the overall performance level of 79% the same as last year in terms of the Audit Scotland performance data.
- 3.2 Elected Members note the Council's performance in relation to the other main cities.
- 3.3 Elected Members should encourage officers to seek further improvements in performance as recommended by Best Value.
- 3.4 Both Elected Members and Chief Officers should review the items in Appendix 2, particularly with regard to red colour coded items to assess if there is further scope for improvement.

## **4 FINANCIAL IMPLICATIONS**

- 4.1 Improvements in performance must be met from existing budgets.

## **5 BACKGROUND**

- 5.1 The Accounts Commission publishes details of all-authority performance in December each year. In the 2008/09 financial year there have been significant changes to this data with Council Profile and Improvement Ratings no longer forming part of the analysis.

5.2 To some extent the changes to the data published is a prelude to the change to performance self-assessment which takes place for the 2009/2010 financial year. Other than specified indicators, local authorities are permitted then to choose the performance data they publish to assist stakeholders form judgements on their performance.

5.3 It should be noted that the main performance report which goes before each individual authority's committee is now being published on the Audit Scotland website, therefore to a limited extent a degree of self-assessment has already been incorporated in their published information.

## 6 **PERFORMANCE RANKINGS**

6.1 The Council uses an unofficial grading system per Appendix 1 as a means of assessing overall performance in relation to other Scottish authorities.

6.2 In the last few years this has placed the authority as one of the best in Scotland. This year the Council is placed at joint eleventh out of the 30 Scottish mainland councils. Given the small differences between 8th and 13 position in Appendix 1 it would seem fair to say that Dundee is in the top third of Scottish Councils, in terms of general performance.

## 7 **MAINTAINED AND IMPROVED PERFORMANCE INDICATORS**

7.1 The Council's performance indicator data for 2008/2009 was compared to the previous year for each indicator (see Appendix 2). These items are colour coded yellow for maintained performance and green for performance which has improved by 5% or more on the previous year. The detailed split by service is :-

<u>Service</u>	<u>Comparable Indicators</u>	<u>Maintained/Improved Performance</u>
Adult Social Work	39	29
Children's Services	19	15
Corporate Management	13	12
Cultural & Community Services	12	7
Development Services and Roads	14	14
Housing	12	8
Protective Services	5	5
Waste Management	6	5
	—	—
Total	<u>120</u>	<u>95</u>

7.2 Performance has been maintained or improved for 95 of the 120 comparable statutory performance indicators which equates to 79%. This is the same figure as the 79% recorded last year. It should be noted that all Development Services, Roads and Lighting and Protective Services indicators either maintained or improved upon existing performance levels.

7.3 It should be noted that 6 indicators could not be compared due to indicator definition changes introduced by the Accounts Commission.

## 8 RED COLOUR CODED INDICATORS - POSITION STATEMENTS

- 8.1 It is now a requirement that departments prepare detailed Position Statements for indicators where performance has deteriorated by more than 5%. These are listed in Appendix 3 where an assessment is made on likely performance improvements.

## 9 PERFORMANCE LEVELS

- 9.1 One of the Council's main monitors of performance levels is to calculate the percentage of times the Council was ranked in the top 16 for each performance indicator as compiled by the Accounts Commission. In 2008/09 the Council finished in the top 16 for 50% of the indicators, compared to 51% the previous year.

	<u>2008/09</u>	<u>2007/08</u>
Dundee	50%	51%
Aberdeen	49%	45%
Edinburgh	54%	56%
Glasgow	40%	43%

## 10 TOP INTER CITY FINISHES

- 10.1 The Council makes use of a further measure of performance by working out how frequently Dundee finished above the other city authorities for each individual performance indicator. For 2008/09 the figures are :-

	<u>2008/09</u>	<u>2007/08</u>
Dundee	29%	32%
Aberdeen	20%	18%
Edinburgh	29%	28%
Glasgow	23%	22%

The Council still performs well, in relation to Aberdeen, Glasgow and Edinburgh, but the above suggests the other city authorities are improving slightly in relation to Dundee.

## 11 BORDERLINE INDICATORS

- 11.1 It is noted that 11 indicators were ranked in 17<sup>th</sup> to 19<sup>th</sup> place by the Accounts Commission just below target level. Had these indicators achieved 16<sup>th</sup> place our overall performance level would have risen from 50% to 59% which is highly significant. These are listed in Appendix 4.

## 12 ROLLING 3 YEAR ASSESSMENT

- 12.1 The Council also analyses performance on a rolling three year basis as noted in Appendix 5. This notes Dundee listed again at joint eleventh out of the 30 Scottish mainland authorities.

## 13 CONCLUSION

- 13.1 Performance levels remain favourable in relation to the other main cities, although other Councils have been catching up with Dundee's performance in recent years. A concerted effort is required to improve borderline indicators to maintain our position as one of the top ten Councils in Scotland.

14     **POLICY IMPLICATIONS**

- 14.1    This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

15     **CONSULTATION**

- 15.1    The Chief Executive, the Depute Chief Executive and the Assistant Chief Executive have been consulted on this report.

**MARJORY STEWART**  
**DIRECTOR OF FINANCE**

**21 JANUARY 2010**

Scottish Local Authorities - Graded Scoring ScheduleAppendix 1Financial Year 2008/2009

	<u>Top</u>	<u>Top 8</u>	<u>Top 16</u>	<u>Total</u>
Clackmannanshire	18	52	68	138
Orkney Islands	15	46	60	121
West Lothian	7	41	72	120
East Ayrshire	6	35	73	114
Falkirk	2	38	70	110
North Lanarkshire	3	36	71	110
Edinburgh	3	36	68	107
Aberdeenshire	5	28	71	104
West Dunbartonshire	5	33	66	104
Moray	5	36	63	104
North Ayrshire	3	32	68	103
<b>Dundee</b>	5	34	63	102
East Renfrewshire	5	28	69	102
Glasgow	17	31	51	99*
East Dunbartonshire	6	36	56	98
Angus	4	29	63	96
Renfrewshire	3	29	64	96
South Lanarkshire	0	31	65	96
Stirling Council	3	33	60	96
Aberdeen	1	30	62	93
South Ayrshire	1	26	65	92
East Lothian	4	29	58	91
Inverclyde	8	31	52	91
Argyll & Bute	4	26	59	89
Perth and Kinross	5	20	63	88
Fife	1	28	59	88
Shetland Islands	16	27	42	85
Highland	1	23	58	82
Eilean Siar	11	27	33	71
Scottish Borders	4	21	45	70
Dumfries & Galloway	1	21	46	68
Midlothian	3	17	47	67

\* no Housing Service

Dundee City		Adult Social Work	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>							
1	a)	<b>Assessment</b>					
		Number of people receiving an assessment	-	-	9,233		
		Number of people assessed within local target times	-	-	6,351		
	b)	Percentage of people for which local assessment target times were met	-	-	68.8%		
		<b>Delivery of care service</b>					
		Number of people receiving first service	-	-	3,203		
		Number of people receiving first service within local target times	-	-	2,658		
		Percentage of people for which local service target times were met	-	-	83.0%		
2	a)	Number of staff in residential accommodation for older people	152	127	124		
		Number of care staff in residential homes for older people who have appropriate qualifications for the level of post held	102	96	98		
		Percentage of care staff in residential homes for older people who have appropriate qualifications for the level of post held	67.1%	75.6%	79.0%	3	
	b)	Number of staff in residential accommodation for other adults	111	96	95		
			59	65	73		
		Number of care staff in residential homes for other adults who have appropriate qualifications for the level of post held					
	c)	Percentage of care staff in residential homes for other adults who have appropriate qualifications for the level of post held	53.2%	67.7%	76.8%		
		Total number of staff in residential accommodation for older people and other adults	263	223	219		
		Total number of care staff in residential homes for older people and other adults who have appropriate qualifications for the level of post held	161	161	171		
		Total percentage of care staff in residential homes for older people and other adults who have appropriate qualifications for the level of post held	61.2%	72.2%	78.1%	6	

