

**REPORT TO: POLICY AND RESOURCES COMMITTEE - 23 JUNE 2008**

**REPORT ON: SINGLE OUTCOME AGREEMENT**

**REPORT BY: CHIEF EXECUTIVE**

**REPORT NO: 335-2008**

**1. PURPOSE OF REPORT**

To seek the Committee's approval of the Single Outcome Agreement for Dundee as amended following discussions between the Chief Executive and the nominated Liaison Director from the Scottish Government.

**2. RECOMMENDATIONS**

- 2.1 It is recommended that the Single Outcome Agreement attached as Appendix 1 is approved by the Council on behalf of the Dundee Partnership.

**3. FINANCIAL IMPLICATIONS**

None.

**4. BACKGROUND**

- 4.1 The Concordat between the Scottish Government and COSLA included the creation of a Single Outcome Agreement (SOA) between each Council and the Scottish Government based on 15 key national outcomes agreed in the Concordat. The Council approved the draft Single Outcome Agreement to be submitted to the Scottish Government on 23 March (Report No 174-2008). The document attached in Appendix 1 is amended following meetings with the Chief Executive and other officers with the nominated Liaison Director from the Scottish Government. The changes are highlighted in bold and underline for ease of reference.

- 4.2 The changes to the draft SOA can be summarised as follows:

- . clarification of which of the 15 national outcomes are priorities in Dundee
- . clarification of how the governance arrangements will be developed by the Dundee Partnership to monitor implementation of the Single Outcome Agreement and develop the next one
- . adding further outcome measures where gaps were identified in important areas
- . clarifying any specific requirements of the Scottish Government

- 4.3 Following the Council's agreement the next step is that it will also be formally endorsed by a cabinet minister of the Scottish Government and the Leader of the Administration. The aim is to ensure that all local agencies appreciate that the dual accountability to local government and the Scottish Government to a Single Outcome Agreement for Dundee is the way forward.

- 4.4 The Single Outcome Agreement will be monitored in the usual manner by including the indicators and actions in the Council's Online Performance Monitoring database and

including exception reports if items have fallen behind target in the quarterly report to the Best Value Sub-Committee. The Dundee Partnership Management Group is developing further governance arrangements so that all partners can participate in the monitoring of the Single Outcome Agreement.

- 4.5 The National Indicators have also been removed from the Dundee SOA. These will consistently be publicly available on the Scotland Performers website.
- 4.6 The first Single Outcome Agreement is a good starting point in a new approach as it is based on existing planning processes such as the Council Plan and the Community Plan. A further Single Outcome Agreement is to be developed and published by April 2009. It is expected that this will be based on new analysis and policy development on a partnership basis. The Single Outcome Agreement includes a commitment that the Dundee Partnership will develop the next Single Outcome Agreement through existing strategic groups. Each of these groups will have a task of analysing the evidence to indicate what the priorities are for Dundee in each of the National Outcomes. This will frame the next Single Outcome Agreement for Dundee.

**5. POLICY IMPLICATIONS**

- 5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.
- 5.2 There are no major issues at this stage in the development of the Single Outcome Agreement.

**6. CONSULTATIONS**

All Chief Officers and Community Planning partners have been consulted on the Single Outcome Agreement.

**7. BACKGROUND PAPERS**

Report No 174-2008

Single Outcome Agreement - Guidance, Format and Indicators for Scottish Local Government, COSLA, February 2008

Alex Stephen  
Chief Executive

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17/06/2008

**SINGLE OUTCOME  
AGREEMENT FOR  
DUNDEE  
2008-2011**

As amended May 30

NB Changes/additions since Partnership Forum are in bold-underline

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## FOREWORD TO SINGLE OUTCOME AGREEMENT

This is the First Single Outcome Agreement for Dundee. It represents the shared ambitions of the Dundee Partnership and lays a firm foundation on which we will build our community planning for the future of the city.

As a City, Dundee reflects the challenges and opportunities that face the whole of Scotland. We are confident that with the support of the Scottish Government we can make a significant contribution to the achievement of national outcomes by improving the quality of lives of those who live, work, visit or study in Dundee.

**The partners that make up the Dundee Partnership are committed to the delivery of this Single Outcome Agreement as it is consistent with the Partnership's Community Plan and our vision for the City. The main partners are Dundee City Council, NHS Tayside, Tayside Police, Tayside Fire and Rescue, TACTRAN, Dundee University, Abertay University, Dundee College, representatives of local communities and Dundee Voluntary Action.**

**It is hoped that Scottish Enterprise and the Scottish Government will ensure that the previous input into the Partnership from Scottish Enterprise Tayside and Communities Scotland will be maintained in view of their contribution to the overall vision for the City.**

**There are four main priorities we must ensure are met in everything we do:**

- **develop our city to attract jobs across the range of industries providing a diversity of employment opportunities (national outcomes 1 and 2)**
- **making sure more of our young people succeed at school in obtaining skills and qualifications (national outcomes 4 and 5)**
- **investing in our communities to help more people out of poverty (national outcome 7)**
- **improving the health and fitness of the population (national outcome 6)**

Dundee has a long and proud tradition of partnership working and it is through our collective effort that we will build on the success of the city and tackle the inequalities which persist. This Agreement will be a milestone in the evolving story of Dundee.

**Councillor Kevin Keenan  
Chair, Dundee Partnership Forum**

# SINGLE OUTCOME AGREEMENT FOR DUNDEE

## 1 Purpose of the Agreement

This document sets out the joint commitments between Dundee City Council and the Scottish Government including the Community Planning partners in Dundee to the delivery of an agreed set of outcomes.

This agreement represents a new relationship between the Scottish Government and Local Government and one that Dundee City Council is committed to developing. The basis on which this agreement is being made is set out in the concordat between the Scottish Government and COSLA. The components of the concordat are:

- Introduction of Single Outcome Agreements for every Council and streamlining of external scrutiny
- Commitment from the Scottish Government that there will be no structural reform of local government during this parliament
- A significant reduction in the level of funding which is ring-fenced
- An agreed response to the Crerar Review leading to improved performance management and increased self-assessment
- An overall funding package and the retention of all the efficiency savings made by local government
- Joint responsibility between local government and central government for overseeing the new relationship

The purpose of the Single Outcome Agreement is to identify areas for improvement and deliver better outcomes for the people of Dundee and Scotland, through specific commitments made by the Council, Scottish Government and the Dundee Partnership.

## 2 Strategic Context - Summary

### **Population and the Economy**

Dundee is transforming itself into a modern city with a knowledge-based economy. There are now more people working in the education sector than in manufacturing. The Waterfront is being redeveloped both for commercial and residential opportunities. The growth in science, technology, retail and customer services is to be welcomed. The city has experienced a net immigration from 2005 with more students and migrant workers entering the city. Despite this, projections indicate an overall reduction in population from 142,170 today to 131,404 by 2028. A reduction in younger age groups will lead to an older age profile in the city with an increase of over 4,400 aged 75 or over predicted by 2031.

### **Education**

Dundee is a learning city with one of the highest student population of any city in the UK. The percentage of young people leaving Dundee's schools with five or more standard grade passes at level three or above is 83% whereas the Scottish average is

91%. In Dundee 18% of school leavers are not going into education, training or employment.

## Health

Life expectancy - at 71.8 for males and 78 for females - continues to trail the Scottish average. More than one in five Dundonians reports having a long-term limiting illness. Among the range of health inequalities evidenced in Dundee include a teenage conception rate of 2.4% higher than the national average; 21.9% of Primary 1 children overweight or obese; high prevalence of smoking with an estimated two in five adults smoking leading to 383 smoking related deaths per 100,000 population every year.

## Employment

The economically active population in Dundee includes those who are in employment or are actively looking for work. There was a 1.0% increase in the economic activity rate between March 2005 and March 2007. Activity levels, however, continue to lag behind the Scottish average which reached 80% in 2006. This can be partly explained by the significant resident student base who are in full time education and classified as economically inactive. However, the lower activity levels are also indicative of above average levels of worklessness amongst the city's population.

The percentage of the city's population claiming Job Seekers allowance fell from a monthly average of 5.0% in 2003 to 3.9% in 2007. Whilst claimant numbers are now at a historical low, the rate remained about the Scottish average which fell from 3.2% to 2.4% over the same period. Priorities for the Dundee Employability Partnership are to assist more of those who are inactive to progress along the pathway to sustainable employment and to achieve further reductions in the number of Job Seekers allowance claimants.

## Community Safety

Crime trends in Dundee continue downwards and there have been significant investments in recent years by the Council in CCTV, white lighting, community wardens and dealing with anti-social behaviour. In 2006, 29% of the population said they felt fearful about becoming a victim of crime. Previous surveys showed steady progress in reducing the overall fear of crime. A growing cause for concern is the increase in alcohol and drug abuse and its effect on the community.

## Inequalities

The Scottish Index of Multiple Deprivation 2006 confirmed the degree of inequality experience in the community regeneration areas of Dundee. Deprivation is evidenced across the range of SIMD domains and justify the Dundee Partnership's commitment to 'closing the gap' between the most and least successful communities in the city.

- Dundee City has **179** data zones. **53** (30%) of these are ranked within the **15% most deprived** of the SIMD 2006
- Compared with the SIMD 2004, the SIMD 2006 rank has for Dundee moved 2 data zones out of the 15% most deprived, but added 4 new data zones to the 15% most deprived
- Dundee City has a **5%** national share of the 976 data zones that are ranked as the 15% most deprived in Scotland by the SIMD 2006

- There was **28.9% (40,941)** of the Dundee City Population living in the 15% most deprived data zones in the SIMD 2006 - (population source: GROS SAPE 2004)
- The SIMD 2006 has reported that Dundee City has **26,387** income deprived people, **18.6%** of the population (2004 Mid Year Estimate)
- The SIMD 2006 has reported that Dundee City has **14,913** employment deprived people, **16.9%** of the Working Age Population (2004 Mid Year Estimate)
- The 15% most deprived data zones in the SIMD 2006 contain 52 per cent (13,741) of Dundee's **income deprived** population and 48 per cent (7,112) of Dundee's employment deprived working age population
- Dundee's Percentage of Working Age Population that are Employment Deprived fell by **0.4%** to **16.9%** in the SIMD 2006
- **Just under half** of the total Employment Deprived people in Dundee City live in the 15% most deprived SIMD data zones
- Dundee City has the **2nd highest reduction** in the percentage of the population now living in the 15% most health deprived data zones. A reduction of **11 data zones** has resulted in **7%** less of the population living in the 15% most health deprived data zones
- In Dundee City the education domain has **experienced the largest** increase in the percentage of the population living in the 15% most education deprived data zones
- **18.1%** of the Dundee City population live in data zones that are ranked in the 15% most deprived of the Crime Domain
- In both the strongly weighted Income and Employment domains the SIMD 2006 has added 7 and 6 data zones respectively to the 15% most deprived

### 3 **Scope of the Agreement**

This agreement covers all local authority services in Dundee, including those delivered by or with non departmental public bodies, agencies, businesses, the voluntary or third sector and other partners. It covers the Council's and Community Planning partners' duties of best value, equalities and sustainable development.

