

REPORT TO: SCRUTINY COMMITTEE – 24 SEPTEMBER 2014

REPORT ON: CORPORATE PERFORMANCE SELF-ASSESSMENT 2014/2015 -
REPORT FOR THREE MONTHS TO 30 JUNE 2014

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 320-2014

1 PURPOSE OF REPORT

1.1 The purpose of this report is to advise the Elected Members of the performance of Dundee City Council for the first three months of the financial year to 31 March 2015, as defined by the Key Quarterly Performance Indicators.

2 RECOMMENDATION

2.1 Elected Members note that performance levels for the first three months of the financial year have generally been maintained or improved.

2.2 All Chief Officers should review the contents of Appendix 1 as it relates to their service and consider if there are any indicators for which performance can be improved over the course of the year 2014/2015.

3 FINANCIAL IMPLICATIONS

3.1 All initiatives to improve performance must be kept within existing budgets.

4 BACKGROUND

4.1 The Council has now been monitoring performance on a quarterly basis for a number of years during which time it has become clear that the very process of monitoring performance more frequently than the traditional annually has helped improve performance and in some cases significantly.

4.2 In common with other Scottish Councils, Dundee City has now completed its fourth year of performance self-assessment. Future quarterly performance reports will include those indicators which arise as a result of new service planning activities where possible.

5 PERFORMANCE OVERVIEW

5.1 The key performance indicators to be measured on a quarterly basis are listed in Appendix 1. Performance for each of these has been coded with an upward triangle reflecting a performance improvement >5% and a circle denoting performance +/- 5%. A downward triangle denotes performance deterioration of >5%.

5.2 In Appendix 1 75% of the performance indicators either showed performance being maintained or improved. Fifteen indicators suggested a significant deterioration in performance. Nineteen of the indicators demonstrated significant improvement on the performance of the previous period.

6 DUNDEE OUTCOMES

- 6.1 D01 – Dundee will be an internationally recognised city at the heart of a vibrant region with more and better employment opportunities for our people
- 6.1.1 The Council is currently collecting 2 indicators on a quarterly basis in this category for which 50% have improved performance compared to the previous period. Performance level for employability pipeline clients declined although this is due to a change in management information systems.
- 6.2 D02 – Our people will be better educated and skilled within a city renowned for learning, research innovation and culture
- 6.2.1 The Council is currently collecting 4 indicators on a quarterly basis in this category for which 75% have maintained or improved performance compared to the previous period. The only indicator to decline was in person museum visits which were just below threshold.
- 6.3 D03 – Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included
- 6.3.1 The Council is currently collecting 5 indicators on a quarterly basis in this category 100% of which improved performance significantly compared to the previous period.
- 6.4 D04 – People in Dundee will have improved physical and mental well-being
- 6.4.1 The Council is currently collecting 2 indicators on a quarterly basis in this category, for which 100% have improved or maintained performance compared to the previous period.
- 6.5 D05 – People in Dundee are able to live independently and receive support when they need it
- 6.5.1 The Council is currently collecting 3 indicators on a quarterly basis in this category for which 67% have maintained performance compared to the previous period. OT assessments completed within 20 working days was the only indicator for which performance declined.
- 6.6 D06 – Our communities will be safe and feel safe
- 6.6.1 The Council is currently collecting 4 indicators on a quarterly basis in this category for which 75% have maintained performance compared to the previous period. The level 2 probation indicator was the only item to decline in performance level.
- 6.7 D07 – Dundee will be a fair and socially inclusive city
- 6.7.1 The Council is currently collecting 5 indicators on a quarterly basis in this category for which 80% have improved or maintained performance compared to the previous period. The number of homeless applications increased significantly during the period.
- 6.8 D08 – Our people will live in strong, popular and attractive communities
- 6.8.1 The Council is currently collecting 9 indicators on a quarterly basis in this category for which 89% have maintained or improved performance compared to the previous period. Noise complaints under ASBA 2004 was the only indicator to decline.
- 6.9 D09 – Our communities will have high quality and accessible local services and facilities
- 6.9.1 The Council is currently collecting 6 indicators on a quarterly basis in this category for which 17% have maintained performance compared to the previous period. The libraries indicators declined due to a downward trend for these services, although it is noted that three of these are only slightly over the 5% threshold.

6.10 D011 – Our people will live in a low carbon, sustainable city

6.10.1 The Council is currently collecting 1 indicator on a quarterly basis in this category which has maintained performance compared to the previous period.

