

REPORT TO: THE SCRUTINY COMMITTEE - 16 FEBRUARY 2011

**REPORT ON: CORPORATE PERFORMANCE SELF-ASSESSMENT 2010/2011 -
REPORT FOR SIX MONTHS TO 30 SEPTEMBER 2010**

REPORT BY: DIRECTOR OF FINANCE

REPORT NO: 36-2011

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to advise Elected Members of the performance of Dundee City Council for the six months to 30 September 2010, as defined by the Key Quarterly Performance Indicators.

2 RECOMMENDATION

- 2.1 Elected Members note that performance levels for the first six months to 30 September 2010 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 remainder of the 2010/2011 financial year.

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 over three 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 The first annual performance self-assessment which took place in 2009/2010 has now been reviewed. These annual indicators are now being recorded within the quarterly reports where possible which should assist performance improvement.
- 4.3 The indicators have also been re-aligned with the new Council Plan and the same categories used to group the indicators to assess overall performance improvement in relation to the Council's key priorities.

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 colour coded with green reflecting a performance improvement of >5% and amber denoting performance of +/-5%. Red denotes performance deterioration of >5% which is supported by comprehensive Position Statements for more detailed consideration.
- 5.2 In Appendix 1, 85% of the performance indicators either showed performance being maintained or improved. Only 8 indicators suggested a significant deterioration in performance. Seventeen of the indicators demonstrated significant improvement on the same period for the previous year.

6 **A WORKING CITY**

- 6.1 The Council is currently collecting 11 indicators on a quarterly basis in this category for which 100% have either maintained or improved performance compared to the previous period. This is an excellent performance.

7 **QUALITY OF LIFE AND SOCIAL INCLUSION**

- 7.1 The Council is currently collecting 10 indicators on a quarterly basis in this category for which 70% have either maintained or improved performance compared to the previous period. Business advice requests, non low demand letting times and municipal waste landfill were the areas where performance declined.

8 **HEALTHY, SAFE COMMUNITIES**

- 8.1 The Council is currently collecting 8 indicators on a quarterly basis in this category for which 100% have either maintained or improved performance compared to the previous period. This is an excellent performance.

9 **GETTING IT RIGHT FOR EVERY CHILD**

- 9.1 The Council is currently collecting 4 indicators on a quarterly basis in this category for which 75% have either maintained or improved performance compared to the previous year. Supervision orders were the only area in decline.
- 9.2 It should be noted that it is intended to add two or three more indicators into this analysis in future with the agreement of the Service department.

10 **CORPORATE CHANGE AND IMPROVEMENT**

- 10.1 The Council is currently collecting 21 indicators on a quarterly basis in this category for which 81% have either maintained or improved performance. Benefits indicators and Council House Sales were the only areas where performance declined.

11 **POLICY IMPLICATIONS**

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

There are no major issues.

12 **CONSULTATION**

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

13 **BACKGROUND PAPERS**

- 13.1 Audit Scotland Performance Guidelines 2010/11.

MARJORY M STEWART
DIRECTOR OF FINANCE

31 JANUARY 2011

| DUNDEE CITY COUNCIL | | | | |
|---|--|----------|---------|--|
| Statutory Performance Indicators | | | | |
| Position Statement | | | | |
| Department | EHTS - Trading Standards | | | |
| Performance Indicator | Business advice requests - % completed within 14 days of receipt | | | |
| Trend | Previous +1 | Previous | Current | |
| | 95.8 | 100 | 94.8 | |
| Deterioration rate | 5.2% | | | |
| Latest Scottish Ranking | N/A | | | |
| Statistical Overview | The Council recorded an annual figure of 96.6% for this indicator in 2008/09, and 99.1% in 2009/10. With three months to go in the current year, it is anticipated that the annual figure for 2010/11 will be within 5% of the 2009/10 figure and not significantly different from 2008/09 | | | |
| Indicator Status | Specified | | | |
| Commentary | This indicator provides a measure of the efficiency of the council in dealing with requests for trading standards advice from business. There has been a reduction in the number of staff available for this work, and a number of requests which have required referral to technical experts outside the council. Nevertheless the 2009/10 interim result of 100% was exceptional, and the expectation is that 2010/11 full year results will recover to finish within 5% of 2009/10. | | | |
| Recovery Assessment | It is estimated that performance measured by this indicator will be within 5% of 2009/10 on an annual basis. | | | |
| Other Comment | | | | |