The strategic priorities and direction set in the Dundee Community Plan and in the complementary Council Plan are based on extensive stakeholder involvement from across the Dundee Partnership. The process of local community planning in neighbourhoods and community involvement at all levels and throughout the Partnership guarantee that these plans also reflect the needs of individuals, families and communities of interest across the city. This agreement, therefore, embraces all the previously endorsed strategic themes of the Dundee Partnership's Community Plan and the Council Plan 2007-2011.

The Vision for the City contained in the Community Plan is as follows:

Through our Partnership, Dundee:

- will be a vibrant and attractive city with an excellent quality of life where people choose to live, learn, work and visit;
- will offer real choice and opportunity in a city that has tackled the root causes of social and economic exclusion, creating a community which is healthy, safe, confident, educated and empowered;



- will have a strong and sustainable city economy that will provide jobs for the people of Dundee, retain more of the universities' graduates and make the city a magnet for new talent.

#### 4 Governance

##### a) **Dundee City Council**

The Single Outcome Agreement will come under the remit of the Council's Policy and Resources Committee. This is the principal committee for the approval of strategic policy documents. The line of democratic accountability is extended through the Leader of the Council's Administration who convenes the Policy and Resources Committee and chairs the Dundee Partnership Forum.

The Single Outcome Agreement will be a key strategic document that will influence the structure and content of all other strategic documents prepared for agreement by Council committees.

On an officer level, the Chief Executive will be accountable for the deployment and monitoring of the single outcome agreement.

The Council reports performance against key performance indicators to a sub-committee of the Policy and Resources Committee (Best Value, Performance and Efficiency Sub-Committee) on a quarterly basis. The local indicators contained in the Single Outcome Agreement will be addressed in that procedure. Performance monitoring and reporting will be described in full in the Performance Management and Public Reporting sections.

##### b) **Dundee Partnership**

Honouring its duty to lead community planning in Dundee, the City Council has worked collaboratively with partners to develop a single outcome agreement. This was collectively adopted by the Dundee Partnership Forum on 10 March 2008. The Dundee Partnership Forum is well established and represents all the significant institutions and community leadership in the city. Senior officials from the major public institutions in the city meet under the auspices of the Dundee Partnership Management Group. This is chaired by the Chief Executive of the City Council. The Dundee Partnership constantly reviews its strategic outcomes. Over the past three years, in implementing the Regeneration Outcome Agreement, the Partnership has developed an outcome focus and approach which will inform the targeting of the Fairer Scotland Fund. More broadly and significantly, the single outcome agreement will be the main driver for all community planning in the city in 2008/9 and beyond.

##### c) **New Governance Arrangements**

The Single Outcome Agreement presents a real challenge to community planning partners to ensure that agreed local priority outcomes are contained within their corporate plans. Similarly, it will be essential that a collective commitment is given to the joint resourcing of delivery of outcomes which may not fit naturally within the responsibilities of individual partners. This tension will be addressed developing priorities by June 2008 and through the rest of the year.

**The Dundee Partnership Management Group will clarify the ownership, accountability and performance reporting required for each of the national outcomes. This will aim to ensure that each of the national outcomes is assigned to a relevant partnership group and that a responsible person can analyse the evidence base and performance against the priorities for Dundee in that national outcome. This will allow action to be taken if performance is seen to be below the expected level or a new priority emerges. See also section 8 of the document which outlines how the performance management information and reporting system will help ensure Dundee delivers its commitments in a Single Outcome Agreement.**

**Appendix D represents the alignment of national and local outcomes with Dundee Partnership Strategic Groups.**

## 5 Roles and Responsibilities

### a) The Scottish Government

#### Function

The Scottish Government has a strategic obligation to deliver a national strategy to focus government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing economic sustainable growth.

#### Duties

- Set a reasonable number of national outcomes to be agreed with COSLA
- Deliver an agreed level of local government funding with a significantly reduced amount of ring-fenced funding
- Bear down on the amount of scrutiny burden on local government and streamline this process as far as possible
- Consider and approve the Single Outcome Agreement
- Consider the contents of the annual report submitted by the City Council

### b) Dundee City Council

#### Function

The City Council has a statutory duty to provide a range of services and furthermore a power of general competence (Local Government in Scotland Act 2003) to act in advancing the wellbeing of the citizens of Dundee.

#### Duties:

- Provide information on the strategic importance of the national outcomes to Dundee

- Against each national outcome identify the local outcome being pursued by the City Council and its Community Planning partners and the relevant outcome level indicators used to measure progress and achievement
- Identify significant plans the Council has under any of the national outcomes
- Identify significant specific support that the Scottish Government can provide to Dundee to deliver on national or local indicators
- Provide leadership through the community planning process to achieve a Single Outcome Agreement across all public service providers in Dundee

## 6 **Ongoing Development of the Single Outcome Agreement**

### a) **The Dundee Partnership**

This is the first Single Outcome Agreement produced by Dundee City Council and the Scottish Government and therefore is based almost completely on the existing Council Plan and Dundee Partnership Community Plan and the Regeneration Outcome Agreement for the city. Whilst this already embodies many of the principles behind the production of a Strategic Plan with agreed outcomes and performance measures, the Council is committed to reviewing its approach to make the most out of the new relationship. This agreement has the support of the Dundee Partnership and, in particular, Chair and Chief Executive of Tayside NHS, the Chair of the Tayside Police, the Chief Constable of Tayside Police and the Chairman and Chief Executive of Scottish Enterprise Tayside. In 2008/09 we are committed to reviewing our planning procedures to ensure that the single outcome agreement can be adopted strategically across all the relevant community planning partners. This would involve the community in identifying relevant strategic priorities to be contained in such a document.

The Dundee Partnership has learned a great deal from the development and implementation of the Regeneration Outcome Agreement. One of the main results has been the growing use of the outcome approach across Partnership activity. Tangible evidence of this learning can be found in the current Community and Council Plans which anticipated the introduction of the Single Outcome Agreement and are, consequently, structured around the strategic priorities of the Scottish Government and expressed in outcome terms and performance measures.

**The process of aligning the National Outcomes to Dundee Partnership Strategic groups has begun. These groups will analysis the evidence, performance and prioritise actions to ensure Dundee meets its SOA commitments.**

### b) **Regeneration and the Fairer Scotland Fund**

At the same time, the Dundee Partnership has agreed a new set of more focused strategic community regeneration outcomes which concentrate on the outcomes we believe will make the biggest contribution to closing the gap between the most and least successful neighbourhoods in the town. These revised outcomes and eligible activities have been at the heart of the Fairer Scotland Programme for Dundee which was agreed by the Dundee Partnership

on 8 February 2008 and subsequently endorsed by Dundee City Council on 10 March 2008 (see Appendix B).

In summary the revised strategic regeneration outcomes are:

- 1(a) To increase resident satisfaction with the quality of, and access to, local services and facilities.
- 1(b) To reduce reported levels of crime, fear of crime and anti-social behaviour
- 2(a) To increase the number of economically active people.
- 2(b) To increase the proportion of 16-19 year olds in training, education or employment.
- 2(c) To reduce the number of low income households
- 3 To improve health through community based health behaviour change initiatives
- 4(a) To increase achievement of qualifications and skills
- 4(b) To increase adult literacy and numeracy

The relationship between these and the Fairer Scotland Fund are clear and will make a significant contribution to the relevant national outcomes. This is drawn concisely in Appendix C.

c) **Local Community Planning**

A significant new development which will inform and support the delivery of the single outcome agreement is the formation of Local Community Planning Partnerships. These new groups are based on multi-member electoral wards and will bring elected members, community representatives and partner agencies together. It is inevitable that these local partnerships will influence the shape of the Single Outcome Agreement and will drive the achievement of outcomes at the heart of communities.

d) **Equalities**

Similarly, in its overall approach to community planning, and specifically in its delivery of the Regeneration Outcome Agreement, the Dundee Partnership has evidenced its commitment to equalities. This has been evidenced in relevant annual reports and external audits. This will remain a priority for continuous improvement over the next three years and beyond as we continue to broaden and deepen the Dundee Partnership's agenda and representation to reflect all communities of interest and identity in the city. This will be driven through our Dundee Equality and Diversity Partnership which has recently revised its action plan to better reflect the key priorities facing the city.

e) **Dundee City Indicators**

The Dundee Partnership is keen to develop a series of detailed and robust set of local indicators. We have included the best which are currently available but

acknowledge the Improvement Service's note of caution that "... very relevant indicators cannot be reliably quantified at local level at present", and that they "... often show limitations in the current reliability of indicators if deployed at local level".

We are responding to this in 3 ways:

- encouraging the Scottish Government to take responsibility for the measurement of key indicators in a way that can provide the required detail at a local level
- developing our own expertise in collecting local data while learning from practice elsewhere
- working towards a series of 'closing the gap' indicators which will measure the reduction in inequalities in relation to the key regeneration outcomes at the heart of the Fairer Scotland agenda.

In the meantime, to set the context for each of the national indicators, this document sets out the strengths of the city and the progress we are making, along with the challenges which remain. Predominant among these are the inequalities experienced by too many communities in Dundee. These are starkly demonstrated in the results of the Scottish Index of Multiple Deprivation 2006. The impact on the degree of inequality in Dundee is presented through the relevant domains of the SIMD 2006 in the outcomes with the most significant relationship to regeneration.