7 CORPORATE OUTCOMES

7.1 C01 – Our customers will get the services they need in an efficient and customer focussed manner

7.1.1 The Council is currently collecting 17 indicators on a quarterly basis in this category of performance for which 82% either maintained or improved performance compared to the previous period. Householder planning applications, street light repairs and rent arrears had decreased performance levels.

7.2 C02 – Our organisation values and respect its employees so involves all equally in improving our services

7.2.1 The Council is currently collecting 3 indicators quarterly in this category for which 67% have maintained performance compared to the previous period. Performance for teacher absence declined but this was only marginally over threshold.

8 POLICY IMPLICATIONS

8.1 This report has been screened for any policy implications in respect of Sustainability, Environment Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management

There are no major issues.

9 CONSULTATION

9.1 The Director of Corporate Services and Head of Democratic and Legal Services have been consulted on the content of this report.

10 BACKGROUND PAPERS

Audit Scotland Performance Indicator Guidelines 2013/14.

David K Dorward
Chief Executive

16/09/2014

Statutory Return/Self-Assessment 2013/2014
Corporate Performance – Dundee Outcomes

Outcome	2012/13	2013/14 compared to previous year		2013/14 3 months to 30/06/13	2014/15 3 months to 30/06/14		Comment	
DO1 Dundee will be an internationally recognised city at the heart of a vibrant region with more and better employment opportunities for our people City Development								
Number of employability pipeline clients achieving a job outcome	1190	1354	▲	294	216	▼	Decline 26.5%	PSA
New business start ups assisted by the business gateway	303	286	▼	65	84	▲	Excellent 30% improvement	
DO2 – Our people will be better educated and skilled within a city renowned for learning, research, innovation and culture								
Cultural Services								
Visits to museums per 1,000 population	2227	2141	●	521	542	●	Continued improvement 4%	
Visits to museums per 1,000 population in person	1901	1821	●	488	462	▼	Declined 5.3% just over threshold	PSB
Number of adult learners	2704	3676	▲	960	1206	▲	Excellent improvement 25%	
Percentage of adult learners from CRA areas	56	56	●	54	55	●	Performance maintained	

Outcome	2012/13	2013/14 compared to previous year		2013/14 3 months to 30/06/13	2014/15 3 months to 30/06/14		Comment
DO3 Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included							
Children's Services							
% of looked after children placed with approved LA carers	68.9	73.4	▲	69.7	74.7	▲	Good improvement 7%
% of children given a supervision order seen within <15 days	91.9	89.3	●	90.0	100	▲	Performance maximised
% of CP referrals responded to within 24 hours	95.2	96.8	●	88.2	100	▲	Performance maximised
% of initial CP case conference taking place within 15 working days of decision	48.4	66.0	▲	44.1	66.7	▲	Excellent improvement 51%
% of young people receiving aftercare in education, training or employment	40.3	48.3	▲	42.6	45.5	▲	Good improvement 7%
DO5 People in Dundee will have improved physical and mental wellbeing							
Leisure Services							
Number of attendances per 1000 population for all pools	3786	4242	▲	904	1075	▲	Excellent improvement 19%
Number of attendances per 1000 population for indoor facilities	6271	6617	▲	1685	1718	●	Continued improvement 2%

Outcome	2012/13	2013/14 compared to previous year		2013/14 3 months to 30/06/13	2014/15 3 months to 30/06/14		Comment	
DO6 People in Dundee are able to live independently and receive support when they need it								
Adult Social Work								
% of OT assessments completed within 20 working days	90.47	93.97	●	95.86	89.88	▼	Decline 6.2%	PSC
% of people requiring reduced homecare following enablement	56	54	●	67	79	▲	Excellent improvement 18%	
% of all community care assessments completed in 20 days	80.67	80.17	●	83.14	84.29	●	Continued improvement	
DO6 Our communities will be safe and feel safe								
Adult Social Work								
% Criminal Justice Social Work reports submitted by due date	99.2	99.6	●	99.8	99.8	●	Performance maintained	
% Community Payback Orders seen within one day	90.0	88.7	●	86.2	91.8	▲	Good improvement 6.5%	
Average hours to complete a Community Payback Order – Level 1	4.4	4.1	▼	4.2	4.5	▲	Good improvement 7.1%	
Average hours to complete a Community Payback Order – Level 2	6.3	5.4	▼	7.5	5.6	▼	Decline 25%	PSD