| <u>DUNDEE CITY COUNCIL</u> | | | | |
|--|---|--|---|--|
| <u>Statutory Performance Indicators</u> | | | | |
| <u>Position Statement</u> | | | | |
| Department | Housing | | | |
| Performance Indicator | Average time to let Council Houses (Non Low Demand) | | | |
| Trend | Previous +1 2009/2010 compared to previous year 81 | Previous 2009/10 6 months to 30/09/09 74.5 | Current 2010/11 6 months to 30/09/10 98.7 | |
| Deterioration rate | 32.50% | | | |
| Latest Scottish Ranking | N/A | | | |
| Statistical Overview | <p>The criteria for assessing Non Low and Low demand properties was reviewed in July 2010</p> <p>The new criteria is based on historical data on turnover, no offers and refusal, and current data on demand for property type, size and area.</p> <p>The new criteria has been agreed and implemented and backdated to April 2010. This may be a significant factor in the change in trend</p> | | | |
| Indicator Status | Specified | | | |
| Commentary | <p>A report was taken to the Housing Best Value Review Group outlining the Lean Service Review of the void process in February 2010. Many of the experiments have been implemented through the new relet system.</p> <p>As a result of the lean review and ongoing improvements identified by the Void Management Group, a number of improvements have been made:</p> <ul style="list-style-type: none"> • Weekly contractor meetings take place and Improved communication with DCS has reduced the need for using "awaiting material" codes. • Suited locks are fitted to properties for easier access to keys for contractors. • A new re-let squad was introduced 16 August 2010. • A new letting standard in consultation with RTO's and other key stakeholders has been implemented in August 2010. • A Decoration standard has been implemented to improve the quality of relets. <p>We expect to see significant change in performance once the new relet system is bedded in. Changes in definitions of low demand and non low demand stock will improve the accuracy of stock numbers in each category that we report as SPIs.</p> | | | |
| Recovery Assessment | | | | |
| Other Comment | | | | |

| <u>DUNDEE CITY COUNCIL</u> | | | | |
|--|---|------------------|------------------|--|
| <u>Statutory Performance Indicators</u> | | | | |
| <u>Position Statement</u> | | | | |
| Department | Waste Management | | | |
| Performance Indicator | Tonnage of municipal waste landfilled | | | |
| Trend | Previous +1 5848 | Previous 8619 | Current 10703 | |
| Deterioration rate | 24.20% | | | |
| Latest Scottish Ranking | n/a | | | |
| Statistical Overview | A total of 4,271 tonnes of bottom ash has been landfilled since June to end September. Therefore there is a decrease in active waste being landfilled over the 2009 period by comparison | | | |
| Indicator Status | Non-spec. | | | |
| Commentary | <p>Bottom Ash is a by product from the DERL Waste to Energy plant and until June this year was recycled by a construction company in the production of asphalt for road working.</p> <p>Due to the downturn in the construction industry, the company now has a large tonnage of stockpiled ash and due to SEPA licence conditions they cannot now accept further tonnages.</p> <p>The Department is currently investigating other uses for this material and an application is with SEPA for their consideration. In the meantime the excess ash is being landfilled as an inert material.</p> | | | |
| Recovery Assessment | Not likely to recover this financial year | | | |
| Other Comment | | | | |

| <u>DUNDEE CITY COUNCIL</u> | | | | |
|--|---|------------------|-----------------|--|
| <u>Statutory Performance Indicators</u> | | | | |
| <u>Position Statement</u> | | | | |
| Department | Social Work | | | |
| Performance Indicator | % of children given a supervision order seen by supervising officer within 15 days | | | |
| Trend | Previous +1 100.0 | Previous 95.5 | Current 84.9 | |
| Deterioration rate | 11.1% | | | |
| Latest Scottish Ranking | 22 | | | |
| Statistical Overview | Monthly figures have varied between 83% and 100% since March 2008. This is actually a minor improvement over last quarter (84.3). | | | |
| Indicator status | Non-spec. | | | |
| Commentary | In total, 73/86 children were seen on time between 1st April and 30th September 2010. Cases where children are not seen by their supervising officer on time are followed up with the relevant case holder. There are usually valid reasons why the children are not seen by their supervising officer and they are usually seen at schools or nurseries and by other relevant professionals. The majority of these children are teenagers. | | | |
| Recovery Assessment | It is anticipated that this indicator will never reach 100% due to the nature of the client group but it should be possible to return to 90%. | | | |
| Other Comment | | | | |