Dundee City	Adult Social Work	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number						
3	<b>Residential Accommodation-Single Rooms</b>					
a) i	Number of occupied council places for older people that are single rooms	137	126	132		
	Total number of occupied council places for older people	137	126	132		
	Percentage of occupied council places for older people that are single rooms	100.0%	100.0%	100.0%		
ii	Number of occupied voluntary sector places for older people that are single rooms	89	91	80		
	Total number of occupied voluntary sector places for older people	89	92	84		
	Percentage of occupied voluntary sector places for older people that are single rooms	100.0%	98.9%	95.2%		
iii	Number of occupied private sector places for older people that are single rooms	688	748	741		
	Total number of occupied private sector places for older people	707	760	754		
	Percentage of occupied private sector places for older people that are single rooms	97.3%	98.4%	98.3%	6	
b) i	Number of occupied council places for other adults that are single rooms	25	19	24		
	Total number of occupied council places for other adults	25	19	25		
	Percentage of occupied council places for other adults that are single rooms	100.0%	100.0%	96.0%		
ii	Number of occupied voluntary sector places for other adults that are single rooms	23	16	15		
	Total number of occupied voluntary sector places for other adults	23	16	15		
	Percentage of occupied voluntary sector places for other adults that are single rooms	100.0%	100.0%	100.0%		
iii	Number of occupied private sector places for other adults that are single rooms	114	109	108		
	Total number of occupied private sector places for other adults	130	122	120		
	Percentage of occupied private sector places for other adults that are single rooms	87.7%	89.3%	90.0%	22	

Dundee City	Adult Social Work	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number	<b>Residential Accommodation-En-suite Facilities</b>					
	a) i	Number of occupied council places for older people that have en suite facilities	107	126	132	
		Percentage of occupied council places for older people that have en suite facilities	78.1%	100.0%	100.0%	1
	ii	Number of occupied voluntary sector places for older people that have en suite facilities	37	35	37	
		Percentage of occupied voluntary sector places for older people that have en suite facilities	41.6%	38.0%	44.0%	30
	iii	Number of occupied private sector places for older people that have en suite facilities	667	725	704	
		Percentage of occupied private sector places for older people that have en suite facilities	94.3%	95.4%	93.4%	5
	b) i	Number of occupied council places for other adults that have en suite facilities	12	9	12	
		Percentage of occupied council places for other adults that have en suite facilities	48.0%	47.4%	48.0%	
	ii	Number of occupied voluntary sector places for other adults that have en suite facilities	20	14	9	
		Percentage of occupied voluntary sector places for other adults that have en suite facilities	87.0%	87.5%	60.0%	8
	iii	Number of occupied private sector places for other adults that have en suite facilities	71	66	66	PS1
		Percentage of occupied private sector places for other adults that have en suite facilities	54.6%	54.1%	55.0%	23
	4 a)	Total population aged 65+	25,648	25,595	25,689	
		Number of people aged 65+ receiving homecare	1,826	1,923	1,960	7
	b)	Total number of homecare hours provided	11,361	12,058	15,306	8
		Total number of homecare hours provided as a rate per 1,000 population aged 65+	443.0	471.1	595.8	8
	c) i	Number of homecare clients receiving personal care	991	1,043	959	20
		Percentage of homecare clients receiving personal care	54.3%	54.2%	48.9%	31
	ii	Number of homecare clients receiving a service during evening/overnight	408	473	433	17
		Percentage of homecare clients receiving a service during evening/overnight	22.3%	24.6%	22.1%	28
	iii	Number of homecare clients receiving a service at weekends	617	756	1,140	10
		Percentage of homecare clients receiving a service at weekends	33.8%	39.3%	58.2%	26



Dundee City	Adult Social Work	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number						
5	<b>Respite Care-Elderly People 65+</b>					
a)	Total overnight respite nights provided	8,243	7,831	8,078	12	
	Number of respite nights provided per 1,000 population aged 65+	321.4	306.0	314.5	13	
b)	Number of respite nights not in a care home	0	0	0	20	
	Percentage of respite nights not in a care home	0.0%	0.0%	0.0%	20	
c)	Total daytime respite hours provided	46,450	51,123	54,727	17	
	Number of daytime respite hours provided per 1,000 population aged 65+	1,811.1	1,997.4	2,130.4	19	
d)	Number of daytime respite hours provided not in a day centre	20,985	22,063	23,732	11	
	Percentage of daytime respite hours provided not in a day centre	45.2%	43.2%	43.4%		
	<b>People 18-64</b>					
	Total population aged 18-64	88,844	89,368	89,307		
a)	Total overnight respite nights provided	4,224	4,224	5,344	7	
	Number of respite nights provided per 1,000 population aged 18-64	47.5	47.3	59.8	6	
b)	Number of respite nights not in a care home	0	35	74	20	
	Percentage of respite nights not in a care home	0.0%	0.8%	1.4%	22	
c)	Total daytime respite hours provided	85,245	123,627	109,538	8	N/A
	Number of daytime respite hours provided per 1,000 population aged 18-64	959.5	1,383.3	1,226.5	9	PS4
d)	Number of daytime respite hours provided not in a day centre	260	45,762	33,151	6	
	Percentage of daytime respite hours provided not in a day centre	0.3%	37.0%	30.3%		

Dundee City		Adult Social Work	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>							
<b>6</b>	a)	Number of social enquiry reports submitted to courts during the year	3,207	3,030	2,510	<b>6</b>	N/A
	b)	Number of social enquiry reports submitted to courts by due date	3,140	2,999	2,500		
		Proportion of social enquiry reports submitted to courts by due date	97.9%	99.0%	99.6%	<b>10</b>	
<b>7</b>	a)	Number of new probation orders issued during the year	499	456	423	<b>7</b>	N/A
	b)	Number of probationers	324	308	300		
		Number of new probationers seen by a supervising officer within one week	203	192	243	<b>8</b>	
		Proportion of new probationers seen by a supervising officer within one week	62.7%	62.3%	81.0%	<b>18</b>	
<b>8</b>	a)	Number of new community service orders issued during the year	431	341	268	<b>14</b>	
	b) i	Average number of hours per week to complete community orders	3.3	3.1	2.8	<b>25</b>	PS5
	ii	Total community orders completed during the year	187	168	219	<b>8</b>	
		Total hours for all community orders	26,520	24,315	29,119		
		Total days for all community orders	56,842	55,681	73,028		

Dundee City	Corporate Management	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating	
<b>Indicator Number</b>							
<b>1</b>	Total number of FTE Teachers	-	-	1,645	<b>27</b>		
	Total number of days lost per year through sickness absence for teachers	-	-	15,406			
	Days lost per employee for teachers	-	-	9.4			
	Total number of FTE other Local Government employees	-	-	5,190	<b>12</b>		
	Total number of days lost per year through sickness absence for other Local Government employees	-	-	63,038			
	Days lost per employee for other Local Government employees	-	-	12.1			
<b>2</b>	Population of local authority area	142,170	142,160	142,150	<b>28</b>		
	a) Number of litigation claims incurred by the council in the current reporting year	545	486	526			
	Number of litigation claims incurred by the council in the current reporting year per 10,000 population	38.3	34.2	37.0			
	b) Total revenue budget	£286,433,000	£293,856,000	£333,457,000	<b>20</b>		
	Total value of claims incurred by the council in the current reporting year	£403,683	£807,802	£682,823			
	Claims as a percentage of revenue budget	0.1%	0.3%	0.2%			
	Population of local authority area in previous reporting year	141,870	142,170	142,160	<b>20</b>		
	Number of litigation claims incurred by the council for the previous reporting year, including those made after the end of the previous reporting year	75	598	486			
	Total number of claims incurred by the council for the previous reporting year per 10,000 population	5.3	42.1	34.2			
	Total revenue budget in the previous reporting year	£281,890,000	£286,433,000	£293,856,000	<b>20</b>		
	Total value of claims incurred by the council for the previous reporting year	£301,946	£559,613	£682,564			
	Total claims value for the previous reporting year as a percentage of the previous year's revenue budget	0.1%	0.2%	0.2%			