Outcome	2012/13	2013/14 compared to previous year		2013/14 3 months to 30/06/13	2014/15 3 months to 30/06/14		Comment	
DO7 Dundee will be a fair and socially inclusive city								
Homelessness								
Number of homeless applications made during the period	1472	1402	●	346	382	▼	Deterioration of 10%	PSE
Average length of homeless stay in hostels (days)	47	32	▲	32	30	●	Continued improvement	
Average length of homeless stay in Furnished Dwellings (days)	129	133	●	138	104	▲	Excellent improvement 25%	
Average length of homeless stay in bed and breakfast (days)	0	0	●	0	0	●	Performance maintained	
% lets to statutory homeless households	50	50	●	50	55	▲	Improvement of 10%	
DO8 Our people will live in strong, popular and attractive communities								
Protective Services								
Average time between noise complaint and attendance – hours	6.74	5.96	▲	6.93	6.19	▲	Excellent improvement 10.7%	
Average time between complaint and attendance – Part V ASBA 2004 – minutes	16.48	15.84	▲	15.26	16.46	▼	Decline 7.86%	PSF
% of consumer complaints processed within 14 days	77.7	77.1	●	77.0	81.8	▲	Good improvement 6.2%	
% of business advice requests dealt with within 14 days	94.3	91.7	●	94.9	98.1	●	Good improvement 3.4%	
% of food alerts receiving a response within 48 hours	100	100	●	100	100	●	Performance maximised	
% of communicable disease notifications receiving a response <2 working days	100	100	●	100	100	●	Performance maximised	

Outcome	2012/13	2013/14 compared to previous year		2013/14 3 months to 30/06/13	2014/15 3 months to 30/06/14		Comment	
% of pest control responses made <5 working days	97	98	●	99	99	●	Performance maintained	
Housing								
Average days to let council houses non low demand	54.2	59.8	▼	57.4	50.4	▲	Excellent improvement 12%	
Average days to let council houses low demand	54.8	64.2	▼	58.3	46.6	▲	Excellent improvement 20%	
DO9 Our communities will have high quality and accessible local services and facilities								
Visitors to Council libraries	1,346,402	1,332,787	●	344,130	324,141	▼	Decline 5.8%	PSG
Number of activities promoting reading	4,697	4,774	●	1,225	1,164	●	Performance maintained	
Number of library visits per 1,000 of the population	9,249	9,017	●	2,364	2,188	▼	Decline 7.4%	PSG
Borrowers as a percentage of the resident population	16.4	15.7	●	8.5	7.7	▼	Decline 9.4%	PSH
Visits to community centres per 1,000 population	2,972	2,964	●	742	701	▼	Decline 5.52%	PSI
Attendances at learning provision per 1,000 population	169	177	●	62	58	▼	Decline 6.45%	PSJ
DO10 Our people will live in a low carbon, sustainable city								
Waste Management								
% of household waste recycled by the authority	27.3	31.0	▲	34.3	35.76	●	Continued improvement 4.25%	

Outcome	2012/13	2013/14 compared to previous year		2013/14 3 months to 30/06/13	2014/15 3 months to 30/06/14		Comment	
C01 Our customers will get the services they need in an efficient and customer focused manner								
Development Services								
% of householder planning applications dealt with within 2 months	91.48	95.00	●	96.88	89.36	▼	Decline 7.76%	PSK
% of all planning applications dealt with within 2 months	77.31	78.48	●	83.54	80.83	●	Performance maintained	
Percentage of planning applications submitted online	38.95	53.90	▲	44.9	62.32	▲	Excellent improvement 39%	
Benefits Administration								
Average number of days taken to process new claims	19.3	20.7	▼	20.0	20.4	●	Performance maintained	
% of cases for which the calculation of benefit due was correct	87.4	89.0	●	90.1	87.0	●	Performance maintained	
% of benefit claims determined within 14 days	96.6	94.4	●	95.7	92.7	●	Performance maintained	
Roads and Lighting								
% of traffic light repairs within 48 hours	98.4	96.6	●	95.9	100.0	●	Improvement 4.3% from already high level	PSL
% of street light repairs within 7 days	96.0	94.0	●	98.0	81.0	▼	Decline 7.14%	
% of CT income in the year collected in the year	93.11	92.66	●	26.69	26.94	●	Performance maintained	
% of NDR income due collected in the year	95.8	96.5	●	18.6	18.9	●	Performance maintained	
% of invoices paid within 30 days	93	94	●	96	95	●	Performance maintained	
% of Dundee suppliers paid within 14 days	81	85	●	88	85	●	Performance maintained	