| <u>DUNDEE CITY COUNCIL</u> | | | | |
|--|--|------------------|-----------------|--|
| <u>Statutory Performance Indicators</u> | | | | |
| <u>Position Statement</u> | | | | |
| Department | Finance Revenues | | | |
| Performance Indicator | Average number of days taken to process new claims. | | | |
| Trend | Previous +1 28.0 | Previous 34.0 | Current 37.8 | |
| Deterioration rate | 11.0% | | | |
| Latest Scottish Ranking | N/A | | | |
| Statistical Overview | Performance has fluctuated over the last few years. | | | |
| Indicator Status | Non-spec. | | | |
| Commentary | In June and July, there were IT issues which had a significant impact on the output of processing of all Revenues work, not just benefits. These issues resulted in poor output figures for the months of July and August. This in turn significantly affected the cumulative figure to September. | | | |
| Recovery Assessment | The IT issues were resolved and since August, the monthly figures have improved which will have a positive affect on the next reported figures. | | | |
| Other Comment | The monthly figures from September are, Sept - 35.9, Oct - 36.0, Nov - 26.8 and Dec - 26.4. Managers continue to monitor resources in an endeavour to improve performance. | | | |

| <u>DUNDEE CITY COUNCIL</u> | | | | |
|---|---|------------------|-----------------|--|
| <u>Statutory Performance Indicators</u> | | | | |
| <u>Position Statement</u> | | | | |
| Department | Finance Revenues | | | |
| Performance Indicator | % of cases for which the calculation of benefit due was correct. | | | |
| Trend | Previous +1 99.6 | Previous 98.6 | Current 80.5 | |
| Deterioration rate | 19.0% | | | |
| Latest Scottish Ranking | N/A | | | |
| Statistical Overview | This indicator has remained relatively constant over the last few years. | | | |
| Indicator Status | Non-spec. | | | |
| Commentary | <p>Previously, the figure quoted was statistical information required by the Department for Work & Pensions. A 40 case sample was used to determine the result. However the DWP no longer require local authorities to report on this indicator.</p> <p>As a guide to performance, Revenues continue to measure accuracy. To give a true indication of accuracy, Revenues check 4% of all cases, not just a 40 case sample. This equates to 250 cases on average. By doing this, the comparison between the figures for previous years and current are not comparing like for like.</p> | | | |
| Recovery Assessment | A continuous improvement programme operates in the benefits processing section and accuracy issues are taken up with the appropriate staff to improve performance. | | | |
| Other Comment | <p>The monthly figures from September are, Sept - 82.5, Oct - 82.2, Nov - 84.3 and Dec - 90.1.</p> <p>Managers continue to monitor resources in an endeavour to improve performance.</p> | | | |

| <u>DUNDEE CITY COUNCIL</u> | | | | |
|--|--|------------------|-----------------|--|
| <u>Statutory Performance Indicators</u> | | | | |
| <u>Position Statement</u> | | | | |
| Department | Finance Revenues | | | |
| Performance Indicator | % of benefit claims determined within 14 days. | | | |
| Trend | Previous +1 94.0 | Previous 89.0 | Current 79.6 | |
| Deterioration rate | 10.0% | | | |
| Latest Scottish Ranking | N/A | | | |
| Statistical Overview | Performance has fluctuated over the last few years. | | | |
| Indicator Status | Non-spec. | | | |
| Commentary | In June and July, there were IT issues which had a significant impact on the output of processing of all Revenues work, not just benefits. These issues resulted in poor output figures for the months of July and August. This in turn significantly affected the cumulative figure to September. | | | |
| Recovery Assessment | The IT issues were resolved and since August, the monthly figures have improved which will have a positive affect on the next reported figures. | | | |
| Other Comment | The monthly figures from September are, Sept - 82.3, Oct - 84.2, Nov - 87.1 and Dec - 93.5. Managers continue to monitor resources in an endeavour to improve performance. | | | |

