

REPORT TO: BEST VALUE SUB-COMMITTEE - 31 JANUARY 2007

REPORT BY: HEAD OF FINANCE

**SUBJECT: STATUTORY PERFORMANCE INDICATORS 2005/2006 -
COMPARATIVE DATA**

REPORT NO: 34-2007

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 2005/2006.
- 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 2005/2006. Unlike in previous years 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 high overall improvement in performance as defined by the Accounts Commission's Improvement Rating for Dundee of +13, the third best in Scotland.
- 3.2 Elected Members note the improved performance of the Council in relation to other main city authorities which reported Improvement Ratings below that of Dundee.
- 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 SUSTAINABILITY POLICY IMPLICATIONS

- 5.1 None.

5 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 Members should note that performance for these indicators has improved on the previous year.

6 THE IMPROVEMENT RATING

- 6.1 The Accounts Commission's main measure of continuous improvement is the Improvement Rating (see Appendix 1). This calculation measures the degree of improvement above and below 5% for each indicator reported on a rolling three year basis. In Dundee's case the Council's performance improved for 22 indicators and deteriorated for 9 measures giving a net figure of +13. This is Dundee's best performance since 1999/2000 and was the third best in Scotland after East Ayrshire and North Lanarkshire.
- 6.2 The Council monitors performance in comparison to the other main Scottish city authorities as a benchmark. Dundee's performance was better than the other city rivals with Edinburgh, Glasgow and Aberdeen recording net improvements of 11, 6 and 4 respectively.

7 MAINTAINED AND IMPROVED PERFORMANCE INDICATORS

- 7.1 The Council's performance indicator profile for 2005/2006 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	11	9
Benefits Administration	2	2
Education & Children's Services	5	4
Corporate Management	11	10
Cultural & Community Services	8	8
Development Services and Roads	6	6
Housing	6	4
Protective Services	6	5
Waste Management	5	3
	—	—
Total	60	51

- 7.2 Performance has been maintained or improved for 51 of the 60 comparable statutory performance indicators which equates to 85%. This figure compares to 60% the previous year and therefore marks a significant improvement in the Council's overall performance level.
- 7.3 It should be noted that 18 indicators could not be compared due to indicator definition changes introduced by the Accounts Commission. Data should be more comparable in future years as no changes are currently being made to the definitions. A full colour coded listing of the indicators is provided in Appendix 2. Those items coloured red have deteriorated in performance by 5% or more.

8 PERFORMANCE LEVELS

- 8.1 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 2005/06 the Council finished in the top 16 for 47% of the indicators which was the same as the previous year. The Council again performed better than the other city authorities:

	<u>2005/06</u>	<u>2004/05</u>
Dundee	47%	47%
Aberdeen	38%	37%
Edinburgh	44%	38%
Glasgow	45%	40%

9.1 TOP INTER CITY FINISHES

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 2005/06 the figures are :-

	<u>2005/06</u>	<u>2004/05</u>
Dundee	28%	43%
Aberdeen	20%	25%
Edinburgh	29%	11%
Glasgow	24%	24%

The Council still outperforms Aberdeen and Glasgow but Edinburgh is now slightly better than Dundee as its performance for some specific indicators has improved more on the previous year.

10 CONCLUSION

- 10.1 The high Improvement Rating reported by the Accounts Commission is very encouraging. This should be used as a platform to drive out further improvements in service provision. It is anticipated that the Quarterly Performance Reporting system recently adopted by the Council will act as a mechanism to improve performance to even higher levels.

11 CONSULTATION

The Chief Executive, the Depute Chief Executives and the Assistant Chief Executive (Community Planning) have been consulted on this report.

MARJORY STEWART
HEAD OF FINANCE






























19 JANUARY 2007




























DUNDEE CITY COUNCIL




















AUDIT SCOTLAND - STATUTORY PERFORMANCE INDICATORS 2005/2006

IMPROVEMENT RATING - INDICATORS WHOSE PERFORMANCE VARY BY 5% OR MORE

	<u>Improved</u>	<u>Deteriorated</u>	<u>Improvement Rate</u>
East Ayrshire	26	8	18
North Lanarkshire	26	9	17
Dundee City	22	9	13
Edinburgh	20	9	11
Orkney	19	9	10
North Ayrshire	21	11	10
West Dunbartonshire	19	10	9
Fife	21	12	9
East Renfrewshire	20	12	8
Falkirk	20	12	8
Renfrewshire	20	12	8
Stirling	19	13	6
South Ayrshire	16	10	6
Glasgow	17	11	6
South Lanarkshire	20	15	5
East Lothian	19	14	5
East Dunbartonshire	19	14	5
Inverclyde	20	15	5
West Lothian	15	11	4
Highland	18	14	4
Aberdeen	16	12	4
Dumfries & Galloway	15	11	4
Moray	16	14	2
Angus	18	17	1
Perth	13	12	1
Midlothian	19	18	1
Shetlands	9	9	-
Argyll & Bute	16	16	-
Aberdeenshire	14	15	-1
Scottish Borders	18	20	-2
Clackmannanshire	16	19	-3
Eilean Siar	9	15	-6