## 7 **Scottish Government Strategy**

The Dundee Partnership Co-ordinating Group will work with others to review this first Single Outcome Agreement and agree arrangements for improvements in content, process and engagement in preparing subsequent versions.

Scottish Government's Purpose: to focus the Government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth.

### **Purpose Targets**

<b>Indicator</b>	<b>Target</b>
GDP Growth	To raise the growth rate to the UK level by 2011 To match the growth rate of small independent EU countries by 2017
Productivity	To rank in the top quartile for productivity amongst our key trading partners of the OECD by 2017
Population Growth	To match average European (EU15) population growth over the period from 2007 to 2017, supported by increased healthy life expectancy in Scotland over this period
Solidarity	To increase overall income and the proportion of income earned by the three lowest three income deciles as a group by 2017
Cohesion	To narrow the gap in participation between Scotland's best and worst performing regions by 2017

Participation	To maintain our position on labour market participation as the top performing country in the UK and to close the gap with the top 5 OECD economies by 2017
Sustainability	To reduce emissions over the period to 2011 To reduce emissions by 80% by 2050

### **Scottish Government Strategic Priorities**

- 1 Wealthier and Fairer Scotland
- 2 Healthier Scotland
- 3 Safe and Stronger Scotland
- 4 Smarter Scotland
- 5 A Greener Scotland

### **National Outcomes**

- 1 We live in a Scotland that is the most attractive place for doing business in Europe.
- 2 We realise our full economic potential with more and better employment opportunities for our people
- 3 We are better educated, more skilled and more successful, renowned for our research and innovation.
- 4 Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
- 5 Our children have the best start in life and are ready to succeed.
- 6 We live longer, healthier lives.
- 7 We have tackled the significant inequalities in Scottish society.
- 8 We have improved the life chances for children, young people and families at risk.
- 9 We live our lives safe from crime, disorder and danger.
- 10 We live in well-designed, sustainable places where we are able to access the amenities and services we need.
- 11 We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
- 12 We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- 13 We take pride in a strong, fair and inclusive national identity.
- 14 We reduce the local and global environmental impact of our consumption and production.
- 15 Our public services are high quality, continually improving, efficient and responsive to local people's needs.

## **8 Performance Management**

### **a) Performance Information and Reporting**

As a key strategic document adopted by the City Council and Partners, all of the SOA indicators and actions will be included in a strategic plan monitoring database system. This ensures that the relevant senior managers provide statistical and standard project management type status reports on each of the indicators or actions in the Agreement. This generates the quarterly performance report to the Council's Best Value Performance and Efficiency Sub-Committee, and the six monthly reports to the Dundee Partnership Management Group.

The City Council subsequently publishes an Annual Performance report and promotes this for public interest and makes it available online. The national outcome headings will provide as a basis for constructing the annual performance report.

b) **Delivery**

The further refinement of the SOA priorities and the development of the delivery plans which will translate ambitions into action will be the responsibility of the Dundee Partnership's strategic theme groups. Within these groups the detailed needs and contributions of stakeholders will be translated into those activities which promise the greatest collaborative gain and the greatest impact on local and national outcomes.

c) **Risk Management**

The Council has a Risk Management Register and in the process of creating the next single outcome agreement a specific Risk Management Plan for the objectives and indicators in the national outcome agreement will be produced. This will reflect the risks fund across the Partnership.

d) **Community Engagement**

The importance of community engagement to the Dundee Partnership has been emphasised each year in the Regeneration Outcome Agreement annual report. This has evidenced the good practice in Dundee and the desire to continually improve through better joining up across partners and increasing our reach into communities. This SOA builds on the community engagement which informed both the Community and Council Plans and will continue to be a priority through our work in Local Community Planning Partnerships, community representative organisations, equalities groups and relationships developed within the voluntary sector.

e) **Scrutiny**

In line with the Scottish Government's commitment to reduce the burden of scrutiny, the Council anticipates that performance management requirements will reflect the single self-assessment and scrutiny regime proposed in the Crerar Review.

f) **Resolution**

This agreement is entered into in good faith on the basis that it is in the mutual interests of Dundee City Council and the Scottish Government to improve the welfare of the citizens of the area. If there is a dispute on delivery and performance that goes beyond the normal issues of managerial competence and improvement under 'Best Value' then the presumption is that this would be a transparent issue for local democratic choice at subsequent elections.

9 **Public Reporting**

Dundee City Council will on behalf of the Dundee Partnership publish an annual performance report based on the single outcome agreement including its performance in all of the local indicators. This will detail a progress statement on the achievement of

the significant programmes and projects referred to in the agreement of the Council's and Dundee Partnership's main strategic documents that are critical success factors in achieving the national and local outcomes. There will be, we expect, a similar annual report produced jointly between the Scottish Government and COSLA on the delivery of progress on the national outcomes and the benefits of the single outcome agreement process.



**Single Outcome Agreement for Dundee 2008-11**

**National Outcome 1**

**We live in a Scotland that is the most attractive place for doing business in Europe**

**Local Context & Trends**

Dundee is transforming itself into a modern city with a knowledge based economy. There are now more people working in the Education sector than manufacturing. The City's Waterfront is being redeveloped for commercial and residential opportunities. The growth in science, technology, retail and customer services is helping complete Dundee's transformation. The City has experienced a net immigration from 2005 with more students and migrant workers entering the city. Creating an attractive, modern city to encourage the growth in jobs across a range of industries in the new economy and retain people is a top priority of the Council.

A key component of making the city a regional employment hub is ensuring Dundee has a modern, sustainable transport infrastructure. The Waterfront Development will include significant infrastructure development. The City is also continuing to develop its smart bus and sustainable transport strategy.

**Improvements are needed to the City's strategic transport links and infrastructure. Priorities identified in the Tayside and Central Scotland Regional Transport Strategy include improvements to the A90 through/around Dundee, improved inter-city and local rail services, a Park and Ride network serving the key radial routes, improved road and rail connections to Dundee Harbour and improvements to Dundee Station, a key hub on the regional and transport network.**

<b>Dundee City Outcome</b>	<b>Dundee City Indicator</b>	<b>Frequency / Type / Source</b>	<b>Baseline (2006/07)</b>	<b>Local Target</b>
Create a thriving economy where prosperity, job opportunities and employability are developed across the city.	Growth in knowledge economy sectors. (Council Plan)	Annually, Economic Development Dept	23,319	3% increase by 2011
	Growth in financial, leisure and retail sectors. (Council Plan)	Annually, Economic Development Dept	18,530	3% increase by 2011

Dundee will be a strong regional centre and a major Scottish city	<b><u>Reduce the proportion of driver journeys delayed due to traffic congestion. (National Indicator (4))</u></b>	<b><u>Annually, Planning and Transportation Dept</u></b>	<b><u>TBC</u></b>	<b><u>TBC</u></b>
	<b><u>% of journeys to work for which buses are used</u></b>	<b><u>Annually, Planning and Transportation Dept</u></b>	<b><u>TBC</u></b>	<b><u>increase to 33% by 2011</u></b>
<b>Required actions/commitment by the local partners for these outcomes</b>	Support the Dundee Partnership Work and Enterprise plans Support the Dundee Central Waterfront project Implement Regional Transport Strategy Maximise the opportunity presented by the completion of the McManus Galleries. Produce a cultural strategy which develops the City as a cultural hub for the region			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>	Continue commitments to the Central Waterfront project. <b><u>Through the Strategic Transport Projects Review take into consideration the improvements and associated service enhancements of regional and national infrastructure, as identified in the Tayside and Central Scotland Regional Transport Strategy.</u></b>			

**We realise our full economic potential with more and better employment opportunities for our people**

**Local Context & Trends**

Dundee is a major Scottish city and a regional employment, education, cultural and retail centre. 300,000 people live within a 30 minute drive of Dundee city centre (double that within a one hour drive). The number of jobs in the city has increased from 75,232 in 1997 to **83,790** in **2006** (11.4% increase). Positive employment growth has been experienced by most sectors except utilities and manufacturing. Earnings growth in Dundee surpassed Scotland as median earnings of workers in the city rose by 53.4% between 1997 and 2007 compared to 46.5% for Scotland as a whole. However, Dundee still has the third highest levels of low income communities in Scotland. Median earnings of residents are 6.3% lower than the Scottish average (2007) and the unemployment claimant rate remains above the Scottish average. Dundee needs to build on its success and increase the employability of its working age population.

The Dundee Partnership has a range of strategies in place to encourage growth in the local economy and to attract a diverse range of jobs to the city. Existing strategies which seek to develop key sectors including life sciences and digital media can contribute to median earnings levels by attracting high value jobs to the city.

The economically active population includes those who are in employment or are actively looking for work. There was a 1.0% increase in the economic activity rate between March 2005 and March 2007. Activity levels, however, continue to lag behind the Scottish average which reached 80% in 2006. This can be partly explained by the significant resident student base who are in full time education and classified as economically inactive. However, the lower activity levels are also indicative of above average levels of worklessness amongst the city's population.

The Employability Group of the Dundee Partnership established a three year plan in early 2007 to improve the services to, and outcomes for, jobless people in the city. Dundee has secured funding from the Scottish Government (Workforce Plus) and the Department of Work and Pensions (City Strategy) to meet these goals. Inactivity among young people was also tackled via the More Choices, More Chances Initiative. Employability will continue to be a major priority for the Dundee Partnership through the allocation of £3.5M from the Fairer Scotland Fund.

The percentage of the city's population claiming Job Seekers allowance fell from a monthly average of 5.0% in 2003 to 3.9% in 2007. Whilst claimant numbers are now at a historical low, the rate remained about the Scottish average which fell from 3.2% to 2.4% over the same period. Priorities for the Dundee Employability Partnership are to assist more of those who are inactive to progress along the pathway to sustainable employment and to achieve further reductions in the number of Job Seekers allowance claimants.

The Scottish Index of Multiple Deprivation 2006 shows that across the city Dundee is ranked 4th in Scotland with 16.9% of the population assessed as

employment deprived. Furthermore, Dundee is 3rd in relation to the national share of population within the 15% most deprived employment domain at a level of 8.2%.