| DUNDEE CITY COUNCIL | | | | |
|---|---|---|---|--|
| Statutory Performance Indicators | | | | |
| Position Statement | | | | |
| Department | Housing | | | |
| Performance Indicator | % of House Sales completed within 26 weeks | | | |
| Trend | Previous +1 2009/2010 compared to previous year 98.2 | Previous 2009/10 6 months to 30/09/09 100 | Current 2010/11 6 months to 30/09/10 94.4 | |
| | | | | |
| | | | | |
| Deterioration rate | 5.60% | | | |
| Latest Scottish Ranking | 5 | | | |
| Statistical Overview | <p>Performance has improved year on year since 2005 culminating in 100% complete within the 182 day target in 2009/10, as detailed below:</p> <p>2005/664% complete within target 2006/07....77% complete within target 2007/08....81% complete within target 2008/09....96% complete within target 2009/10....100% complete within target</p> | | | |
| Indicator Status | Non-spec. | | | |
| Commentary | <p>Up to 30th September 2010 D.C.C. has sold 36 properties under The Right To Buy. Only 2 sales fell out with the preferred timeframe of 182 days one in August 2010 and another in September 2010.</p> <p>A cumulative end of year goal of around 80% (in terms of the 182 day processing timescale) is felt to be a much more realistic target given the number of variables for each department involved in the R.T.B. (Right to Buy). It is also perhaps worth noting that some of the 'variables' that impact on the processing timescales are outwith this Council's control. In addition to this we may (on occasion due to the current financial market constraints) wish to apply a more 'sympathic' approach towards our customer base and allow them additional time to organise their finances which in turn allows them to proceed with the sale .</p> <p>The efforts to date by all the Departments involved in this Corporate process have surpassed the 80% target set and we will corporately continue to 'strive towards 'excellence' in terms of this performance indicator.</p> <p>Detailed below is the percentage of overall sale time for each department for the 2 sales that fell outwith the 182 day timeframe:</p> <p>Sale 1 (August 2010) Housing 5.41% City Development 30.26% Legal 64.33% Sale 2 (September 2010) Housing 3.99% City Development 19.89% Legal 76.12%</p> <p>When the above stats are compared to each Departments overall cumulative's processing timescales between April 2010 and September 2010 it should help to place the 2 sales that fell outwith the 182 days into perspective, as shown below:</p> <p>Housing Dept. Cumulative between 3.65 % and 5.79%(@ 30/9/10 is 5.43%) City Development Dept.... Cumulative between 30.47% and 33.76% (@ 30/9/10 is 31.24%) Legal Dept.Cumulative between 61.58% and 65.89% (@ 30/9/10 is 63.33%)</p> <p>As at the end of December 2010 93% of all Right to Buy sales have been processed within 182 days</p> | | | |
| Recovery Assessment | 100% of all sales processed within 182days is no longer achievable (on a cumulative basis) within financial year 2010/11. It may well prove that some individual monthly sales figures achieve this target. | | | |
| Other Comment | Given the number of variables involved for each department in the sale of council housing under The Right to Buy, the efforts this year by all departments involved in this corporate process is considered more than reasonable in terms of achievement. | | | |

Statutory Return/Self-Assessment 2010/2011

Corporate Performance - Council Priorities

| Priority | 2008/2009 Ranking | 2008/2009 | 2009/2010 compared to previous year | 2009/10 6 months to 30/09/09 | 2010/11 6 months to 30/09/10 | Estimated Position 2010/11 | Comment |
|---|----------------------|-----------|---|------------------------------------|------------------------------------|----------------------------------|------------------------|
| (1)A Working City | | | | | | | |
| Leisure and Community Services | | | | | | | |
| Number of times terminals are used per 1000 population | 5 | 1314.7 | 1297 | 675 | 663 | | Performance maintained |
| Visits to museums per 1,000 population | 14 | 796 | 1517 | 911 | 1677 | | Excellent improvement |
| Visits to museums per 1,000 population in person | 9 | 771 | 1016 | 867 | 1425 | | Excellent improvement |
| Number of attendances per 1000 population for all pools | 14 | 3747 | 3814 | 2059 | 2078 | | Performance maintained |
| Number of attendances per 1000 population for indoor facilities | 8 | 6287 | 6203 | 2886 | 3014 | | Improvement of 4.4% |
| Visitors to Council libraries | N/A | 1,391,733 | 1,383,533 | 703,681 | 708,281 | | Performance maintained |
| Number of activities promoting reading | N/A | N/A | 3,705 | 1,680 | 1,723 | | Improvement of 2.5% |
| Number of library visits per 1,000 of the population | 1 | 9791 | 9711 | 4939.0 | 4940.0 | | Performance maintained |
| Borrowers as a percentage of the resident population | 28 | 17.3 | 16.9 | 12.9 | 12.7 | | Performance maintained |
| Visits to Community Centres per 1,000 population | N/A | N/A | 2321 | 1295 | 1240 | | Performance maintained |
| Attendances at learning provision | N/A | N/A | 131 | 65 | 75 | | Improvement of 15% |