Dundee City	Corporate Management	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>						
<b>3</b>	Total number of council employees	6,740	6,171	6,047		
	Total number of council employees in top 2% of earners	135	123	133		
	Total number of female council employees in top 2% of earners	38	31	36		
	Percentage of council employees in top 2% of earners that are women	28.1%	25.2%	27.1%	<b>27</b>	
	Total number of council employees in top 5% of earners	337	343	351		
	Total number of female council employees in top 5% of earners	83	90	100		
	Percentage of council employees in top 5% of earners that are women	24.6%	26.2%	28.5%	<b>31</b>	
<b>4</b>	Number of building from which the council delivers services to the public	156	159	154		
	Number of public service buildings that are suitable for and accessible to disabled people	129	132	132		
	Percentage of public service buildings that are suitable for and accessible to disabled people	82.7%	83.0%	85.7%	<b>4</b>	
<b>5</b>	Cost of collecting council tax per dwelling	£25.31	£22.91	£21.32	<b>30</b>	
	Cost of collecting council tax	£1,831,975	£1,673,528	£1,567,579		
	Number of dwellings	72,393	73,059	73,516		
	Income received from council tax summary warrants	£370,991	£364,029	£377,951		

Dundee City	Corporate Management		2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number							
6	a)	Income due from council tax for the year excluding reliefs and rebates	£44,840,848	£45,713,505	£46,547,322	17	
		Income due from council tax for the year excluding all water charges and outstanding council tax	£66,085,433	£66,646,682	£67,514,517		
		Reliefs and rebates due to council for council tax for the year	£21,244,585	£20,933,177	£20,967,195		
	b)	Percentage of income due from council tax for the year that was received by the end of the year	90.7%	92.1%	91.3%	31	
		Income received from council tax for the year	£40,668,945	£42,112,504	£42,510,774		
7		Number of invoices sampled	173,427	173,674	186,049		
		Number of invoices sampled that were paid within 30 days	161,600	159,568	173,381		
		Percentage of invoices sampled paid within 30 days	93.2%	91.9%	93.2%	2	
8		Gross internal floor area of operational buildings	178,770	198,601	451,097		
		Gross internal floor area of operational buildings in satisfactory condition	121,564	197,922	351,269		
		Proportion of internal floor area of operational buildings in satisfactory condition	68.0%	99.7%	77.9%	16	*
		Total number of operational buildings	363	270	272		
		Number of operational buildings that are suitable for their current use	221	264	220		
		Proportion of operational buildings that are suitable for their current use	60.9%	97.8%	80.9%	11	*

\* figure unreliable previous year

Dundee City	Cultural & Community Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>						
	Total population	142,170	142,160	142,150		
<b>1</b>	Number of attendances per 1,000 population to all pools	4,157	3,893	3,747	<b>14</b>	
	Total attendances for all pools	591,041	553,373	532,608		
<b>2</b>	Number of attendances per 1,000 population for other indoor sports and leisure facilities excluding pools in a combined complex	5,928	6,112	6,287	<b>8</b>	
	Total attendances for other indoor sports and leisure facilities, excluding pools in a combined complex	842,786	868,948	893,691		
<b>3</b>	Number of visits to/usages of council funded or part funded museums	129,532	122,471	113,216		
	Number of visits to/usages of council funded or part funded museums expressed per 1,000 population	911	862	796	<b>14</b>	PS7
	Number of visits that were in person	123,213	118,846	109,583		
	Number of visits that were in person expressed per 1,000 population	867	836	771	<b>9</b>	PS8

4	Target number of additions to adult lending stock	39,808	39,805	39,802		
	National target number of additions per 1,000 population to adults lending book and audio-visual stock	280	280	280		
	Number of additions to adult lending book and audio-visual stock	26,281	25,017	20,918		
	Number of additions per 1,000 population to adult lending book and audio-visual stock	185	176	147	23	PS9
	Total number of closing stock items for adult lending book and audio-visual stock	295,135	295,057	297,406		
	Total number of closing stock items per 1,000 population for adult lending book and audio-visual stock	2,076	2,076	2,092	6	
	Target number of additions to children's and teenagers' lending stock	14,217	14,216	14,215		
	National target number of additions per 1,000 population to children's and teenage stock	100	100	100		
	Number of additions to children's and teenage stock	11,992	10,913	8,462		
	Number of additions per 1,000 population to children's and teenagers' stock	84	77	60	22	PS10
	Total number of closing stock items for children's and teenage stock	120,765	121,792	123,629		
	Total number of closing stock items per 1,000 population for children's and teenagers' stock	849	857	870	6	
5	Number of visits to libraries	1,360,465	1,376,171	1,391,733		
	Number of visits to libraries expressed per 1,000 population	9,569	9,680	9,791	1	
	Number of library borrowers	33,188	33,166	24,587		
	Percentage of the resident population that are borrowers from public libraries	23.3%	23.3%	17.3%	28	PS11
6	Number of learning centre and learning access point users	17,600	18,557	19,550		
	Learning centre and learning access point users as a percentage of the population	12.4%	13.1%	13.8%	11	
	Number of occasions that terminals are accessed	185,513	192,515	186,887		
	Number of occasions that terminals are accessed per 1,000 population	1,304.9	1,354.2	1,314.7	5	

Dundee City	Development Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating	
<b>Indicator Number</b>							
<b>1</b>	Number of householder applications	450	403	310			
	Number of householder applications dealt with within two months	359	300	258			
	Percentage of householder applications dealt with within two months	79.8%	74.4%	83.2%	<b>15</b>		
	Number of non-householder applications	498	565	424			
	Number of non-householder applications dealt with within two months	196	238	199			
	Percentage of non-householder applications dealt with within two months	39.4%	42.1%	46.9%	<b>18</b>		
	Total number of applications	948	968	734			
	Total number of householder and non-householder applications dealt with within two months	555	538	457			
	Percentage of householder and non-householder applications dealt with within two months	58.5%	55.6%	62.3%	<b>20</b>		
<b>2</b>	Number of planning determinations	948	968	734			
	Number of planning determinations that went to appeal	23	40	47			
	Number of successful appeals	13	19	14			
	a) Successful appeals as a percentage of determinations	1.4%	2.0%	1.9%	<b>2</b>		
	b) Successful appeals as a percentage of determinations that went to appeal	56.5%	47.5%	29.8%	<b>23</b>		
<b>3</b>	Percentage of population covered by local plans adopted within the last 5 years	100.0%	100.0%	100.0%			



Dundee City		Education & Children's Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>							
1	a) i	Number of primary schools in which the occupancy ratio of pupils to available places is 40% or less	10	9	9		
		Percentage of primary schools in which the ratio of pupils to available places is 40% or less	25.0%	23.1%	24.3%		
	ii	Number of primary schools in which the occupancy ratio of pupils to available places is between 41% and 60%	15	14	12		
		Percentage of primary schools in which the ratio of pupils to available places is between 41% and 60%	37.5%	35.9%	32.4%		
	iii	Number of primary schools in which the occupancy ratio of pupils to available places is between 61% and 80%	8	10	12		
		Percentage of primary schools in which the ratio of pupils to available places is between 61% and 80%	20.0%	25.6%	32.4%		
	iv	Number of primary schools in which the occupancy ratio of pupils to available places is between 81% and 100%	7	6	4		
		Percentage of primary schools in which the ratio of pupils to available places is between 81% and 100%	17.5%	15.4%	10.8%		
	v	Number of primary schools in which the occupancy ratio of pupils to available places is 101% or more	0	0	0		
		Percentage of primary schools in which the ratio of pupils to available places is 101% or more	0.0%	0.0%	0.0%		
2	b)	Number of primary schools	40	39	37		
	a) i	Number of secondary schools in which the occupancy ratio of pupils to available places is 40% or less	0	0	0		
		Percentage of secondary schools in which the ratio of pupils to available places is 40% or less	0.0%	0.0%	0.0%		
	ii	Number of secondary schools in which the occupancy ratio of pupils to available places is between 41% and 60%	2	2	1		
		Percentage of secondary schools in which the ratio of pupils to available places is between 41% and 60%	20.0%	20.0%	11.1%		
	iii	Number of secondary schools in which the occupancy ratio of pupils to available places is between 61% and 80%	2	2	2		