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
To create a thriving economy where prosperity, job opportunities and employability are developed across the city.	Growth in the number of people in employment (Council Plan).	Annually, Economic Development Dept	<b><u>83,790</u></b> <b><u>(2006)</u></b>	2% increase by 2011
	Increase in the percentage of the population who are in work (Council Plan)	Annually, Economic Development Dept	71% (Sep 06)	increase to 74% by 2011
	<b><u>Overall number of new businesses</u></b>	<b><u>Annual/Scottish Government</u></b>	<b><u>TBC</u></b>	<b><u>TBC</u></b>
	Unemployment claimant rate relative to the Scottish average (Community Plan)	Annual/ONS-NOMIS	3.9% to 2.4% (2007)	reduce jobseeker claimant numbers
	Median gross weekly earnings of full time employees by place of residence relative to the Scottish average (Community Plan)	Annual/£/ONS Annual Survey of Hours and Earnings	£413.4 to £456.7 (2007)	increase to closer to Scottish average
	Number of unemployed, sick and disabled figures (ROA)	Annual/DWP	10,360 (2006)	reduce to city average
<b>Required actions/commitment by the local partners for these outcomes</b>	Support the Community Plan work and enterprise plans. Deploy the employability strategy to help people out of worklessness.			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>				

**We are better educated, more skilled and more successful, renowned for our research and innovation**

**Local Context & Trends**

It is within the knowledge economy sectors of employment that Dundee has seen growth and has been instrumental in ensuring that the city can compete in a global economy. Dundee has a growing reputation for knowledge and innovation. This is primarily due to the existence of the city's educational institutions and digital media firms, and the associated research and application of new technology they are implementing.

**Life Sciences** - this sector has developed an international reputation based on the world class scientific research which is taking place within the University of Dundee. The sector now employs over 3,900 people including 600 scientists from across the world. A survey conducted by a leading journal, The Scientist, of over 2,000 USA based scientists revealed Dundee as the third most desirable place to work outside North America. This is a useful indicator of the city's standing within the global bio-technology community.

**The Creative Industries** - historically Dundee, and the wider Tayside Region of Scotland, has always been a hot bed of creative talent particularly in the publishing, design and music industries and the area has always been renowned as a breeding ground for innovation and skills. Today, Dundee has an expanding cluster of businesses, organisations and individuals engaged in the digital media and creative industry sectors. There are over 350 businesses operating in the area of digital media in Tayside with the majority of these based in Dundee, employing over 2,300 people and generating a combined annual turnover well in excess of 100 million.

Computer Games and Electronic Entertainment, Software Development, Animation, Film and Television, Graphic Design, Publishing and Music are just some of the specialisms in which Dundee companies excel.

**Education Sector** - Dundee has a growing education sector which has helped transform the city from a traditional industrialised city into a very modern campus city. The city boasts two universities and has a large and successful further education institution. Ninewells Hospital is one of Europe's most renowned teaching hospitals. The Scottish Crop Research Institute also adds to the breath of research taking place close to the city with over 400 scientists based there. The education sector has brought large amounts of research coming into the city, creating a number of spin out companies; attracting students, researchers and scientists from across the world. The "Town and Gown" collaborations in Dundee are extensive and there is recognition by all parties of the greater potential created by working together in the Dundee Partnership.

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
To achieve learning which prepares people for life, employment and learning for its own sake.  Our people will be educated and skilled.	Average Education tariff scores for S4 pupils. (council plan and menu of local outcome measures)	Annually/Education Department	144	increase to 149 in 2009
	Reduce the proportion of young people (16-19) not in education, training or employment. (Council Plan)	Annually/School Leaver Survey DWP (18-19) benefit claimants	11.6% (2005)	reduce 11.3% - 2008 11.0% - 2009
	Reduce the number of school leavers not entering education, training or employment. (Council Plan)	Annual/Scottish schools on line school leaver survey	18% (2006)	reduce 14% by Oct 2008 12% by Oct 2009
	Number of adults receiving support with literacy and numeracy (Council Plan)	Annual/Leisure and Communities Department	1,600	maintain
<b>Required actions/commitment by the local partners for these outcomes</b>	<ul style="list-style-type: none"> <li>implement the Partnership Matters Strategy to improve the opportunities for people with special educational needs</li> <li>deliver literacy tuition to adults who have less than 2 Standards Grades at Level 2 or above</li> </ul>			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>				

**Single Outcome Agreement for Dundee 2008-11**

**National Outcome 4**

**Our young people are successful learners, confident individuals, effective contributors and responsible citizens**

**Local Context & Trends**

Increasing the school attainment results in Dundee is a key priority of the City Council. The city is building a reputation as a learning city for the future and has one of the highest student populations of any city in the UK. However, the city examination results for pupils leaving school as measured by exam passes at Levels 3 or better is 83% compared to the Scottish average of 91%. The Council welcomes the change to measuring this by the tariff score. Dundee's current tariff score overall is 144 and this is 5 points up on the previous year. Improving this rate of attainment over the medium to long term is the top priority. In addition, the Council is achieving educational outcomes for children in care which are currently better than the Scottish average.

Success depends on how well children and young people are supported by all relevant services in school, at home and in the community. Children who need extra support in all three environments will be the key to improving the ultimate outcome for the city. The young people leaving school and not going into further education, employment or training (18%) need help now and Dundee also needs to support young people earlier to reduce this figure each year.

Dundee has been identified as one of seven "hotspot" areas in Scotland, receiving funding for two years to reduce the number of young people who are not in education, training or employment. The current number as at November 2006 is 1,261 and a target has been set to reduce that by the end of 2008 to 506.

25% of children in the city live in workless households; in some parts of the city this rises to almost half. 29% of Dundee's primary school pupils were entitled to free school meals compared to 19% for Scotland as a whole. 21% of Dundee's secondary school pupils were entitled to free school meals compared to 14% of Scotland as a whole.

The Scottish Index of Multiple Deprivation 2006 shows that Dundee ranks second in Scotland with 30.6% of data zones in the Education domain 13% most deprived.

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
To achieve learning which prepares people for life, employment and learning for its own sake	<b><u>Increase the proportion of school leavers (from Scottish publicly funded schools) in positive and sustained destinations (FE,</u></b>	<b><u>Annually, Education Department</u></b>	<b><u>TBC</u></b>	<b><u>TBC</u></b>

Our children will achieve their full potential at school	<b><u>HE, employment or training).</u></b>			
	<b><u>Increase the proportion of schools receiving positive inspection reports</u></b>	<b><u>Annually, Education Department</u></b>	<b><u>TBC</u></b>	<b><u>TBC</u></b>
	Reduce the total number of school leavers not entering education training or employment (Council Plan)	Annually/Education Department	1,294 Nov 2004	Reduce by 40% by Nov 2009
	Average Education tariff score for S4 pupils (Council Plan)	Annually/Education Department	144	increase to 149 in 2009
	the proportion of pupils at the end of S4 achieving at least SCQF level 3 in English and Mathematics	Annually/Education Department	86%	increase to 88% in 2009
	Continue to increase the % of Looked After Children in Dundee achieving at least one qualification at SCQF Level 3 or above (Social Work Service Plan)	Annually/Social Work Department	Local 55% National 53%	increase
	Continue to increase the % of Looked After Children achieving both English and Maths at SCQF Level 3 or above (Social Work Service Plan)	Annually/Social Work Department	Local 45% National 36%	increase
	% difference in Education tariff scores between SIMD 15% and city average (ROA)	Annually/Education Department	3%	close gap to city average
	No of pupils registered for	Annually/Education Department	102 Pre-apprentice pupils 491 Work Experience	increase by 5%



	non-SQA based school achievements (ROA)		pupils 118 ECDL pupils	
<b>Required actions/commitment by the local partners for these outcomes</b>	Implement the Educational Improvement Plan produced by the City Council's Best Value Review Group. Deliver the 21st Century school building improvement programme (PPP). Deliver the Dundee Partnership Lifelong Learning theme plan Develop and implement the Integrated Children's Services Strategy. Implement the Improving Educational Attainment for looked after children project.			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>				

**Single Outcome Agreement for Dundee 2008-11**

**National Outcome 5**

**Our children have the best start in life and are ready to succeed**

**Local Context & Trends**

Dundee City Council has set as its highest priority increasing the educational attainment rate of young people at school, and the range of integrated services that support young people in their early years. Dundee City Council has an integrated children's services strategy and conducted a best value review of educational attainment in 2006. Dundee is also investing in its school infrastructure through a PPP contract and its own prudential borrowings.

30% of children in Dundee City live in areas of significant deprivation (aged 0-15 in the 15% most deprived data zones SIMD 2006)

In the academic year, 2004-05 there were 18,530 pupils in publicly funded primary and secondary schools in Dundee (1999-2005 schools census).

2003-04 figures show that the attainment of primary school pupils in publicly funded schools for english, writing and maths were below the Scottish average (Scottish Executive Attainment Summary 2003-04). The total number of children excluded from schools in Dundee over 2003-04 was 1,884. Only four other local authorities had a higher figure.

All schools in Dundee were deemed active schools ensuring that all children and young people of nursery and school age have two hours of quality PE per week.

Local data for Primary 1 children in 2005-06 shows that 21.9% were overweight or obese. Nationally by the age of sixteen, two in every three girls, and one in every three boys, do not reach the recommended minimum levels of physical activity.