	Measure	Rank in 05/06		PI measurement			Better  or worse  since 03/04		
		1-32	 1-8  25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Adult Social Work									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	2		-	-	69.1			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	7		-	-	63.2			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	7		95.1	95.7	96.0			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	7		80.8	81.6	80.4			
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	7		88.8	91.5	98.0			
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	17		33.6	29.9	35.8			
7	Home care - total hours as a rate per 1,000 population aged 65+	19		262.6	395.7	411.1			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	24		47.7	56.7	53.5			
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	26		15.0	15.2	17.9			
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	31		25.2	25.7	31.1			
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	18		-	-	310.2			
12	Respite care - percentage of respite nights not in a care home aged 65+	17		-	-	0.0			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	17		-	-	1259.2			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	16		-	-	49.2			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	10		-	-	51.2			
16	Respite care - percentage of respite nights not in a care home aged 18-64	20		-	-	1.3			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	26		-	-	34.6			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	19		-	-	37.7			
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	17		98.5	99.2	98.7			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	23		69.6	69.8	62.5			
21	Community service - the average hours per week taken to complete community service orders	24		2.2	2.5	2.9			
Benefits Administration									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	30		86.09	88.06	88.01			
23	New claims - the average time (days) taken to process new claims	12		-	-	31.0			
24	Accuracy and security of processing - percentage of cases for which the calculation of benefit due was correct.	22		95.8	96.4	97.2			
Education & Children's Services									
25	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	27		48.8	46.3	42.5			
26	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	16		70.0	70.0	80.0			
27	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	18		78.6	90.1	85.7			
28	Staff qualification – the percentage of care staff in residential homes for children who are qualified	15		-	-	46.6			
29	Privacy - percentage of residential places occupied by children that are single rooms	8		92.9	98.0	97.9			
30	Privacy - percentage of residential places occupied by children that have en-suite facilities	5		31.0	34.7	36.2			

	Measure	Rank in 05/06		PI measurement			Better  or worse  since 03/04		
		1-32	 1-8  25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
31	Respite care - total overnight respite nights provided per 1,000 population	7		-	-	88.5			
32	Respite care - percentage of respite nights not in a care home	15		-	-	26.1			
33	Respite care - total daytime respite hours provided for children per 1,000 population	25		-	-	272.2			
34	Respite care - percentage of daytime respite hours provided not in a day centre	19		-	-	66.5			
Corporate Management									
35	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	13		-	5.9	5.4			
36	Sickness absence - the percentage of working days lost through sickness absence for craft employees	20		-	7.5	6.9			
37	Sickness absence - the percentage of working days lost through sickness absence for teachers	23		5.1	5.0	4.2			
38	Litigation claims - number of claims per 10,000 population	26		40.4	37.7	41.7			
39	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	28		20.6	23.6	23.9			
40	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	30		23.3	20.8	23.6			
41	Public access - percentage of public service buildings that are suitable and accessible to disabled people	2		-	74.7	81.1			
42	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	31		-	28.22	26.21			
43	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	30		86.2	87.1	90.7			
44	Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year	19		95.9	96.4	96.2			
45	Invoice payment - the percentage of invoices paid within 30 days	1		95.8	93.7	92.8			
Cultural and Community Services									
46	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	10		4,309	4,176	4,061			
47	Indoor facilities - the number of attendances per 1,000 population	6		4,124	4,914	5,879			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	13		67.9	64.7	67.6			
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	10		82.1	87.6	83.4			
50	Use of libraries – the number of borrowers as a percentage of the resident population	14		25.5	25.5	24.2			
51	Use of libraries – the average number of issues per borrower	26		23.8	23.5	23.1			
52	Learning centre and learning access points - number of users as a percentage of the resident population	6		7.2	12.4	12.6			
53	Learning centre and learning access points - number of time terminals are used per 1,000 population	3		1,077.6	1,273.1	1,314.8			
Development Services									
54	Processing time – the percentage of householder applications dealt with within two months	12		81.2	77.0	85.7			
55	Processing time – the percentage of all applications dealt with within two months	18		61.4	62.4	61.6			
Housing									
56	Tenancy changes - the percentage of rent loss due to voids	17		3.20	2.40	2.00			
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	21		-	-	29.8			
58	Tenancy changes - the average time to re-let houses that are not low demand	17		-	-	56			
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	25		11.4	11.8	9.9			

	Measure	Rank in 05/06		PI measurement			Better  or worse  since 03/04			
		1-32	 1-8  25-32	03/04	04/05	05/06	5-9%	10-14%	>15%	
60	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250 (see note 2)	22		5.8	6.5	5.7				
61	Council house sales - the percentage of sales completed within 26 weeks	15		75.0	57.7	64.1				
62	Homelessness - average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	5		4.5	6.2	9.4				
63	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	20		4.4	6.1	8.0				
Protective Services										
64	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	14		95.2	100.0	98.2				
65	Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt	18		90.4	81.8	83.1				
66	Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt	19		72.0	67.9	73.1				
67	Consumer complaints - the percentage of complaints processed within 14 days of receipt	4		97.8	91.9	87.0				
68	Business advice requests - the percentage of requests dealt with within 14 days of receipt	1		99.3	98.9	100.0				
69	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	13		-	86.3	90.8				
Roads & Lighting										
70	Carriageway condition - percentage of network that should be considered for maintenance treatment	11		47.0	47.8	42.2				
71	Traffic light repairs - the percentage of repairs completed within 48 hours	7		100.0	FTR	96.8				
72	Street light repairs - the percentage of repairs completed within seven days	11		97.5	96.6	95.7				
73	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	28		-	18.4	18.4				
Waste Management										
74	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	12		-	45.70	48.90				
75	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	24		-	68.31	75.79				
76	Refuse collection - the number of complaints per 1,000 households	14		23.4	22.3	18.6				
77	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	8		-	26.5	30.9				
78	Cleanliness - overall cleanliness index achieved	18		-	66	69				
		 1-8	18							
		 25-32	14							

Data features	Symbol	03/04	04/05	05/06
No Service	(NS)	0	0	0
Failure to report	(FTR)	0	1	0
Unreliable data	(underlined)	0	0	0

Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Unreliable data has not been ranked.

Count of measures showing significant change since 2003/04	
Improvement	
5-9%	5
10-14%	5
>15%	12
Decline	
5-9%	3
10-14%	4
>15%	2