Dundee City	Education & Children's Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number	Percentage of secondary schools in which the ratio of pupils to available places is between 61% and 80%	20.0%	20.0%	22.2%		
	iv Number of secondary schools in which the occupancy ratio of pupils to available places is between 81% and 100%	4	5	6		
	Percentage of secondary schools in which the ratio of pupils to available places is between 81% and 100%	40.0%	50.0%	66.7%		
	v Number of secondary schools in which the occupancy ratio of pupils to available places is 101% or more	2	1	0		
	Percentage of secondary schools in which the ratio of pupils to available places is 101% or more	20.0%	10.0%	0.0%		
	b) Number of secondary schools	10	10	9		
	3 a) Number of secondary school head and deputy head teachers	55	54	54		
	Number of female secondary school head and deputy head teachers	24	25	23	13	
	Percentage of secondary school head and deputy head teachers that are women	43.6%	46.3%	42.6%		PS12
	Number of primary school head and deputy head teachers	102	86	89		
	Number of female primary school head and deputy head teachers	87	71	77	16	
	Percentage of primary school head and deputy head teachers that are women	85.3%	82.6%	86.5%		
	Number of special school head and deputy head teachers	8	12	12		
	Number of female special school head and deputy head teachers	7	9	9		
	Percentage of special school head and deputy head teachers that are women	87.5%	75.0%	75.0%		
	Total number of head and deputy head teachers	165	152	155		
	Total number of female head and deputy head teachers	118	105	109	22	
	Percentage of all head and deputy head teachers that are women	71.5%	69.1%	70.3%		
	b) Number of secondary school teachers (including head and deputy head teachers)	770	902	908		
	Number of female secondary school teachers (including head and deputy head teachers)	485	541	541		
	Percentage of secondary school teachers that are women	63.0%	60.0%	59.6%		
					25	

Dundee City	Education & Children's Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number	Number of primary school teachers (including head and deputy head teachers)	758	836	803	25	
	Number of female primary school teachers (including head and deputy head teachers)	706	757	731		
	Percentage of primary school teachers that are women	93.1%	90.6%	91.0%		
	Number of special school teachers (including head and deputy head teachers)	101	175	161		
	Number of female special school teachers (including head and deputy head teachers)	82	153	141	12	
	Percentage of special school teachers that are women	81.2%	87.4%	87.6%		
	Total number of teachers (including head and deputy head teachers)	1,629	1,913	1,872		
	Total number of female teachers (including head and deputy head teachers)	1,273	1,451	1,413		
	Percentage of teachers that are women	78.1%	75.8%	75.5%	25	
	4					
	Number of social background reports submitted to the children's reporter during the year	517	391	246		
	Number of reports requested by the children's reporter that were submitted within target time	150	144	91		
	Percentage of reports submitted within target time	29.0%	36.8%	37.0%	23	
	5					
	Number of new supervision requirements made during the year	147	173	100		
	Number of children seen by a supervising officer within 15 days of supervision requirement issue	118	144	86		
	Percentage of children subject to a supervision requirement seen by a supervising officer within 15 days	80.3%	83.2%	86.0%	22	

Dundee City	Education & Children's Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>						
<b>6</b>	Number of 16 or 17 year olds ceasing to be looked after at home	26	31	46		
	Number of 16 or 17 year olds ceasing to be looked after away from home	27	20	10		
	Total number of 16 or 17 year olds ceasing to be looked after	53	51	56		
	Number of 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in any subject at home	11	11	20		
	Percentage of 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in any subject at home	42.3%	35.5%	43.5%	<b>28</b>	
	Number of 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in any subject away from home	18	7	6		
	Percentage of 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in any subject away from home	66.7%	35.0%	60.0%	<b>26</b>	
	Total number of 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in any subject	29	18	26		
	Percentage of all 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in any subject	54.7%	35.3%	46.4%	<b>27</b>	
	Number of 16 or 17 years olds ceasing to be looked after attaining at least SCQF level 3 in English and Maths at home	6	3	9		
	Percentage of 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths at home	23.1%	9.7%	19.6%	<b>28</b>	
	Number of 16 or 17 years olds ceasing to be looked after attaining at least SCQF level 3 in English and Maths away from home	18	3	6		
	Percentage of 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths away from home	66.7%	15.0%	60.0%	<b>14</b>	
	Total number of 16 or 17 years olds ceasing to be looked after attaining at least SCQF level 3 in English and Maths	24	6	15		
	Percentage of all 16 or 17 years olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths	45.3%	11.8%	26.8%	<b>28</b>	

Dundee City	Education & Children's Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number	7	63	46	65	22	
	Number of care staff in Local Authority residential homes					
	Number of care staff in Local Authority residential homes who have appropriate qualifications for the level of post held	28	26	30		
	Percentage of care staff in Local Authority residential homes who have appropriate qualifications for the level of post held	44.4%	56.5%	46.2%		PS13
	8	27,678	27,197	27,154	12	
	a) Total overnight respite nights provided	2,312	1,935	1,717		
	Number of overnight respite nights provided per 1,000 population aged 0-17	83.5	71.1	63.2		PS14
	b) Number of respite nights provided not in a care home	789	1,262	1,214	1	
	Percentage of respite nights provided not in a care home	34.1%	65.2%	70.7%		
	c) Total hours daytime respite provided	15,786	25,253	23,631	14	
	Number of hours daytime respite provide per 1,000 population aged 0-17	570.3	928.5	870.3		PS15
	d) Number of daytime respite hours provided not in a day centre	14,672	21,367	19,721		
	Percentage of daytime respite hours provided not in a day centre	92.9%	84.6%	83.5%		

Dundee City	Housing	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating	
<b>Indicator Number</b>							
<b>1</b>	Target response time for housing response repairs falling within the first priority category	-	-	(Emerg) 24hrs			
	Number of first priority housing response repairs	-	-	38,350			
	Number of first priority housing response repairs completed within target time	-	-	36,315			
	Target response time for housing response repairs falling within the second priority category	-	-	(QuickFix) 5days			
	Number of second priority housing response repairs	-	-	14,590			
	Number of second priority housing response repairs completed within target time	-	-	12,310			
	Target response time for housing response repairs falling within the third priority category	-	-	(Routine) 15days			
	Number of third priority housing response repairs	-	-	19,085			
	Number of third priority housing response repairs completed within target time	-	-	17,106			
	Target response time for housing response repairs falling within the fourth priority category	-	-	(Misc) 15days			
	Number of fourth priority housing response repairs	-	-	2,167			
	Number of fourth priority housing response repairs completed within target time	-	-	1,879			
	Target response time for housing response repairs falling within the fifth priority category	-	-	No Service			
	Number of fifth priority housing response repairs	-	-	No Service			
	Number of fifth priority housing response repairs completed within target time	-	-	No Service			
	Target response time for housing response repairs falling within the sixth priority category	-	-	No Service			
	Number of sixth priority housing response repairs	-	-	No Service			
	Number of sixth priority housing response repairs completed within target time	-	-	No Service			

Dundee City	Housing	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number						
	Total number of housing response repairs	-	-	74,192		
	Total number of housing response repairs completed within target	-	-	67,610		
	Percentage of repairs completed within target times	-	-	91.1%	16	
2	Number of council dwellings	-	-	15,001		
	Number of council dwellings brought up to a tolerable standard	-	-	0		
	Percentage of council dwellings brought up to a tolerable standard	-	-	0.0%		
	Number of council dwellings free from serious disrepair	-	-	1,357		
	Percentage of council dwellings free from serious disrepair	-	-	9.0%		
	Number of council dwellings that are energy efficient	-	-	3,048		
	Percentage of council dwellings that are energy efficient	-	-	20.3%		
	Number of council dwellings that have modern facilities and services	-	-	3,108		
	Percentage of council dwellings that have modern facilities and services	-	-	20.7%		
	Number of council dwellings that are healthy, safe and secure	-	-	2,680		
	Percentage of council dwellings that are healthy, safe and secure	-	-	17.9%		
	Total dwellings meeting SHQS	-	-	3,445		
	Percentage of dwellings meeting SHQS	-	-	23.0%		