<b>Dundee City Outcome</b>	<b>Dundee City Indicator</b>	<b>Frequency / Type / Source</b>	<b>Baseline (2006/07)</b>	<b>Local Target</b>
To promote learning which prepares people for life, employment and learning for its own sake.	<b><u>Increase the proportion of schools receiving positive inspection reports</u></b>	<b><u>Annually/Education Department</u></b>	<b><u>TBC Aug 2008</u></b>	<b><u>increase</u></b>
	<b><u>Increase the proportion of pre-school centres receiving positive inspection reports</u></b>	<b><u>Annually/Education Department</u></b>	<b><u>TBC 2008</u></b>	<b><u>increase</u></b>

	Educational tariff scores for S4 school pupils (council plan)	Education Department	144	increase to 149 in 2009
	Number of children (aged 0-15) dependent on a recipient of Income Support and Job Seekers allowance (menu of local outcome measures and Fairer Scotland report)	SIMD 06	TBC	reduce
	the proportion of pupils at the end of S4 achieving at least SCQF level 3 in English and Mathematics	Annually/Education Department	86%	88% in 2009
	Continue to increase the % of Looked After Children in Dundee achieving at least one qualification at SCQF level 3 or above (Social Work Service Plan)	Annually/Social Work Department	Local 55% National 53%	increase
	Continue to increase the % of Looked After Children achieving both English and Maths at SCQF Level 3 or above (Social Work Service Plan)	Annually/Social Work Department	Local 45% National 36%	increase
<b>Required actions/commitment by the local partners for these outcomes</b>	Implement the Educational Attainment Improvement Plan produced by the Best Value Review Group. Deliver the 21st Century school building improvement programme. Further develop and implement the Integrated Children's Services Strategy Implement the More Choices, More Chances Strategy			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>				

## Single Outcome Agreement for Dundee 2008-11

### National Outcome 6

#### We live longer, healthier lives

##### Local Context & Trends

The Council needs to meet the demands for more care in the community and help people live longer and healthier. During the period 2006-2031 an increase of over 4,400 people aged 75 or over is predicted. The Council must ensure there is a range of accommodation to meet the needs of physically and learning disabled adults and older people. More than one in five Dundonians report having a long term limiting illness. The life expectancy of Dundonians continues to be below the Scottish average which is itself below the UK average. The gap in life expectancy is wider for people living in deprived communities.

The Dundee Partnership believes that prevention is better than cure and that investing in strategies that improve the health and fitness of the population is the best way to ensure the long term sustainability of the community care and health services. The Partnership has placed a high priority on health improvement with particular focus on people in the most deprived communities.

Dundee adopted a programme of toothbrushing in Primary One. The percentage of Primary One children with no obvious decay has improved by 39% to 46%. This rise occurred in spite of having one of the highest concentrations of deprivation across Scotland. All schools in Dundee are deemed to be health promoting.

Local data for Primary 1 children showed that 21.9% were overweight or obese (2005-06). National research undertaken in 2004 found that one in ten looked after children and young people had a clinically diagnosed mental disorder. In 2006 levels of smoking in thirteen and fifteen year olds were 3% and 13% respectively and had reduced significantly since 2002 (at 5% and 23% respectively). Levels of alcohol use in fifteen year olds has decreased significantly since 2002. 26% of fifteen year olds reporting having an alcohol drink at least once a week in 2006 compared to 37% in 2002. Since 2002 there has been a significant decrease in the proportion of fifteen year olds who have taken drugs. In 2006, 21% of fifteen year olds reported having used or taken drugs compared to 31% in 2002.

A growing cause for concern is the increase of alcohol and drug abuse and its effect on the community.

Dundee has a consistently high teenage conception rate. In 2005 the rate in Dundee was 9.5% per 1,000 females aged below sixteen compared to 7.1% nationally.

The Scottish Index of Multiple Deprivation 2006 shows that Dundee ranks 3rd in relation to health inequality with 23.4% of data zones in the health domain 15% most deprived.

National Outcome 6	National Indicators and Targets + Health Improvement, Efficiency, Access, Treatment (HEAT)	Frequency / Type / Source	Baseline	National Target (if appropriate)
<b>We live longer, healthier lives.</b>	Reduce the rate of increase in the proportion of children with their body mass index outwith a healthy range by 2018.			
	Increase the average score of adults on the Warwick-Edinburgh mental wellbeing scale by 2011.			
	Increase the proportion of new born children exclusively breastfed at 6-8 weeks	HEAT/	26.6%	33.33%
	Increase healthy life expectancy at birth in the most deprived area.			
	Reduce the % of the adult population who smoke to 22% by 2010.			
	Through smoking cessation services, support each NHS Board's smoking population in successfully quitting (at one month post guide) over the period 2008/9 - 2010/11	HEAT		8%
	Reduce alcohol related hospital admissions by 2011.			
	Reduce the proportion of people aged 65 and over admitted as emergency in-patients 2 or more times in a single year by 20% compared with 2004/5 and reduce by 10% emergency in patient bed days for people aged 65 and over by 2008	HEAT		reduce by 20% emergency in-patient reduce by 10% emergency in bed
	Reduce mortality from coronary heart disease among the under 75s in deprived areas.			
	60% of school children in P1 will have no signs of dental disease by 2010			
	80% of all 3-5 year old children to be registered with an NHS dentist by 2010/11	HEAT		80%
	Reduce the annual rate of increase of defined daily dose per capita of anti-depressants to zero by 2009/10 and a framework to achieve a 10% reduction in future years	HEAT		0% growth by 2010 and 10% reduction by 2011
	The level of older people with complex care needs receiving care at home	HEAT		

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
Improve the health and fitness of the community.	Membership uptake in local authority and local authority supported leisure centres (menu of local measures)	Annually/Director of Leisure and Communities	2,426	by 5% p.a
	Pregnancies among 13 to 15 year olds, per 1000 population. (Council Plan)	Annually/ISD Baseline for 2003/4 rate /1000	13.7 (2003/4) (Tayside figure)	reduce by 20% by 2010
	Number of suicides per 10,000 population (Council Plan and men of local measures )	Annually/Director of Social Work	36 per annum (2002)	reduce by 20% by 2013
	% of population (+16) who smoke. (menu of local measures)	Annual/SHS	28% (2006)	reduce to 22% by 2010
	% of children breastfed at 6-8 weeks, by year of birth. (community plan)	Annual/ISD	33% (2006)	increase
Dundee will provide effective care for those that need it	% of 5 year olds requiring no dental work (community plan).	Annually/Education Department	TBC 46%	60%
Our people will have improved physical and mental well being	Deaths per 1,000 population by smoking related diseases	GROS	TBC	TBC
	Deaths per 1,000 population by alcohol related diseases	GROS	TBC	TBC
Dundee will have reduced health and social inequalities	Alcohol related hospital admissions	ISD	TBC	TBC
	Number of drugs related deaths	Annually/TBC	TBC	TBC
	% of newborn children breastfed at 6-8 weeks			increase to 33% by 2010/11
	% of 5 year olds with no dental caries			60% by 2009/10

	Deaths per 100,000 population from coronary heart disease and all cancers (Fairer Scotland Fund)	ISD Health data	TBC in 2008	decrease
	<b><u>Intensive home care as a percentage of all long-stay care (whole system indicator)</u></b>	<b><u>Annually/Social Work Department</u></b>	<b><u>Oct 2007 25.32%</u></b>	<b><u>Target 30% by 2009</u></b>
	<b><u>The percentage of home care clients 65+ receiving personal care at home</u></b>	<b><u>Annually/Social Work Department</u></b>	<b><u>2006/07 53.5%</u></b>	<b><u>Target TBC</u></b>
	<b><u>Model share of people walking to work within the city</u></b>	<b><u>Annually/Planning and Transportation</u></b>	<b><u>TBC</u></b>	<b><u>increase to 22% by 2011</u></b>
	<b><u>Level of cycling in Dundee</u></b>	<b><u>Annually/Planning and Transportation</u></b>	<b><u>1%</u></b>	<b><u>double by 2011</u></b>
<b>Required actions/commitment by the local partners for these outcomes</b>	<ul style="list-style-type: none"> <li>• Community Planning partners to review and produce a new Joint Health Improvement Strategy</li> <li>• Review the levels of support and respite for children, adults and carers</li> <li>• Bring forward proposals for new facilities to replace the Olympia Leisure Centre</li> <li>• Develop services and partnerships with carers to help meet their caring needs</li> <li>• Implement the improved outcomes for people who use community care services framework</li> <li>• Extend the range of accommodation to meet the needs of physically and learning disabled adults and older people</li> </ul>			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>	Develop a consistent approach to statistical measures on reducing the impact of alcohol, smoking and drug misuse on health and the community			

**Single Outcome Agreement for Dundee 2008-11**

**National Outcome 7**

**We have tackled the significant inequalities in Scottish Society**

**Local Context & Trends**

Dundee has almost three in ten people living in the most deprived communities in Scotland (those in the 15% most deprived datazones according to the Scottish Index of Multiple Deprivation). Compared with the SIMD 2004, the SIMD 2006 rank has for Dundee moved two datazones out of the 15% most deprived, but added 4 new datazones to the 15% most deprived. Dundee City has a 5% national share of the 976 datazones that are ranked as the 15% most deprived in Scotland by the SIMD 2006.

25% of children in the city live in workless households; in some parts of the city this rises to almost half (47.3%) in DD15. Youth unemployment currently stands at 33.6% of all claimants which is 2.8% higher than the Scottish average.

The City Council has placed one of its highest priorities on strategies that invest in the most deprived communities to help more people get out of poverty. The Dundee Partnership has agreed a regeneration outcome agreement which has been a model for and received support from the Scottish Government.

While the Financial Inclusion Fund has enabled the Dundee Partnership to accelerate its response to poverty in the city, maximum exclusion persists. The Government's Financial Inclusion Task Force has identified Dundee as the 7th highest 'hotspot' in Britain in relation to the mismatch in the need for and availability of third sector affordable credit.

The Scottish Index of Multiple Deprivation 2006 shows that across the city Dundee is ranked 4th with 18.6% of the population assessed as income deprived. The ranking rises to 3rd with 10.7% of the national share of population within the 15% most deprived income domain.