Outcome	2012/13	2013/14 compared to previous year		2013/14 3 months to 30/06/13	2014/15 3 months to 30/06/14		Comment	
Housing Rent arrears as a percentage of the net rent debit	9.9	11.8	▼	9.6	11.1	▼	Decline 15.6%	PSN
Finance Revenue projected outturn compared to annual budget	0.02	-0.01	●	0.00	0.00	●	Performance within pre-defined parameters	
Capital projected outturn compared to annual budget	-0.86	0.63	●	1.50	0.90	●	Performance maintained	
% of creditors paid electronically	93.0	96.0	●	93.0	93%	●	Performance maintained	
Website Average number of visits made to the Council website	5,409	5,176	●	5,157	5,978	▲	Excellent improvement 16%	
CO2 Our organisation values and respects its employees so involves all equally in improving our services Corporate Management Days sickness absence for local government employees	11.78 days	11.72 days	●	2.9 days	2.98 days	●	Performance maintained	
Days sickness absence for teachers	6.15 days	6.10 days	●	1.47 days	1.84 days	▼	Decline 25%	PSN
Accidents to employees of the Council	252	220	▲	54	56	●	Performance maintained	

▲ performance improved by >5%

▼ performance deteriorated by >5%

● performance maintained within the above tolerances

DO represents Dundee Outcome

CO represents Corporate Outcome

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Department	City Development			
Performance Indicator	No of employability pipeline clients achieving a job outcome			
Trend	Previous +1	Previous	Current	
	N/A	294	216	
Deterioration rate	26.5%			
Latest City Ranking	N/A			
Statistical Overview	This indicator is not specified by Audit Scotland or the Improvement Service. However it is regarded as an important indicator for the Council and therefore included in this corporate report.			
Specified or self-assessed	Self-assessed			
Commentary	There have been changes to the way the pipeline is structured and delivered that have necessitated the development of a new Management Information System. As a result there has been an exit strategy for the old system. Registrations and referrals restricted for some projects.			
Recovery Assessment	Deemed recoverable in the long term			
Other Comment				

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Department	Chief Executive's Department			
Performance Indicator	Visits to museums per 1,000 population in person			
Trend	Previous +1 N/A	Previous 488	Current 462	
Deterioration rate	5.3%			
Latest City Ranking	4			
Statistical Overview	This is a specified indicator which means performance can be quickly compared from authority to authority. In 2013/14 Dundee's performance was the lowest of the main cities. However performance was better than the Scottish average of 2180. The above variance is only marginally above threshold.			
Specified or self-assessed	Specified			
Commentary	Fluctuation in numbers can be accounted for by the targeted opening of the Mills Observatory.			
Recovery Assessment	We would expect the numbers to recover over the rest of the year.			
Other Comment				

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Department	Social Work			
Performance Indicator	Average hours to complete a Community Payback Order - Level 2			
Trend	Previous +1 N/A	Previous 7.50	Current 5.60	
Deterioration rate	25.3%			
Latest City Ranking	N/A			
Statistical Overview	This indicator is not specified by Audit Scotland or the Improvement Service. However it is regarded as an important indicator for the Council which is why it is included in this corporate report.			
Specified/Non-specified	Non-spec.			
Commentary	<p>The Level 2 Community Payback Order has a number of other requirement features on the order which can have an impact on the progress of the Unpaid Work part of the order. There has been an increase in the number of level 2 orders since the same period 2013 / 2014 and this seems to have been reflected in the deterioration of the indicator. Many of these impediments are outwith our immediate control, such as client breaches or suspensions. However, the deterioration may also have been compounded by a significant reduction in the availability of internal projects and jobs during this part of the year, resulting in a lower level of available working hours (shorter time spent on outdoor projects due to inclement weather etc).</p>			
Recovery Assessment	Will recover and improve in to 3rd Quarter			
Other Comment	Work is being done to increase sources of internal projects. It should also be noted that the 7.5 hrs has since been subject to data quality checks and was actually 6.8 hrs			

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Department	Housing and Homelessness			
Performance Indicator	Number of homeless applications made during the period			
Trend	Previous +1 N/A	Previous 346	Current 382	
Deterioration rate	10.4%			
Latest City Ranking	N/A			
Statistical Overview	This is not a specified indicator by Audit Scotland or the Improvement Service. However it is considered an important indicator for the Council and has been included in this corporate report.			
Specified or self-assessed	Self-assessed			
Commentary	The rise in homeless applications is expected and results from Homeless Services now carrying out all Housing Options and Young Housing Options interviews. The additional numbers being seen by our Prevention Team has captured more people who require a statutory service with a consequent rise in homeless applications.			
Recovery Assessment	Applications are expected to rise in the short term but the local authority has little control over this.			
Other Comment				