Dundee City	Housing	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>						
<b>3</b>	Percentage of rent due in the year that was lost due to voids	2.2%	2.3%	2.4%	<b>21</b>	
	Amount of rent loss due to voids	£853,452	£896,663	£921,724		
	Gross annual rent debit	£38,729,787	£38,417,404	£38,641,770		
<b>4</b>	Number of not low demand houses re-let in less than 2 weeks	79	52	76		
	Number of not low demand houses re-let in 2-4 weeks	110	82	110		
	Number of not low demand houses re-let in 5-8 weeks	192	354	484		
	Number of not low demand houses re-let in 9-16 weeks	190	373	434		
	Number of not low demand houses re-let in more than 16 weeks	60	108	144		
	Total number of not low demand houses re-let	631	969	1,248		
	Total number of days to re-let not low demand houses	36,146	68,831	89,893		
	Average time to re-let not low demand houses	57	71	72	<b>24</b>	
	Number of low demand houses re-let in less than 2 weeks	114	26	4		
	Number of low demand houses re-let in 2-4 weeks	119	21	7		
	Number of low demand houses re-let in 5-8 weeks	247	153	13		
	Number of low demand houses re-let in 9-16 weeks	269	154	23		
	Number of low demand houses re-let in 17-32 weeks	92	43	13		
	Number of low demand houses re-let in 33-52 weeks	5	10	3		
	Number of low demand houses re-let in more than 52 weeks	20	3	0		
	Number of low demand houses re-let	866	410	63		
	Total number of days to re-let low demand houses	76,290	31,027	5,697		
	Average time to re-let low demand houses	88	76	90	<b>16</b>	PS16
	Number of low demand houses remaining un-let at year end	189	16	11		
	Number of days that these houses remained un-let	19,467	2,176	1,991		
	Average time that these houses remained un-let	103	136	181	<b>14</b>	PS17
	Number of dwellings considered to be low demand at year end	5,664	100	130		



Dundee City		Housing	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>							
<b>5</b>		Number of dwellings considered to be low demand at year end, considered low demand at start of year	5,545	85	97		
		Number of dwellings considered to be low demand at year end that were subject to a disposal strategy	1,740	1,458	1,389		
	<b>a)</b>	Amount of current tenants' rent arrears	£1,469,018	£1,266,749	£1,402,306		
		Net annual rent debit	£13,829,885	£13,865,424	£14,182,567		
		Current tenants' arrears as a percentage of net rent due	10.6%	9.1%	9.9%	<b>23</b>	PS18
	<b>b)</b>	Number of current tenants	14,191	13,776	13,371		
		Number of current tenants owing more than 13 weeks rent excluding those owing less than £250	911	843	836		
		Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	6.4%	6.1%	6.3%	<b>23</b>	
	<b>c)</b>	Number of tenants giving up their tenancy during the year	1,840	2,277	2,436		
		Number of those tenants that were in rent arrears	630	1,042	1,121		
		Proportion of those tenants that were in rent arrears	34.2%	45.8%	46.0%	<b>20</b>	
	<b>d)</b>	Average weekly rent	£52.24	£54.54	£52.33		
		Total debt owed by tenants leaving their tenancies with arrears	£228,873	£602,776	£695,603		
		Average debt owed by tenants leaving their tenancies with arrears	£363	£578	£621		
		Average number of weeks rent owed by tenants leaving in arrears	6.95	10.60	11.90	<b>21</b>	PS19
	<b>e)</b>	Amount of former tenant arrears	£754,883	£739,106	£779,205		
		Amount of former tenant arrears written off or collected during the year	£617,569	£525,454	£544,564		
		Percentage of former tenant arrears written off or collected during the year	81.8%	71.1%	69.9%	<b>1</b>	
<b>6</b>	<b>a)</b>	Number of house sales completed within 26 weeks	188	174	109		
		Percentage of house sales completed within 26 weeks	77.4%	80.6%	95.6%	<b>5</b>	
	<b>b)</b>	Number of council houses sold	243	216	114		

Dundee City	Housing	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number	Total time to sell all houses	5,757 weeks	4,701 weeks	2,052 weeks	3	
	Average time to sell houses	24 weeks	22 weeks	18 weeks		
7	Number of households assessed during the year for permanent accomodation	-	-	979		
	Number of decision notifications issued within 28 days of date of initial presentation for permanent accomodation	-	-	416		
	Percentage of decision notifications issued within 28 days of date of initial presentation for permanent accomodation	-	-	42.5%		
	Number of cases open at the beginning of the year or assessed in the year	-	-	979		
	Number who are housed into permanent accomodation	-	-	783		
	Percentage who are housed into permanent accomodation	-	-	80.0%		
	Number of permanent accomodation cases reassessed within 12 months of completion of duty	-	-	42		
	Number of permanent accomodation cases assessed during the year	-	-	979		
	Percentage of permanent accomodation cases reassessed	-	-	4.3%		
	Number of households assessed during the year for temporary accomodation	-	-	492		
	Number of decision notifications issued within 28 days of date of initial presentation for temporary accomodation	-	-	321		
	Percentage of decision notifications issued within 28 days of date of initial presentation for temporary accomodation	-	-	65.2%		
	Number of temporary cases reassessed within 12 months of completion of duty	-	-	15		
	Number of temporary accomodation cases assessed during the year	-	-	492		
	Percentage of temporary accomodation cases reassessed	-	-	3.0%		
	The proportion of those provided with permanent accomodation in council stock who maintained their tenancy for at least 12 months	-	-	95		

Dundee City	Protective Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating	
<b>Indicator Number</b>							
<b>1</b>	Number of approved premises requiring inspection during the year	4	1	1			
	Total number of approved premises inspections	12	3	2			
	Number of approved premises inspections undertaken within target time	12	3	2			
	Percentage of approved premises inspections actually inspected within target time	100.0%	100.0%	100.0%			
	Number of premises in the '6 months' category requiring food safety inspection in the year	17	19	15			
	Total number of inspections in the '6 months' category	34	38	30			
	Number of premises in the '6 months' category that were inspected on time	34	38	30			
	Percentage of premises in the '6 months' category that were inspected on time	100.0%	100.0%	100.0%			
	Number of premises in the '12 months' category requiring food safety inspection in the year	195	205	187			
	Number of premises in the '12 months' category that were inspected on time	195	205	187			
	Percentage of premises in the '12 months' category that were inspected on time	100.0%	100.0%	100.0%			
	Number of premises in the 'more than 12 months' category requiring food safety inspection in the year	576	805	628			
	Number of premises in the 'more than 12 months' category that were inspected on time	516	747	610			
	Percentage of premises in the 'more than 12 months' category that were inspected on time	89.6%	92.8%	97.1%			

Dundee City	Protective Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
<b>Indicator Number</b>						
<b>2</b>	Number of domestic noise complaints received that were settled without need for attendance on site	224	171	195		
	Number of domestic noise complaints received requiring attendance on site	166	173	207		
	Number of domestic noise complaints received that were dealt with under Part V of ASB Act 2004	2,839	3,783	2,378		
	Total domestic noise complaints	3,229	4,127	2,780		
	Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	24.0	15.0	10.0	<b>10</b>	
	Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	0.3	0.3	0.3	<b>1</b>	
<b>3</b>	Number of non-domestic noise complaints settled without need for formal action	191	162	100		
	Number of non-domestic noise complaints requiring formal action	0	0	0		
	Total non-domestic noise complaints	191	162	100		
	Average time (calendar days) to institute formal action where required	Not Required	Not Required	Not Required		

Dundee City	Protective Services	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number						
4	Number of consumer complaints received	1,120	1,107	1,215		
	Number of consumer complaints dealt with within 14 days of receipt	925	925	970		
	Percentage of consumer complaints dealt with within 14 days of receipt	82.6%	83.6%	79.8%	10	
	Number of business advice requests received	177	319	258		
	Number of business advice requests dealt with within 14 days of receipt	171	311	249		
	Percentage of business advice requests dealt with within 14 days of receipt	96.6%	97.5%	96.5%	19	
5	Number of premises liable to inspection in the high risk inspection category	26	23	30		
	Target number of visits to premises in the high risk inspection category	26	23	30		
	Number of visits to premises in the high risk inspection category achieved	24	22	30		
	Percentage of target visits to premises in the high risk inspection category achieved	92.3%	95.7%	100.0%		
	Number of premises liable to inspection in the medium risk inspection category	737	684	892		
	Target number of visits to premises in the medium risk inspection category	368	290	476		
	Number of target visits to premises in the medium risk inspection category achieved	340	273	431		
	Percentage of target visits to premises in the medium risk inspection category achieved	92.4%	94.1%	90.5%	21	