<b>National Outcome 7</b>	<b>National Indicators and Targets</b>	<b>Frequency / Type / Source</b>	<b>Baseline</b>	<b>National Target (if appropriate)</b>
<b>We have tackled the significant inequalities in Scottish society</b>	Decrease the proportion of individuals living in poverty			
	Increase the life expectancy at birth in the most deprived areas.			
<b>Dundee City Outcome</b>	<b>Dundee City Indicator</b>	<b>Frequency / Type / Source</b>	<b>Baseline (2006/07)</b>	<b>Local Target</b>
Regenerate communities and create stable,	% of the population in the 15% most deprived	Annual/SIMD	28% to 14.7%	



attractive and popular neighbourhoods throughout the City	data zones relative to the Scottish population. (Community Plan)			
	% of pupils in primary and secondary school registered for free school meals relative to the Scottish average (Community Plan)	Annual/SNS	23% to 15.5%	reduce to the Scottish average
	% difference in mean household incomes between SIMD 15% data zones and rest of city (ROA)	Annual/CACI	17.3%	reduce to 15%
	Number and % of housing benefit/Council Tax claimants in SIMD 15% data zones (ROA)	Annual/DCC	HBC -10,348 (58.9%) C Tax - 11,106 (55.7%)	Reduce by 10%
	Number and % of children (under 16 years) in workless households dependent on benefit (ROA)	Annual/DWP	4,842 (44.3%)	reduce to under 40%
<b>Required actions/commitment by the local partners for these outcomes</b>	Implement Regeneration Outcome Agreement Develop Community Development Finance Initiative Implement Financial Inclusion Strategy and national standards for advice			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>				

**We have improved the life chances for children, young people and families at risk**

**Local Context & Trends**

Improving outcomes for children who are looked after is a strategic priority. In Dundee at 31 March 2006 there were 474 looked after, representing an increase of 3.8% on the previous year and is 1.7% of the child population. 62% of looked after children were living at home with parents or with friends/relatives and 10% were looked after in residential accommodation (below the Scottish average of 13%). In Dundee, 30% of those who have been looked after at home achieved both English and Maths at SCQF Level 3 or above, compared to 50% of those who have been looked after away from home. The Council is prioritising further developing the role of the corporate parent and improving the educational outcomes for all looked after children and young people.

Dundee registered more children on the Child Protection Register than the national average, despite recording a below average of child protection referrals. Not all enquiries led to the child protection team are counted as referrals which may be a factor in the lower rate of referral in Dundee. In addition, guidance has been issued to other agencies to help them direct referrals more accurately.

The percentage of referrals resulting in inter-agency case conference in 2007 more than doubled in the last reported national average. 21% of registrations in Dundee were re-registrations compared to 12% nationally in 2007. Of the 22 drug and alcohol team areas Dundee has the highest prevalence of problem drug use. The household characteristic of parent misuse of drugs is only second to parents own disruptive parenting with the gap between these two categories closing.

<b>Dundee City Outcome</b>	<b>Dundee City Indicator</b>	<b>Frequency / Type / Source</b>	<b>Baseline (2006/07)</b>	<b>Local Target</b>
Promote learning which prepares people for life, employment and learning for its own sake.  Our children will be safe, nurtured, healthy, achieving, active, respected, responsible and included	Increase the proportion of young people leaving school with recognised qualifications. (Council Plan)	Annually	Tariff score 144	increase
	Reduce the proportion of school leavers not entering education, training or employment. (Council Plan)	Annually	18%	reduce
	Continue to increase the % of Looked After Children in Dundee achieving at least one qualification at SCQF Level 3 or above (Social Work Service Plan)	Annually/Social Work Department	Local 55% National 53%	increase by 3% p.a

Improve the health and fitness of the community.	Continue to increase the % of Looked after Children achieving both English and Maths at SCQF Level 3 or above (Social Work Service Plan)	Annually/Social Work Department	Local 45% National 36%	increase by 5% p.a
	Number of suicides per 10,000 population (menu of local outcome measures and council plan).	Annually/	36	reduce by 20% i.e. to 21 by 2013
<b>Required actions/commitment by the local partners for these outcomes</b>	<p>Implement the Educational Attainment Improvement Plan produced by the Best Value review group.</p> <p>Deliver the 21st century school building improvement programme</p> <p>Further develop and implement the Integrated Children's Services strategy</p> <p>Deliver the More choices more chances strategy</p> <p>Implement the Improving educational Attainment for looked after children project</p> <p>Deliver the Partnership Matters Strategy to improve the opportunities for people with special educational needs.</p> <p>Deliver literacy tuition to adults who have less than two standard grades at level two or above.</p> <p>Review levels of support and respite for children</p> <p>Improve the protection of vulnerable children</p> <p>Carry out a Best Value Review on the use of residential schools.</p>			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>				

**We live our lives safe from crime, disorder and danger**

**Local Context & Trends**

Crime trends continue downwards and there have been significant investments in recent years by the Council in CCTV, white lighting, community wardens and dealing with anti-social behaviour. In 2006, 29% of the population said they felt fearful about becoming a victim of crime. Previous surveys showed steady progress in reducing the overall fear of crime. A growing cause for concern is the increase in alcohol and drug abuse and its effect on the community.

The trend for group one to five crimes continues downwards since 2004/05 and per 10,000 of population stands at 1,091 compared to a Scottish average of 819 in 2006/07. The trends for serious violent crimes per 10,000 population is also down and stands at 27 compared to a national average of 28 in 2006/07. This is particularly so in relation to the number of serious assaults committed within the city. However, this requires to be balanced against an increase in robbery. Up to 2006/07 the trend in crimes of vandalism per 10,000 population (250 to the Scottish average of 244) was slightly increasing. However, more recent figures show the levels of vandalism to be decreasing. It was forecast that these positive trends will continue for the remainder of 2007/08. The detection rates for categories one to five crimes are showing continued increases and are higher than the Scottish average. This can be accounted for in terms of intelligence led policing, targeting active criminals and an increased activity in terms of crime investigation. The detection rate for serious violent crimes remains around 80%. The detection rate for crimes of vandalism being cleared up is in the 20-30% brackets. It is anticipated that, through increased police patrols and continued community engagement, the detection rate will see an increasing positive trend.

During 2006-07, Dundee achieved a 16% reduction in the number of persistent young offenders against a national target of 10%.

Across the 22 drug and alcohol team areas of Scotland, the highest prevalence of problem drug use was found in Dundee where the prevalence was estimated to be 2.8% (2,522 problem drug users and 475 drug injectors in the city). The national average is 0.67% for the same population (15-54 age).

The Scottish Index of Multiple Deprivation 2006 shows that Dundee ranks as 6th with 18.1% of data zones in the crime domain 15% most deprived

In Dundee the number of fire incidents resulting in casualties per 10,000 population was 2.5% in 2006-07 and this is above the Scottish average of 2%. Also significantly above the Scottish average is the number of accidental dwelling fires per 10,000 population which in Dundee was 16.9% in 2006-07.

Road traffic accidents that result in people being killed or seriously injured have reduced from the 1994-95 average of 114 to 71 in 2006 (a 31% reduction). The number of children affected over the same period shows a fall from 33.6 to 15 (a 55% reduction). This shows that Dundee are on course to meet a government target of reducing the number killed or seriously injured by 40% in 2010 compared with the 1994-95 average.

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
To create a city where crime is reducing and where people are safe and feel safe.	Reduce crime (cat 1-5). (Council Plan)	Annually Tayside Police	Average of last 3 years audited figures = 12763	Reduction by 8% on 3 year baseline
	Number of instances of housebreaking	Annually Tayside Police	Average of last 3 years audited figures = 769	Reduction by 5% on 3 year baseline
	Number of instances of vehicle related crime	Annually Tayside Police	Average of last 3 years audited figures = 1500	Reduction by 4% on 3 year baseline
	Number of serious violent crimes	Annually Tayside Police	Average of last 3 years audited figures = 370	Reduction by 4% on 3 year baseline
	Reduce alcohol related hospital admissions. (menu of local measures)	NHS	TBC	TBC
	Reduce the number of accidental dwelling fires per 10,000 population. (Community Plan)	Tayside Fire and Rescue	17.4	Reduce by 5% by 2010
	Number of fatalities arising from fires	Tayside Fire and Rescue	4 2007/08	0
	Number of injuries arising from fires	Tayside Fire and Rescue	37	Reduce by 5% by 2010
	Number of wilful fire-raising/fire setting (secondary fires)	Tayside Fire and Rescue	1468	Reduce by 8% by 2010
	Number of alcohol related fire fatalities and injuries	Tayside Fire and Rescue	75% 2007/08	0
Percentage of adults stating that fear of crime has a moderate or great effect on their quality of life. (menu of local measures)	Annually, Scottish Household Survey or local household survey	TBC	<ul style="list-style-type: none"> <li>. Citywide TBC</li> <li>. Reduce SIMD 15%</li> </ul>	

				areas to city average
	<b><u>Number of people killed or seriously injured in road traffic accidents</u></b>	<b><u>Annually, Planning and Transportation</u></b>	<b><u>1994-95 average</u> <u>113.8 (71 in 2006)</u></b>	<b><u>40% reduction by 2010</u></b>
<b>Required actions/commitment by the local partners for these outcomes</b>	Support the Dundee Partnership Community Safety Strategy			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>	Develop a consistent approach to measuring crime, drug and alcohol impact on the community			

**Single Outcome Agreement for Dundee 2008-11**

**National Outcome 10**

**We live in well-designed, sustainable places where we are able to access the amenities and services we need**

**Local Context & Trends**

Almost three in ten people in Dundee were in Scotland's most deprived communities. A lower proportion of Dundee residents own their own property (53.6%) than Scotland as a whole (62.6%). The Council's Housing Financial Viability Study estimated that by 2008 there may be demand for approximately 20,500 social rented houses and currently there are 21,242. Each year an average of 630 new homes are built (62% owner occupied).

Dundee has made real progress on improving the local environment in many areas. Unpopular house types have been demolished to make way for new types of housing and local amenities. This will continue and the Council will be consulting communities more on improving local delivery of services. Improving houses and introducing more affordable housing will be a priority.

Dundee has 28% of its urban areas as parks and green spaces and 7 out of 10 residents visit them every month. The Council has a sustainable development framework and policy and committed to applying the principles to improving all services.

**Dundee has a rising number of applicants and from 1,217 applicants in 2007/08 housed 623 in settled accommodation (51%).**

Residents satisfaction with the quality of local services and facilities is 81% and 85% for accessing local services and facilities (Source - Dundee City Council Annual Consumer Survey 2007).