| | | | | | | | |
|---|-----|-------|-------|-------|-------|--|---|
| | | | | | | | |
| (2)Quality of Life and Social Inclusion | | | | | | | |
| Protective Services | | | | | | | |
| Average time between noise complaint and attendance -hrs | 10 | 10.0 | 9.8 | 10.8 | 8.4 | | Improvement of 22% |
| Average time between complaint and attendance - Part V ASBA 2004 - mins | 1 | 18 | 18 | 20 | 17.6 | | Improvement of 12% |
| % of consumer complaints processed within 14 days | 10 | 83.6 | 79.8 | 84.3 | 80.4 | | Performance maintained |
| % of business advice requests dealt with within 14 days | 19 | 97.5 | 96.5 | 100.0 | 94.8 | | Deterioration of 5.2% |
| Housing | | | | | | | |
| Average time to let Council Houses Non Low Demand | 24 | 72 | 81 | 74.5 | 98.7 | | Performance decline |
| Average time to let Council Houses Low Demand | 16 | 90 | 119 | 194.4 | 106.6 | | Excellent improvement |
| Waste Management | | | | | | | |
| Number of complaints per 1,000 households | 9 | 15.0 | 13.9 | 15.8 | 13.3 | | Improvement rate currently 15% but may fall rise due to inclement weather |
| Tonnage of municipal waste collected | N/A | 94724 | 95975 | 48296 | 51020 | | Improvement running at 5.6% |
| Tonnage of municipal waste landfilled | N/A | 19597 | 15346 | 8619 | 10703 | | Will remain high due to bottom ash |
| % of municipal waste recycled by the authority | 17 | 36.1 | 40.1 | 38.1 | 38.8 | | Improvement rate currently 2% but figure may decrease due to seasonal trends and bottom ash |

PS1

PS2

PS3

| Priority | 2008/2009 Ranking | 2008/2009 | 2009/2010 compared to previous year | 2009/10 6 months to 30/09/09 | 2010/11 6 months to 30/09/10 | Estimated Position 2010/11 | Comment |
|---|-------------------|-----------|-------------------------------------|------------------------------|------------------------------|----------------------------|--|
| (3)Healthy, Safe Communities | | | | | | | |
| Adult Social Work | | | | | | | |
| % social enquiry reports submitted by due date | 10 | 100.0 | 100 | 97 | 99.5 | | Improvement of 2.6% |
| % probationers seen by a supervising officer < 1 week | 18 | 72.0 | 80 | 77.3 | 80.0 | | Improvement of 3.5% |
| Average hours to complete a community service order | 25 | 2.8 | 4.7 | 4.3 | 5.1 | | Excellent improvement of 18.6% |
| Housing | | | | | | | |
| Average time between homeless presentation and completion | N/A | 38.6 | 34.1 | 31.5 | 30.5 | | Performance maintained |
| Protective Services | | | | | | | |
| % of food alerts receiving a response within 48 hours | N/A | 100 | 100 | 100 | 100 | | Performance maximised |
| % of communicable disease notifications receiving a response < 2 working days | N/A | 100 | 100 | 100 | 100 | | Performance maximised |
| % of pest control responses made < 5 working days | N/A | 100 | 100 | 100 | 100 | | Performance maximised |
| Personnel | | | | | | | |
| Incidents of violence towards Council employees | N/A | 666 | 653 | 340 | 310 | | Continued improvement |
| (4)Getting it right for every child | | | | | | | |
| Childrens Services | | | | | | | |
| % of childrens hearing reports submitted by target date | 9* | 36.5 | 45 | 42.5 | 48.8 | | Improvement of 15% |
| % of children given a supervision order seen within < 15 days | 22 | 100.0 | 92.8 | 95.5 | 84.9 | | Performance decline |
| % of referrals responded to within 24 hours | N/A | 100.0 | 100 | 96.2 | 96.0 | | Performance maintained |
| Reduce days between initial child protection investigation and registration | N/A | 50.7 | 38.6 | 41.6 | 35.2 | | Higher % of children seen within 21 days |
| | | | | | | | |
| | | | | | | | |