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Department	Environment Department			
Performance Indicator	Average time between complaint and attendance Part V ASBA 2004 (minutes)			
Trend	Previous +1	Previous	Current	
	N/A	15.3	16.5	
Deterioration rate	7.8%			
Latest City Ranking	1			
Statistical Overview	This indicator is specified by the Improvement Service and therefore performance can readily be compared from one authority to another. In 2012/13 Dundee was joint top with Aberdeen of the main cities for level of performance and considerably better than the Scottish average of 30 minutes			
Specified or self-assessed	Specified			
Commentary	Average response time varies with call numbers dealt with. Target is to maintain ART of 0.33 hours and this has been achieved			
Recovery Assessment	This indicator will continue within target but with minor fluctuations			
Other Comment				

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Department	Chief Executive's Department			
Performance Indicator	Visits to Council Libraries			
Trend	Previous +1 340600	Previous 344130	Current 324141	
Deterioration rate	5.80%			
Latest City Ranking	1			
Statistical Overview	This indicator is specified by the Improvement Service and is an important indicator for the Council. Performance remains very high with the Council ranked the best of the main cities. In addition performance is considerably better than the Scottish average of 6,274 per 1,000 of the population. Performance is third best in Scotland.			
Specified or self-assessed	Specified			
Commentary	First quarter figure for 14/15 is affected by the closure of Arthurstone Library for refurbishment during the whole of this period. Whitfield Library was also closed for one week to relocate to the Crescent, and there has been continued building work to the cafe throughout June, causing further disruption. Both buildings are now open and performance is expected to improve for the next quarter.			
Recovery Assessment	Recoverable.			
Other Comment				

DUNDEE CITY COUNCIL				
Statutory Performance Indicators				
Position Statement				
Department	Chief Executive's Department			
Performance Indicator	Borrowers as % of resident population			
Trend	Previous +1	Previous	Current	
	9.10	8.50	7.70	
Deterioration rate	9.50%			
Latest City Ranking	N/A			
Statistical Overview	Figure does not include borrowers of e-books and e-audio books which is continuing to increase. Downloads 13/14 were 8047 compared to 6555 in 12/13 which is a 23% improvement. The Zinio magazine service had 4380 magazines checked out in 13/14			
Specified or self-assessed	Self-assessed			
Commentary	First quarter figure for 14/15 is affected by the closure of Arthurstone Library for refurbishment during the whole of this period. Whitfield Library was also closed for one week to relocate to The Crescent, and there has been continued building work to the cafe throughout June, causing further disruption. Both buildings are now open and performance is expected to improve for the next quarter. However, this figure does not include borrowers of ebooks, e-audio books or e-magazines. Indicator is no longer a strong indicator of library use - the visitor figure gives a more complete picture as it includes other reasons for visiting the library besides borrowing.			
Recovery Assessment	Recoverable.			
Other Comment	To consider the use of e-borrowers in future reports.			

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Service or Department	Chief Executive's Department			
Performance Indicator	Visits to Community Centres per 1,000 population			
Trend	Previous +1 N/A	Previous 742	Current 701	
Deterioration rate	5.52%			
Latest City Ranking	N/A			
Statistical Overview	This indicator is not Specified by Audit Scotland and therefore the data cannot be compared readily from one authority to another. However it is regarded as an important indicator for the Council.			
Specified or Self-Assessed	Self-assessed			
Commentary	One less community centre programme available and Leisure and Culture Dundee has reduced existing community swimming programme and re-located the gymnastics programme from Menziesshill CC.			
Recovery Assessment	The decrease is only marginally over the 5% threshold, therefore this indicator could recover in the course of the year.			
Other Comment				

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Service or Department	Chief Executive's Department			
Performance Indicator	Attendances at learning provision per 1,000 population			
Trend	Previous +1 N/A	Previous 62	Current 58	
Deterioration rate	6.45%			
Latest City Ranking	N/A			
Statistical Overview	This indicator is not specified by Audit Scotland or subsequently the Improvement Service and therefore cannot be readily compared to other local authorities. However, it is still regarded as an important indicator for the Council and is included in the corporate report.			
Specified or Self-Assessed	Self-assessed			
Commentary	This is an estimate. The current database is being updated and this should be corrected for the next quarter.			
Recovery Assessment	Recovery is expected to be made by the end of next quarter.			
Other Comment				