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
<p>Regenerate communities and create stable, attractive and popular neighbourhoods throughout the city</p> <p>Dundee will have stable, attractive and popular neighbourhoods throughout the city</p>	<p>Increase the variety and quality of affordable homes. (Council Plan)</p>	<p>Annually</p>	<p>126 HA Units built 198 surplus houses demolished 8 low cost home ownership units built</p>	<p>Build 200+ Housing Association units per annum. Demolish 496 surplus council houses in 2007/8 Increase number of low cost home ownership units</p>

				(including Homestake) Upwards
	Increase resident satisfaction with the quality of and access to local services, facilities and environment. (Council Plan)	Annually	s - 81% f - 85% e - 70%	
	Proportion of housing stock passing the Scottish Housing Quality Standard (Council Plan - menu of local outcome measures)	Annually/Housing Department	11% (March 2008)	56% by 2011
	<b><u>Number of unintentionally homeless households</u></b>	<b><u>Annually/Housing Department</u></b>	<b><u>1,217 (07/08)</u></b>	<b><u>reduce by 20% by 2011</u></b>
	<b><u>Intensive home care as a percentage of all long-stay care (whole system indicator)</u></b>	<b><u>Annually/Social Work Department</u></b>	<b><u>Oct 2007 25.32%</u></b>	<b><u>Target 30% by 2009</u></b>
	<b><u>The percentage of home care clients 65+ receiving personal care at home</u></b>	<b><u>Annually/Social Work Department</u></b>	<b><u>2006/07 53.5%</u></b>	<b><u>Target TBC</u></b>
<b>Shift the balance of care to quality caring services in the community</b>				
<b>Required actions/commitment by the local partners for these outcomes</b>	<p>Deliver the capital programme to meet the Scottish Housing Quality Standard for council housing.</p> <p>Review and renew the local regeneration outcome agreement</p> <p>Develop and implement local community plans to increase resident satisfaction with the quality of and access to local services, facilities and the environment</p> <p>Develop affordable housing strategy</p> <p>Review the balance of new house building in relation to entry-level affordable homes.</p>			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>				



**Single Outcome Agreement for Dundee 2008-11**

**National Outcome 11**

**We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others**

**Local Context & Trends**

Almost three in ten people in Dundee live in Scotland's most deprived communities, however, crime trends continue downwards and there have been significant investments in recent years by the Council in regeneration outcome agreements and dealing with anti-social behaviour. In 2006, 29% of the population said they felt fearful about becoming a victim of crime. Previous surveys showed steady progress in reducing the overall fear of crime.

Community engagement is a guiding principle of the Council's approach to Community Planning. Key priorities in the plan include regeneration, improving satisfaction with local facilities and recycling. These are only achievable by the community participating in the consultative, political and decision-making processes. Dundee has a new set of eight multi-member wards. These eight wards will each have a new local community planning partnership. They also overlap with the community regeneration forums.

**The Dundee Partnership has a volunteering strategy. The Scottish Household Survey (2004) recorded 17% of the adult population in Dundee volunteered regularly. The highest was Shetland (50%). The aim is to double volunteering in Dundee.**

The Scottish Index of Multiple Deprivation 2006 shows that almost half of the data zones in Dundee (48.9%) are assessed as in the housing domain 15% most deprived. This results in a ranking of 2nd in Scotland.

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
Create a city where crime is reducing and where people are safe and feel safe.	Reduce crime (cat1-4). (Council Plan)	Annually, SPI	Average of last 3 years audited figures = 12763	Reduction by 8% on 3 year baseline
Our people will be satisfied with the quality of, and access to, local services and facilities.	Number of instances of vandalism	Annually Tayside Police	Average of last 3 years audited figures = 3586	Reduction by 4% on 3 year baseline
	Number of reports to police of Youth Causing Annoyance	Annually Tayside Police	2006/07 = 10444	Reduction by 3% on 2006/07 baseline
Develop the culture of active citizenship and engagement with local government to regenerate communities and improve local services.	Reduce the impact on the community of alcohol and substance misuse (menu of local outcome measures)	TBC	TBC	

	<u>Amount of influence you feel you have over decisions which affect your neighbourhood</u>	<u>Annual Consumer Survey Dec</u>	<u>2008 21% some + great influence</u>	<u>increase</u>
	<u>Public awareness and support for their local community plan. (Council Plan)</u>	<u>Annual DCC Consumer Survey</u>	<u>TBC</u>	<u>increase</u>
	<u>% of residents stating that they are happy with their neighbourhood (ROA)</u>	<u>Annually</u>	<u>2007 average 89% (very satisfied)</u>	<u>Increase to city average of 89%</u>
	<u>% of adult population who volunteer regularly</u>	<u>Annually, Scottish Household Survey</u>	<u>17%</u>	<u>34% by 2011</u>
<b>Required actions/commitment by the local partners for these outcomes</b>	<p>Establish Local Community Planning Partnerships and deliver local plans          Seek sustainable funding for the investments in Community Safety initiatives          Develop a plan to tackle drug and alcohol misuse to improve the quality of life in Dundee          Deploy the Anti-Social Behaviour Strategy          Review the level of youth diversionary activities          Review and develop civil contingency arrangements.</p>			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>	<p>Develop a consistent statistical measure on the impact of alcohol and drug misuse on the community.</p>			

**We value and enjoy our built and natural environment and protect it and enhance it for future generations**

**Local Context & Trends**

Dundee has an enviable record of being the sunniest city in Scotland. The Council also has a reputation for protecting the environment and consistently recycling more of its waste (31%) than the national average (25%) and setting up one of the first UK Waste to Energy Plants. Dundee has 28% of its urban areas as parks or green space and seven out of ten residents visit them every month. The combination of national location advantage and commitment to sustainable development is a rich one.

Dundee city has a wide diversity of public open spaces covering 1393 Ha, which accounts for 28% of the urban area. There are 2 Sites of Special Scientific Interest (SSSI), 3 Local Nature Reserves (LNR) and 37 Sites of Importance for Nature Conservation (SINC) and Community Wildlife Sites (CWS). In addition, the River Tay, which has the largest annual flow of any UK river, is an internationally important area for over-wintering waterfowl as well as seals and other marine interest - Special Area of Conservation (SAC) and Special Protection Area (SPA).

**Dundee has good air quality, and is currently achieving the objectives for five of the seven pollutants the Councils is required to assess, namely carbon monoxide, lead, sulphur dioxide, benzene and 1,3-butadiene. However, there are a number of areas where the levels for the remaining two pollutants, nitrogen dioxide (NO<sub>2</sub>) and possibly particulate matter (PM<sub>10</sub>), which do not currently meet the national targets.**

The Tay Wastewater System has had a dramatic effect on the quality of Dundee's coastal water quality. As a result Broughty Ferry beach was awarded international Blue Flag status for 2005 and 2006 and was designated an Identified Bathing Water in January 2006. The Dighty Water is the secondary survey watercourse in Dundee, which enters the City Council area at Baldovan in the north and travels in a south easterly direction before discharging into the Tay Estuary. The most recent River Quality Classification Scheme, undertaken by SEPA in 2005 ranks the Dighty Water as being of fair to good quality.

Dundee City Council is a member of the Local Environmental Audit and Management System (LEAMS) programme which forms part of the Keep Scotland Beautiful 'People and Places' scheme. Under LEAMS, random samples of streets are independently inspected throughout the year and the standard of cleanliness is graded. Environmental Quality Indicators such as dog-fouling, graffiti and fly-tipping are also recorded to give an overall score for the Local Authority. The standard of street cleanliness is monitored and compared at a national level, with the target standard set at 67. In 2005/06 Dundee scored 69, which was slightly up on the 2004/05 figure of 66.

The Council's Sustainable Development Framework sets out ten topics that will be addressed by every service. The Council has signed up to the Scottish Declaration on Climate Change and will develop and carry out an action plan to reduce the city's carbon footprint. The Dundee Partnership Environment Strategy was adopted in January 2008.

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
To develop Dundee in a way that safeguards the future of the environment in the city.	<b><u>Attain seaside award and blue flag status for Broughty Ferry beach and increase attainment of green flags (Parks). (Council Plan/Environment Strategy)</u></b>	<b><u>Annually</u></b>	<b><u>Seaside Award held. Blue flag - water quality failed</u></b> <b><u>1 green flag</u></b>	<b><u>attain/increase</u></b>
Dundee will have stable, attractive and popular neighbourhoods throughout the city	Increase the LEAMS street cleanliness index score (Council Plan)	Annually	74 (2006)	increase
	<b><u>Reduce the number of sites that exceed the National Air Quality Standard and objectives for NO<sub>2</sub> and PM<sub>10</sub></u></b>	<b><u>Annually/ Environmental Health</u></b>	<b><u>7 (NO<sub>2</sub>)</u></b> <b><u>6 (PM<sub>10</sub>)</u></b>	<b><u>decrease</u></b>
<b>Required actions/commitment by the local partners for these outcomes</b>	Implement the Dundee Partnership Environment Strategy Develop the Council's Sustainable Development Framework Review and develop Dundee's Public Open Space Strategy Further develop and implement the contaminated land strategy Develop Camperdown Park and Camperdown House Develop the scope of the annual consumer survey to include public perception of the Council on sustainable issues.			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>				

**We take pride in a strong, fair and inclusive national identity**

**Local Context & Trends**

Dundee City Council was one of the first to undertake civic citizenship ceremonies for new UK citizens. The Council is proud to be the lead authority for the national entitlement card which is a multi-application smartcard for a range of public services of which almost 1.5m have been issued throughout Scotland for primarily the national free travel concession scheme and integrated youth services.

The Council has a commitment to respond to diverse needs and ensure equal opportunities regardless of ability, age, gender, race, religion and sexual orientation. The Council has a legal responsibility to comply with a range of equality and anti-discrimination legislation.

The Dundee Partnership has issued helpful welcome packs to migrant workers living and working in or near Dundee and has a good reputation in developing a multi-ethnic community that strongly identifies with Dundee and Scotland. Around 3% of the Council's workforce is black or minority ethnic which is less than the proportion of the local population although there has been an encouraging increase in job applications.

In the 2001 census 3.7% of Dundee's population came from ethnic minority populations compared to 2% for Scotland as a whole, with 1.2% from the Pakistani community, compared to 0.6% for Scotland as a whole.