PS4

| (5)Corporate Change and Improvement | | | | | | | |
|---|-----|-------|------|-------|--------|--|-----------------------------------|
| Development Services | | | | | | | |
| % of householder planning applications dealt with within 2 months | 15 | 83.2 | 66.7 | 78.7 | 87 | | Improvement rate of just over 10% |
| % of all planning applications dealt with within 2 months | 20 | 62.3 | 54.8 | 61 | 72 | | Improvement rate of 18% |
| Benefits Administration | | | | | | | |
| Average number of days taken to process new claims | N/A | 27.0 | 37 | 34.0 | 37.8 | | Deterioration of 11% |
| % of cases for which the calculation of benefit due was correct | N/A | 97.6 | 97.8 | 98.6 | 80.5 | | Deterioration of 19% |
| % of benefit claims determined within 14 days | N/A | 95 | 89 | 89 | 79.6 | | Decrease of 10% |
| Housing | | | | | | | |
| % of house sales completed within 26 weeks | 5 | 95.6 | 98.2 | 100.0 | 94.4 | | Deterioration of 5.6% |
| Roads & Lighting | | | | | | | |
| % of traffic light repairs within 48 hours | 5 | 99.80 | 99.2 | 99.40 | 100.00 | | Performance maximised |
| % of street light repairs within 7 days | 16 | 94.6 | 95.6 | 97.1 | 95.2 | | Performance maintained |

PS5

PS6

PS7

PS8

| Priority | 2008/2009 Ranking | 2008/2009 | 2009/2010 compared to previous year | 2009/10 6 months to 30/09/09 | 2010/11 6 months to 30/09/10 | Estimated Position 2010/11 | Comment |
|--|----------------------|-----------|---|------------------------------------|------------------------------------|----------------------------------|-----------------------------------|
| (5) Corporate Change and Improvement | | | | | | | |
| Corporate Management | | | | | | | |
| Days sickness absence for local government employees | 12 | 12.1 days | 13.7 days | 7.1 days | 5.18 days | | Continued improvement |
| Days sickness absence for teachers | 27 | 9.4 days | 9.7 days | 4.2 days | 2.76 days | | Continued improvement |
| Accidents to employees of the Council | N/A | 407 | 374 | 175 | 160 | | Improvement rate of 8% |
| Number of corporate complaints made to the Council | N/A | 594 | 191 | 124 | 107 | | Improvement rate of 14% |
| Average number of visits made to the Council website | N/A | 4240 | 4323 | 4159 | 4637 | | Improvement rate of 11% |
| % of CT income in the year collected in the year | 31 | 91.3 | 91.4 | 53.5 | 53.3 | | Performance maintained |
| % of NDR income due collected in the year | N/A | 95.4 | 95.2 | 48.5 | 50.7 | | Improvement of 4.5% |
| % of invoices paid within 30 days | 2 | 93 | 94 | 94 | 92 | | Performance maintained |
| % of Dundee suppliers paid within 14 days | N/A | 80 | 82 | 82 | 81 | | Performance maintained |
| Housing | | | | | | | |
| Rent arrears as a percentage of the net rent debit | 23 | 9.9 | 9.1 | 8.8 | 9.1 | | Slight increase over target of 9% |
| Finance | | | | | | | |
| Revenue projected outturn compared to annual budget | N/A | 0.00 | -0.10 | -0.10 | 0.20 | | Well within tolerance levels |
| Capital projected outturn compared to annual budget. | N/A | -4.90 | -4.60 | -1.90 | 1.10 | | Well within tolerance levels |
| % of creditors paid electronically | N/A | 93.0 | 93.8 | 93.0 | 94.1 | | Continued steady improvement |

Key

- performance improved by > 5%
- performance deteriorated by > 5%
- performance maintained within the above tolerances
- N/A no ranking as not a statutory indicator
- * represents a benchmark other than Audit Scotland's