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Service or Department	City Development			
Performance Indicator	Percentage of householder planning applications dealt with within eight weeks			
Trend	Previous +1 N/A	Previous 96.88%	Current 89.36%	
Deterioration rate	7.76%			
Latest Scottish Ranking	N/A			
Statistical Overview	This indicator is no longer specified by Audit Scotland or the Improvement Service. However it is still regarded as a key indicator for Dundee City Council			
Specified or Self-Assessed	Self-assessed			
Commentary	<p>Significant strides have been made to increase the percentage of householder applications dealt with in the 2 month period. Specifically enforcement officers were given new householder applications to improve performance.</p> <p>The figure for the first quarter of 2013/14 was exceptional and difficult to sustain over time. In the first quarter of 2014/15 the knock on effects of an enforcement officer (40% of the resource) having been on extended sick leave had a negative impact on performance. We will now seek to improve performance for the forthcoming quarter.</p>			
Recovery Assessment	It will be difficult to achieve a figure as high as almost 97% (particularly since some householder applications will need to go to Committee) but every effort will be made to improve performance.			
Other Comment				

<u>DUNDEE CITY COUNCIL</u>				
<u>Statutory Performance Indicators</u>				
<u>Position Statement</u>				
Service or Department	City Development			
Performance Indicator	% of street light repairs made within 7 days			
Trend	Previous +1 N/A	Previous 98.00	Current 81.00	
Deterioration rate	17.34%			
Latest Scottish Ranking	N/A			
Statistical Overview	This indicator is not Specified by Audit Scotland and therefore the data cannot be compared readily from one authority to another. However it is regarded as an important indicator for the Council.			
Specified or Self-Assessed	Self-assessed			
Commentary	Dayshift Maintenance has not been running since Feb due to an accident and long term sickness. So repairs were all done by nightshift, until another accident meant long term sickness on Nightshift.			
Recovery Assessment	The team is now at full strength with both a nightshift and dayshift maintenance team repairing defects, thus timescales should reduce once again			
Other Comment				

DUNDEE CITY COUNCIL				
Statutory Performance Indicators				
Position Statement				
Department	Housing			
Performance Indicator	Rent arrears as a percentage of the net rent debit			
	Previous +1	Previous	Current	
Trend	10.0	9.6	11.1	
Deterioration rate	15.6%			
Latest City Ranking	3			
Statistical Overview	This is an LGBF indicator and therefore can be compared readily from one authority to another using the Improvement Service's database. Although in 2012/13 Dundee's performance is lower than the average of its Family Group, the gap between that average and Dundee's performance is narrowing significantly.			
Specified or self-assessed	Specified			
Commentary	The implementation of the UK Governments Welfare Reforms particularly Under Occupancy has had a significant impact on rent arrears. The Housing Department has carried out targeted evening and weekend working ensuring as many individuals impacted by the under occupancy charge were given appropriate support and advice . The Rent Recovery Team continue to focus on early intervention and tenancy sustainment.			
Recovery Assessment	The implementation of the Corporate Debt and Welfare Reform Division within the Council will allow for a person centered approach to recovery. Staff will continue to provide support and advice to those impacted by the Welfare Reforms. The Scottish Government has provided additional funding to fully mitigate the under occupancy reform for 2014/15. Staff are actively contacting all those impacted by the under occupancy reform to ensure a one page Discretionary Housing Payment application is completed to avoid further increases in rent arrears solely due to under occupancy.			
Other Comment				

DUNDEE CITY COUNCIL				
Statutory Performance Indicators				
Position Statement				
Department	Education			
Performance Indicator	Days sickness for teachers			
Trend	Previous +1 N/A	Previous 1.47	Current 1.84	
Deterioration rate	25.0%			
Latest City Ranking	3			
Statistical Overview	This is a specified indicator which means performance can be quickly compared from authority to authority.			
Specified or self-assessed	Specified			
Commentary	The management of teacher absence remains a high priority for the Council and is discussed regularly at departmental level. The figures quoted relate to the period ending 30 June 2014 and therefore will include absences not yet 'closed' on the new absence recording system, due to the summer school holiday period resulting in over reporting.			
Recovery Assessment	It is anticipated this figure will improve as staff become more familiar with the procedures.			
Other Comment				