<b>Dundee City Outcome</b>	<b>Dundee City Indicator</b>	<b>Frequency / Type / Source</b>	<b>Baseline (2006/07)</b>	<b>Local Target</b>
Ensure equality of opportunity in Dundee and integrate the principles of equality and diversity into mainstream practice	Satisfaction with council services among equality and diversity groups are on a par with the city's population as a whole. (Council Plan)	Annually, DCC Survey	No sig variation	

	Employment monitoring shows the council workforce is at least in line with the make up of the city's population as a whole. (Council Plan)	Annually, DCC records	Not Available	3.7% Ethnic groups 2001 census
	Proportion of public service buildings suitable and accessible to people with disabilities (SPI)	Annually, SPI	82.7%	
	Provision of English for speakers of other languages up to intermediate level (menu of local outcome measures)	Annual/Leisure and Communities	259	increase by 20%
<b>Required actions/commitment by the local partners for these outcomes</b>	Implement and review the Council's equality and diversity scheme. Audit the conduct of equality impact assessment on new plans. Develop the range of services accessed by the National Entitlement Card Deliver the revised Dundee Partnership Equality and Diversity Action Plan			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>	Maintain 'one Scotland' brand. Develop the national government services on the National Entitlement Card			

**We reduce the local and global environmental impact of our consumption and production**

**Local Context & Trends**

The Council has a reputation for protecting the environment and consistently recycling more of its waste (31%) than the national average (25%) and setting up one of the first UK Waste to Energy Plants. **Dundee has a relatively low tonnage of domestic waste going to landfill compared with other authorities (26,265 tonnes) and it is generally around 20%.** The Council's Sustainable Development Framework sets out ten topics that will be addressed by every service. The Council is committed to maintaining its excellent record in recycling waste and improving all services by applying the principles of sustainable development. The Council has signed up to the Scottish declaration on climate change and will develop and carry out an action plan to reduce the city's carbon footprint.

**Research from SEPA and from a Council commissioned coastal flood study shows that significant parts of Dundee are at risk of serious flooding and/or erosion unless preventative measures are taken. There already exists a flood emergency plan but a prevention strategy and coastal protection plan needs to be developed to inform on the protective measures that require to be implemented.**

Dundee City Outcome	Dundee City Indicator	Frequency / Type / Source	Baseline (2006/07)	Local Target
Develop Dundee in a way that safeguards the future of the environment of the city	Percentage of recycling of municipal waste. (Council Plan)	Annually, SPI	31%	40% by 2010
Dundee will have a sustainable environment and environmental justice	<b><u>Reduce the tonnes of Dundee municipal waste sent to landfill</u></b>	<b><u>Annually, Waste Management</u></b>	<b><u>26,265</u></b>	<b><u>23,685 by 2010</u></b>

	Percentage of council housing that has a rating of 5 or over in NHER	Annually, NHER	67%	Rating 5 for all council housing by 2015
<b>Required actions/commitment by the local partners for these outcomes</b>	Implement the Waste Strategy. Develop a climate change strategy and action plan Further develop and implement the contaminated Land Strategy <u><b>Develop a flood prevention and coastal protection plan for Dundee and implement appropriate protective measures.</b></u> Develop the Dundee Sun City Initiative.			
<b>Scottish Government required action/commitment to support delivery of a local outcome</b>	Develop a consistent approach to measuring carbon footprint <u><b>Establish a strategic framework for flood risk management in Scotland. Discuss with COSLA whether the increasing pressures faced by some Councils to provide protection against flooding and coastal erosion require further consideration..</b></u>			



**Single Outcome Agreement for Dundee 2008-11**

**National Outcome 15**

**Our public services are high quality, continually improving, efficient and responsive to local people's needs**

**Local Context & Trends**

Dundee City Council is modernising its customer services. In the last three years customer satisfaction with telephone contact had increased from 76% to 90%. This coincided with deploying modern contact centres for revenues, housing repairs and the corporate customer services team. There has also been a 20% growth each year in the use of the Council's website and 45,000 residents use the Council's smartcard (National Entitlement Card) to access a growing range of services.

The public consistently place 'quality and efficiency of services' top of the priority list in the Council's annual consumer survey. To continue to deliver the full range of services within the financial forecast the Council needs to find 1.5-2% efficiencies savings on its revenue budget per annum.

The Dundee Partnership involves the voluntary sector in making a significant contribution to achieving the vision for the City and improvement in service to citizens. A concordat has been developed to improve the partnership between the public and the voluntary sectors.

Community engagement is a guiding principle of the Council's approach to community planning. Each of the new eight multi-member wards will have a new local community planning partnership. They also overlap with the community regeneration forums.

Dundee is at forefront of the information age and has received a global recognition (top seven intelligent communities) for the way it has developed integrated services using the citizen account, corporate address gazetteer, geographic information system and is working on information sharing protocols with the NHS Tayside and other public sector partners. The Council's work on developing a multi-application smartcard has also been adopted by the Scottish Government and the Council is the lead authority for the National Entitlement Card. The Council places a high priority on developing the use of broadband technologies to improve the efficiency and quality of public services.

A new Dundee Partnership strategic theme group on performance and efficiency will be created to seek shared approaches between agencies to improving customer satisfaction and efficiency.

<b>Dundee City Outcome</b>	<b>Dundee City Indicator</b>	<b>Frequency / Type / Source</b>	<b>Baseline (2006/07)</b>	<b>Local Target</b>
Improve the efficiency of how public services are delivered.	Total value of recorded efficiency gains each year. (Council Plan)	Annually, Annual Accounts	£1.9M	£17M by 2011 cumulative
Make it easy for customers to contact the	Levels of customer satisfaction when	Bi-annually, Customer Satisfaction Survey	w=80% ph=87%	

<p>council for services and deliver more at point of first contact.</p> <p>Our organisations will continually improve and become more efficient.</p>	<p>contacting the council by web, phone and in person. (Council Plan)</p>		<p>pc=89%</p>	
	<p>Growth in on-line service transactions. (Council Plan)</p>	<p>Annually, Performance System</p>	<p>£7.0M</p>	<p>20% growth plan</p>
<p><b>Required actions/commitment by the local partners for these outcomes</b></p>	<p>Create a new Dundee Partnership theme group to share organisational approaches to performance improvement and efficiency  Update the compact with the Dundee Voluntary Sector.  Sustain local community planning as a mechanism for improving integrated service delivery  Prepare an annual efficiency statement and forecast based on projects proposed to deliver efficiencies.  Deliver a corporate procurement strategy that includes more joint procurement, efficient processes and sustainability  Develop a programme that applies whole systems thinking (lean service) principles to service reviews.  Continue programme of delivering online all relevant service orders, requests and payments.  Develop a one stop shop approach in the new Dundee House  Review and update a Customer Service Strategy  Develop the range of local services accessed by the National Entitlement Card.  Deploy a new corporate complaints system.  Use the "balanced scorecard" method to focus on customer and organisational strategic initiatives  Develop market research approaches within services to identify customer value demand basis for future satisfaction surveys  Encourage more routine customer feedback from each service process to inform service improvements.</p>			
<p><b>Scottish Government required action/commitment to support delivery of a local outcome</b></p>				

January 2008

1 Stronger and Safer Communities

a) **increase resident satisfaction with the quality of, and access to, local services and facilities**

To achieve this we will support the following activities:

- 1 Improvements to local services facilities - including schools, community centres, libraries, health centres etc
- 2 Improvements to local community facilities - including voluntary/ community managed venues offering community use etc
- 3 Improvements to outdoor community facilities - including playparks, sports areas, parks etc
- 4 Environmental improvements - including lighting, parking, traffic calming, paths etc
- 5 Implementation of local community planning and community regeneration
- 6 Development of community infrastructure and engagement
- 7 Delivery of community capacity building

b) **reduce reported levels of crime, fear of crime and anti-social behaviour**

To achieve this we will support the following activities:

- 1 commissioning of youth diversion activities
- 2 provision of community warden services
- 3 provision of targeted anti-social behaviour responses
- 4 development of community safety groups
5. personal safety for vulnerable groups

2 Wealthier and Fairer Communities

a) **Increase the number of economically active people**

To achieve this we will support the following activities:

- 1 Engagement and Referral Services
- 2 Individual Needs Assessment and Specialist Intervention
- 3 Employability Activities including skills development and job readiness
- 4 Transition towards or into work

5 In work support and aftercare

b) **Increase the proportion of 16-19 year olds in training, education or employment**

To achieve this we will support the following activities:

- 1 targeted NEET prevention initiatives to enable school pupils to achieve positive post-school destinations with particular emphasis on priority groups
- 2 targeted NEET reduction activity for 16 to 19 year olds with particular emphasis on priority groups

c) **Reduce the number of low income households**

To achieve this we will support the following activities:

- 1 financial awareness and capability initiatives
- 2 provision of affordable credit and debt reduction
- 3 access to affordable childcare

3 Healthier Communities

a) **Improve the sexual health of young people**

b) **Reduce levels of smoking, alcohol and substance misuse**

c) **Increase levels of physical activity**

d) **Improve diet and nutrition**

e) **Improve mental health and well-being**

To achieve these we will support the following activities:

- 1 provision of community-based health behaviour change initiatives
- 2 delivery of targeted and specific health improvement outcomes

4 Smarter Communities

a) **Increase achievement of qualification and skills**

To achieve this we will support the following activities:

- 1 services to young people to maintain engagement with school
- 2 non-qualification based achievement and accreditation initiatives
- 3 outcome based peer education initiatives

b) **increase adult literacy and numeracy**

To achieve this we will support the following activities:

- 1 outcome based adult guidance provision
- 2 referral and access to services relating to regeneration priority outcomes

National Strategic Objectives	FSF and National Outcomes	Dundee Regeneration Outcomes
Wealthier and Fairer	2. We realise our full economic potential with more and better employment opportunities for our people  7. We have tackled the significant inequalities in Scottish society	2(a) Increase the number of economically active people  2(b) Increase the proportion of 16-19 year olds in training, education or employment  2(c) Reduce the number of low income households
Smarter	4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens  3. We are better educated, more skilled and more successful, renowned for our research and innovation.	4(a) Increase achievement of qualifications and skills  4(b) Increase adult literacy and numeracy
Healthier	5. Our children have the best start in life and are ready to succeed  6. We have longer, healthier lives  8. We have improved the life chances for children, young people and families at risk.	3. Improve health through community based health behaviour change initiatives
Safer and Stronger	9. We live our lives safe from crime, disorder and danger.  10. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.	1(b) Reduce reported levels of crime, fear of crime and anti-social behaviour.  1(c) Increase resident satisfaction with the quality of, and access to, local services and facilities

# SINGLE OUTCOME AGREEMENT AND RELATIONSHIP TO DUNDEE PARTNERSHIP