Dundee City	Roads & Lighting	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating	
<b>Indicator Number</b>							
<b>1</b>	Percentage of A class roads that should be considered for maintenance treatment	-	-	15.3%			
	Percentage of B class roads that should be considered for maintenance treatment	-	-	19.4%			
	Percentage of C class roads that should be considered for maintenance treatment	-	-	16.1%			
	Percentage of unclassified roads that should be considered for maintenance treatment	-	-	26.8%			
	Overall percentage of road network that should be considered for maintenance treatment	-	-	23.2%	<b>4</b>		
<b>2</b>	Total number of traffic light repairs to be completed	454	394	422			
	Number of traffic light repairs completed within 48 hours	454	390	421			
	Percentage of all traffic light repairs completed within 48 hours	100.0%	99.0%	99.8%	<b>5</b>		
<b>3</b>	Total number of street light repairs to be completed	5,167	4,650	4,578			
	Number of street light repairs completed within 7 days	5,006	4,442	4,330			
	Percentage of all street light repairs completed within 7 days	96.9%	95.5%	94.6%	<b>16</b>		
<b>4</b>	Total number of street lighting columns	22,316	21,742	22,197			
	Number of street lighting columns that are over 30 years old	7,437	6,823	7,171			
	Proportion of street lighting columns that are over 30 years old	33.3%	31.4%	32.3%	<b>18</b>		

5	Total number of assessed council bridges	29	29	29		
	Total number of assessed private bridges	9	9	9		
	Total number of assessed bridges	38	38	38		
	Number of council bridges failing European standard	3	3	3	3	
	Percentage of council bridges failing European standard	10.3%	10.3%	10.3%	25	
	Number of private bridges failing European standard	4	4	4		
	Percentage of private bridges failing European standard	44.4%	44.4%	44.4%	27	
	Total number of bridges failing European standard	7	7	7		
	Percentage of all bridges failing European standard	18.4%	18.4%	18.4%	28	
	Number of council bridges with a weight or width restriction	2	2	2		
	Percentage of council bridges with a weight or width restriction	6.9%	6.9%	6.9%		
	Number of private bridges with a weight or width restriction	3	3	3		
	Percentage of private bridges with a weight or width restriction	33.3%	33.3%	33.3%		
	Total number of bridges with a weight or width restriction	5	5	5		
	Percentage of bridges with a weight or width restriction	13.2%	13.2%	13.2%	30	

Dundee City	Waste Management	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating	
<b>Indicator Number</b>							
<b>1</b>	Number of premises for refuse collection	81,577	82,013	81,939			
<b>a)</b>	Net cost of refuse collection per premise	£56.06	£57.38	£53.66	<b>4</b>		
	Net cost of refuse collection	£4,573,189	£4,705,526	£4,396,638			
<b>b)</b>	Net cost of refuse disposal per premise	£78.27	£82.11	£82.48	<b>20</b>		
	Net cost of refuse disposal	£6,384,735	£6,733,909	£6,758,124			
	Cost of capping landfill site	£0	£0	£0			
<b>2</b>	Number of complaints	1,313	1,409	1,142			
	Number of households	75,839	76,275	76,459			
	Number of complaints per 1,000 households	17.3	18.5	14.9	<b>9</b>		
<b>3</b>	Total number of tonnes of municipal waste collected	-	-	93,956.0			
	Total tonnes of municipal waste composted	-	-	8,881.0			
	Total tonnes of municipal waste recycled	-	-	24,995.0			
	Percentage of municipal waste recycled	-	-	36.1%	<b>17</b>		



Dundee City	Waste Management	2006/2007	2007/2008	2008/2009	2008/2009 Ranking	Improvement Rating
Indicator Number 4	Local authority cleanliness measurement - inspection one	82	71	75		
	Local authority cleanliness measurement - inspection two	76	69	74		
	Local authority cleanliness measurement - inspection three	82	79	78		
	Local authority cleanliness measurement - inspection four	79	75	68		
	Partner authority cleanliness measurement - inspection one	65	69	68		
	Partner authority cleanliness measurement - inspection two	68	69	75		
	Keep Scotland Beautiful inspection - validation inspection	68	68	73		
	Overall cleanliness index	74	72	73		
5	Number of abandoned vehicles requiring removal	93	58	29		
	Number of abandoned vehicles requiring removal that were removed within 14 days	86	52	21		
	Percentage of abandoned vehicles requiring removal that were removed within 14 days	92.5%	89.7%	72.4%		
						PS20

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
<b>Department</b>	Social Work			
<b>Performance Indicator</b>	Percentage of occupied voluntary sector places for other adults that have en suite facilities			
<b>Trend</b>	<b>Previous +1</b>	<b>Previous</b>	<b>Current</b>	
	87.0%	87.5%	60.0%	
<b>Deterioration</b>	31.4%			
<b>Latest Scottish Ranking</b>	8			
<b>Statistical Overview</b>	The number of occupied voluntary sector places for adults with en suite facilities decreased by 5.			
<b>Risk Status</b>	<b>Medium</b>			
<b>Commentary</b>	The proportion of occupied voluntary sector places for adults with en suite facilities dropped as a result of one care home closing. Service users were relocated elsewhere.			
<b>Recovery Assessment</b>	Social Work will continue to respond to demand for ensuite places and take into account the preferences of the people who use our services.			
<b>Other Comment</b>				

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
<b>Department</b>	Social Work			
<b>Performance Indicator</b>	% of Homecare clients receiving Personal Care			
<b>Trend</b>	<b>Previous +1</b>	<b>Previous</b>	<b>Current</b>	
	54.3	54.2	48.9	
<b>Deterioration</b>	9.8%			
<b>Latest Scottish Ranking</b>	31			
<b>Statistical Overview</b>	Performance for this indicator has decreased by 5.3% . This indicator forms part of our intended self-assessment in 2009/2010.			
<b>Risk Status</b>	<b>Low</b>			
<b>Commentary</b>	The number of people who received Free Personal Care increased from 855 in March 2008 to 961 in March 2009. The number of people over 65 years also increased during this reporting period.			
<b>Recovery Assessment</b>	Social Work will continue to increase the number of people receiving Free Personal Care and will work to increase the proportion of people who receive homcare, who also receive Free Personal Care.			
<b>Other Comment</b>				

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
<b>Department</b>	Social Work			
<b>Performance Indicator</b>	% of Homecare clients receiving a service in the evening/overnight.			
<b>Trend</b>	<b>Previous +1</b>	<b>Previous</b>	<b>Current</b>	
	22.3	24.6	22.1	
<b>Deterioration</b>	10.2%			
<b>Latest Scottish Ranking</b>	28			
<b>Statistical Overview</b>	The proportion of home care clients receiving a service in the evening or overnight has dropped by 2.5%.			
<b>Risk Status</b>	<b>Low</b>			
<b>Commentary</b>	The 0809 figure was based on the number of home care clients in the last week of March 2009. Fluctuations in performance reflect changes in the patterns of service provision, which are necessary to provide individualised services for people.			
<b>Recovery Assessment</b>	Social work will continue to respond to the individual needs of the people who use our services.			
<b>Other Comment</b>				

DUNDEE CITY COUNCIL

Statutory Performance Indicators				
Position Statement				
Department	Social Work			
Performance Indicator	Total daytime respite hours provided per 1000 population aged 18-64			
Trend	Previous +1 959.5	Previous 1383.3	Current 1226.5	
Deterioration rate	11.3%			
Latest Scottish Ranking	9th			
Statistical Overview	Overnight respite for this age group has increased, however daytime respite has decreased.			
Risk Status	Medium			
Commentary	The pattern of respite provision has changed in response to a requirement to provide more individualised services for people. This means that the way we count daytime respite in the future will change to include these individualised services.			
Recovery Assessment	As changes in patterns of service provision are reflected in our statistical returns, we anticipate a significant increase in our performance.			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Social Work			
Performance Indicator	Average hours to complete a Community Service Order			
Trend	Previous +1 3.3	Previous 3.1	Current 2.8	
Deterioration rate	-10.0%			
Latest Scottish Ranking	25			
Statistical Overview	Qtr 1 - 2.5, Qtr 2- 2.6, Qtr 3 - 3.0 and Qtr 4- 3.1 (Overall for 2008/9-2.8) Poor start to 2008/09 with average hours 2.5 for Qtr 1, by Qtr 4 improvements were made and average hours increased to 3.1 hours. The last quarter had shown improvement in getting CS clients started sooner, 74% are instructed to begin work placement within one week and 59% are actually starting work within 7 days.			
Risk Status	Low			
Commentary	Statistics for the first nine months of 2009/10 show this indicator has improved, calculations shows that average hours is approx 4.5 hours. Increase of approx 46%.  Community Service clients are now offered 2 work days each week, previously clients were only offered 1 work day. In addition to this clients are instructed to begin work sooner.			
Recovery Assessment	Indications are that this indicator will recover.			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Corporate Management - Finance			
Performance Indicator	Number of litigation claims per 10,000 population			
Trend	Previous +1 38.3	Previous 34.2	Current 37.0	
Deterioration rate	8.19%			
Latest Scottish Ranking	28			
Statistical Overview	This indicator improved by more than 10% the previous year. Despite this ranking remains low.			
Risk Status	LOW			
Commentary	This is the last year of reporting for this indicator as it does not form part of Dundee City Council's performance self-assessment. This is partly because the Council has little control over the amount of claims that are made against it.			
Recovery Assessment	Not applicable - not part of self-assessment.			
Other Comment				

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
Department	Leisure and Communities			
Performance Indicator	a) Number of visits to/usages of council funded or part funded museums and expressed per 1,000 population and b) Number of visits in part a) that were in person and expressed per 1,000 population and			
Trend	a) b)	Previous +1 911 867	Previous 862 836	Current 796 771
Deterioration rate	a) b)	7.66% 7.78%		
Latest Scottish Ranking		14 9		
Statistical Overview	These indicators are ranked in the Top 16 of all Scottish authorities They also form part of our intended self-assessment for 2009/2010			
Risk Status		<b>Low</b>		
Commentary	The slight deterioration reflects the focus of the professional staff on the McManus Galleries Project which involves the refurbishment of the building and a complete re-interpretation and redisplay of the collections. This has inevitably affected the services ability to refresh displays at other facilities and impliment the same level of exhibition programme and events at these facilities.			
Recovery Assessment	The Mcmanus Galleries is due to open to the public in February 2010 and this will have amrked increase in the figures from 2010-11			
Other Comment				



**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Leisure and Communities			
Performance Indicator	Stock turnover - additions per 1,000 population adult lending stock			
Trend	Previous +1 185	Previous 176	Current 147	
Deterioration rate	16.48%			
Latest Scottish Ranking	23			
Statistical Overview	This indicator has declined over the past two years. The indicator is ranked outwith the Top 16 This indicator does not form part of our intended self-assessment in 2009/2010			
Risk Status	HIGH			
Commentary	New tender agreement for book supply was implemented in October 09. During the transition period, some delays were experienced in ordering and delivery process  Policy of purchasing electronic resources instead of hard copy material will impact on additions  The existing practice of purchasing hardback copies means that the physical standard of existing stock is acceptable as there is less "wear and tear". Other authorities have higher additions to stock due to the practice of purchasing paperbacks. However, our experience is that readers prefer hardbacks and they need replaced less often, representing better value for money.			
Recovery Assessment	It is not anticipated that previous performance level can be recovered.  The Department has a new Service Level Agreement with an alternative supplier as part of the Tayside Procurement Consortium which will result in increased buying power.			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Leisure and Communities			
Performance Indicator	Stock turnover - additions per 1,000 population children and teenagers			
Trend	Previous +1 84	Previous 77	Current 60	
Deterioration rate	22.08%			
Latest Scottish Ranking	22			
Statistical Overview	The performance of this indicator has declined over the past two years. The Council ranks outwith the Top 16 for this indicator. The indicator does not form part of our intended corporate self-assessment in 2009/2010			
Risk Status	Low			
Commentary	Children and young people in particular prefer to find certain types of information online rather than borrow traditional lending stock  A delay in implementation of centralised Children's Stock Team led to short term delays in purchasing, now resolved.  There is an increasing difficulty in identifying material to be classified as "teenage". There is now more overlap with adult resources when stock is being screened for purchase.			
Recovery Assessment	It is not anticipated that previous performance level can be recovered this financial year. However, the new selection process recently implemented will lead to some improvements.			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Leisure and Communities			
Performance Indicator	% of resident population that are borrowers from public libraries			
Trend	Previous +1 23.3	Previous 23.3	Current 17.3	
Deterioration rate	25.75%			
Latest Scottish Ranking	28			
Statistical Overview	Performance for this indicator has fallen significantly this year. The indicator is outwith the Top 16 rankings of all Scottish authorities The indicator does not form part of our intended self-assessment for 2009/2010			
Risk Status	Low			
Commentary	Following the introduction of the new Library Management System, an exercise is now underway to verify the management information to establish that all the relevant data has been retrieved.  Members of the public are using libraries for a wide range of purposes rather than traditional lending which is reflected in the very high visitor figures and uptake in library related events.			
Recovery Assessment	It is not anticipated that previous performance level can be recovered. However planned introduction of ebook and eaudio book service in 10/11 will have positive impact  A strategy to encourage increased membership and raise awareness of the library service is in the process of being implemented.  The introduction of online enrolment and reservation facilities will increase usage.			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Personnel/Education - Childrens Services			
Performance Indicator	% secondary head teachers and deutes who are female			
Trend	Previous +1 43.6	Previous 46.3	Current 42.6	
Deterioration rate	7.99%			
Latest Scottish Ranking	13			
Statistical Overview	This indicator improved by 6% last year. The indicator is significantly affected by very small variations in employee numbers which fell from 25 to 23 in 2008/09			
Risk Status	Medium			
Commentary	<p>This is a Top 16 indicator and as we rank 13 it is a good indicator for the Council at present.</p> <p>Currently this indicator does not form part of our intended self-assessment and is not one of the few indicators selected by Audit Scotland for authorities to report on in 2009/10</p> <p>The recorded figure does not reflect the fact that school secondary management teams are in the process of being changed.At present there are six schools with a Business Manager all of whom are female.</p> <p>Also, due to fair selection procedures, the Council cannot control the gender balance of promoted posts in secondary schools.</p>			
Recovery Assessment	Not applicable			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Social Work			
Performance Indicator	Care staff in residential homes with appropriate qualifications			
Trend	Previous +1 44.4	Previous 56.6	Current 46.2	
Deterioration rate	18.2%			
Latest Scottish Ranking	22	(2008/09)		
Statistical Overview	This factor has been around 45 % during the years 2005/06, 2006/07 and again in the current year 2008/09. Last year's more positive result of 56.6 was a positive exception.			
Risk Status	Medium			
Commentary	The qualification of staff is difficult to address due to staff turnover. In essence, new staff recruited to residential homes take up their post not fully qualified but attend training courses once they take up post. However, this also qualifies them to apply for better paid jobs elsewhere. The service have concentrated on getting their Senior Social Care Officers upto registration standard. They now have a 3 year plan to get more of their Social Care Officers the relevant qualification for their posts.			
Recovery Assessment	Impact of the 3 year plan should be positive by 20010/11 the latest			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Social Work			
Performance Indicator	Respite Care - overnight nights provided			
Trend	Previous +1 83.5	Previous 71.1	Current 63.2	
Deterioration rate	11.1%			
Latest Scottish Ranking	12			
Statistical Overview	The number of respite nights provided has been decreasing over the past four years but compared to last year's figures across Scotland, this still leaves Dundee above the Scottish average (53.3) and in rank 12.			
Risk Status	High			
Commentary	The decrease in the past year in particular has been due to just two children with very complex needs and hence receiving many hours of respite turning 18 and hence now being counted as part of the adult social work returns.  42 children and their families benefit from overnight respite. The majority of the hours are delivered to between 5-10 children in significant need of these.			
Recovery Assessment	Indications are that this indicator will remain strong.			
Other Comment				

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Department	Social Work			
Performance Indicator	<u>Respite Care</u> - daytime hours provided			
Trend	Previous +1 570.3	Previous 928.5	Current 870.3	
Deterioration rate	6.3%			
Latest Scottish Ranking	14			
Statistical Overview	The number of respite hours at day time has been changing significantly each year depending on the children's needs. The current figure is still higher than last year's Scottish average of 776 and leaves Dundee in rank 13 compared to other authorities (2007/08).			
Risk Status	High			
Commentary	The decrease in the past year in particular has been due to just two children with very complex needs and hence receiving many hours of respite turning 18 and hence now being counted as part of the adult social work returns. 60 children and their families benefit from day 'respite' services throughout the year with a further 45 involved in holiday playschemes.			
Recovery Assessment	Indications are that this indicator will remain strong.			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**Year End 2008/09

Department	Housing			
Performance Indicator	Low demand - average time to re-let dwellings			
Trend	Previous +1 88	Previous 76	Current 90	
Deterioration rate	-18.4%			
Latest Scottish Ranking	16			
Statistical Overview				
Risk Status	n/a			
Commentary	A large number of properties are incorrectly coded as non low demand. Low demand properties are accounting for 2 or 3 voids per month when in reality it should be nearer 16 to 18. The fall in performance is likely to remain until the changes to the new IT system have been introduced (March 10) and the necessary amendments can be made to ensure the correct classification. A systems review is underway to improve the quality and performance relating to all void properties.and it's next major task is to focus on major repairs and a strategy for hard to let sheltered and very sheltered properties. Performance is therefore recoverable in the longer term.			
Recovery Assessment	Performance is recoverable in the longer term			
Other Comment				



**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**Year End 2008/09

Department	Housing			
Performance Indicator	Low demand - average time remain unlet			
Trend	Previous +1 103	Previous 136	Current 181	
Deterioration rate	-33.1%			
Latest Scottish Ranking	14			
Statistical Overview				
Risk Status	n/a			
Commentary	A large number of properties are incorrectly coded as non low demand. Low demand properties are accounting for 2 or 3 voids per month when in reality it should be nearer 16 to 18. The fall in performance is likely to remain until the changes to the new IT system have been introduced (March 10) and the necessary amendments can be made to ensure the correct classification. A systems review is underway to improve the quality and performance relating to all void properties and it's next major task is to focus on major repairs and a strategy for hard to let sheltered and very sheltered properties. Performance is therefore recoverable in the longer term.			
Recovery Assessment	Performance is recoverable in the longer term			
Other Comment				

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**Year End 2008/09

Department	Housing			
Performance Indicator	Rent arrears as a percentage of the net rent debit			
Trend	Previous +1 10.6	Previous 9.1	Current 9.9	
Deterioration rate	-8.79%			
Latest Scottish Ranking	23			
Statistical Overview	Effective debt recovery action has shown improvement since the Rent Recovery Centre was established. Rent Arrears across the Financial Year 2008/2009 matched the downward trend across the preceeding year although the final month's percentage resulted in an increase of 0.8% from the previous year.			
Risk Status	Low			
Commentary	Reducing trend sustained across the current year in comparison to the two preceeding years with an upturn at year end. Former Tenant Arrears and Homeless Service temporary accommodation feature in the HRA Tenant Arrears as a percentage of Net Debit, while the Rent Recovery Centre only manages current tenant debt. It is planned to transfer the recovery of these debt values to be managed in the revised recovery model.			
Recovery Assessment	A benchmarking analysis will be progressed to assess opportunities with the Most Improved Authorities for the new financial year operations.			
Other Comment	The Rent Recovery Centre is to focus on the objective of achieving a sustained reduction in current tenant debt and maintain performance management.			

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**Year End 2008/09

Department	Housing			
Performance Indicator	Average number of weeks rent owed by tenants leaving in arrears			
Trend	Previous +1 7	Previous 10.6	Current 11.9	
Deterioration rate	-12.30%			
Latest Scottish Ranking	21			
Statistical Overview	Tenants leaving increased debt values.			
Risk Status	High			
Commentary	Revised recovery process model establishes sustained contact with the tenant from an early stage, giving opportunities for issues to be addressed and any potential eviction action to be avoided.Reduction in number of evictions carried out.			
Recovery Assessment	Pre- termination home visits established with tenants to address repair and debt issues before tenancy terminated.Planned transfer of former tenant debt to the Rent Recovery Centre to be managed in the revised recovery model			
Other Comment	Rent Recovery Centre data-link to Social Work Department Welfare Rights Team for all legal recovery cases and other referral required to assess case and income maximisation.			

**DUNDEE CITY COUNCIL****Statutory Performance Indicators****Position Statement**

Department	Waste Management			
Performance Indicator	% of abandoned vehicles removed within 14 days			
Trend	Previous +1 92.5	Previous 89.7	Current 72.4	
Deterioration rate	19.28%			
Latest Scottish Ranking	19			
Statistical Overview	The number of abandoned cars has fallen drastically 2006-07 - 93 removed 2007-08 - 58 removed 2008-09 - 29 removed  Effect - fewer cars missed but the indicator % falls quickly			
Risk Status	HIGH			
Commentary	This is not one of Audit Scotland's specified indicators for 2009/10. However it does form part of our intended performance self-assessment for 2009/10 and is therefore a very important indicator  Dundee City Council use the services of an external contractor to remove cars on expiry of the 23 hour or 7 day notice period. On occasions the contractor has failed the remove the abandoned vehicle timeously, increasing the timescale beyond the 14 day period			
Recovery Assessment	Good. Regular auditing of contractor performance to ensure target times are achieved			
Other Comment				

## Statutory Performance Indicators 2008/2009

### Borderline Indicators

### Appendix 4

Description	2006/07	2007/08	2008/09	Rank	Comment
Number of homecare clients receiving a service during evening/overnight	408	473	433	<b>17</b>	Not wholly within DCC control
Total daytime respite hours provided	46,450	51,123	54,727	<b>17</b>	Hours provided has improved significantly
Number of daytime respite hours provided per 1,000 population aged 65+	1,811.1	1,997.4	2,130.4	<b>19</b>	Rate has improved significantly on last year
Proportion of new probationers seen by a supervising officer within one week	62.7%	62.3%	81.0%	<b>18</b>	Performance has improved significantly on previous year
Income due from council tax for the year excluding reliefs and rebates	£44,840,848	£45,713,505	£46,547,322	<b>17</b>	Difficult to improve in current climate
Percentage of non-householder applications dealt with within two months	39.4%	42.1%	46.9%	<b>18</b>	Performance has improved significantly on previous year
Percentage of business advice requests dealt with within 14 days of receipt	96.6%	97.5%	96.5%	<b>19</b>	Marginal fall in performance level
Proportion of street lighting columns that are over 30 years old	33.3%	31.4%	32.3%	<b>18</b>	Performance level has not significantly changed
Percentage of municipal waste recycled	-	-	36.1%	<b>17</b>	Performance continues to improve
Overall cleanliness index	74	72	73	<b>18</b>	Marginal fall in performance level
Percentage of abandoned vehicles requiring removal that were removed within 14 days	92.5%	89.7%	72.4%	<b>19</b>	Numbers of vehicles have fallen dramatically

Rolling 3-Year Assessment - Top 16

	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>Total</u>
Clackmannanshire	138	97	72	307
West Lothian	120	82	87	289
Falkirk	110	84	82	276
Moray	104	79	91	274
South Lanarkshire	96	89	88	273
East Ayrshire	114	75	83	272
Orkney Islands	121	75	75	271
Stirling Council	96	84	79	259
East Renfrewshire	102	75	78	255
North Ayrshire	103	72	74	249
Shetland Islands	85	86	74	245
Edinburgh	107	74	59	240
East Lothian	91	73	72	236
<b>Dundee</b>	102	66	68	236
West Dunbartonshire	104	60	69	233
Renfrewshire	96	65	70	231
Perth and Kinross	88	68	74	230
East Dunbartonshire	98	70	62	230
North Lanarkshire	110	58	61	229
Angus	96	62	63	221
Glasgow	99	59	63	221
South Ayrshire	92	64	64	220
Aberdeenshire	104	55	54	213
Inverclyde	91	52	59	202
Midlothian	67	65	66	198
Aberdeen	93	53	48	194
Argyll & Bute	89	49	53	191
Scottish Borders	70	59	55	184
Eilean Siar	71	54	56	181
Fife	88	49	43	180
Dumfries & Galloway	68	52	54	174
Highland	82	43	49	174

\* no Housing Service