

**REPORT TO: SCRUTINY COMMITTEE – 24 SEPTEMBER 2014**

**REPORT ON: COMPARATIVE PERFORMANCE REPORT ON LOCAL GOVERNMENT BENCHMARKING FRAMEWORK PERFORMANCE INDICATORS 2012/13**

**REPORT BY: CHIEF EXECUTIVE**

**REPORT NO: 352-2014**

## **1 PURPOSE OF REPORT**

- 1.1 To advise the Committee of the performance of Dundee City Council in relation to the Scottish Local Authorities and its Family Groupings as defined within the Local Government Benchmarking Framework. This is the baseline position for future benchmarking including Public Performance Reporting for 2013/14 and Improvement Service projects in the future.

## **2 RECOMMENDATION**

- 2.1 To request that Chief Officers review these indicators on an ongoing basis to assess if there is scope for improvements particularly in financial year 2014/2015.
- 2.2 To request that Chief Officers include these indicators as appropriate in future Service Plans.
- 2.3 To include the Local Government Benchmarking Framework indicators in future Corporate Performance Reports.

## **3 FINANCIAL IMPLICATIONS**

- 3.1 None.

## **4 BACKGROUND**

- 4.1 To assist each authority deliver Best Value the Scottish Society of Local Authority Chief Executives (SOLACE) initiated a joint benchmarking project with the Improvement Service to agree a list of indicators that can be produced each year as part of a benchmarking framework. Following a two year process of research and consultation the first annual publication was issued in March 2013. This provided data for the years 2010/2011 and 2011/2012. Data for 2012/2013 was published in March 2014 and made available to the public on the Improvement Service's website.
- 4.2 For 2012/2013, 52 measures of local government cost, performance and customer satisfaction were published for each local authority to enable suitable comparisons to be made. The appendix provides an analysis of the data for Dundee City Council, showing how Dundee compares to the Scottish Average and its Family Group of similar local authorities.
- 4.3 The Improvement Service has established two sets of Family Groups for Dundee. People Services which relates to Education, Social Work and Housing and Other Services which relates to all other areas of local authority service provision.

<u>People Services</u>	<u>Other Services</u>
Dundee City	Dundee City
Glasgow City	Glasgow City
North Lanarkshire	North Lanarkshire
West Dunbartonshire	West Dunbartonshire
North Ayrshire	Aberdeen City
East Ayrshire	Edinburgh City
Inverclyde	Falkirk
Eilean Siar	East Dunbartonshire

- 4.4 The above groups were established as those authorities share similar characteristics such as deprivation and or urban density and are best suited for inter-authority comparison. Details of Family Group rankings are provided in the appendix to the report.
- 4.5 The paragraphs which follow provide an overview, based on feedback from officers, on how Dundee City Council compares to the Scottish Average and its Family Groupings.
- 4.6 “Perception” indicators, that is those indicators which relate to stakeholder surveys being carried out should be treated with great caution. The Scottish Householder Survey from which this information is derived is not considered robust and the data is only collected every second year. This has been recognised by the Improvement Service which has established a working group consisting of Council representatives with a view to improving the reliability and comparability of these indicators in the near future.

## **5 PERFORMANCE OVERVIEW**

### **5.1 OVERALL PERFORMANCE**

- 5.1.1 Overall the Council is collecting 56 indicators under its Local Government Benchmarking Framework, 26 of which have improved performance compared to the previous year (51%). This figure will provide a useful benchmark to measure the Council’s general performance level in future years.

### **5.2 CHILDREN'S SERVICES**

- 5.2.1 There are twelve indicators for this group for which eight indicators improved over the previous year’s figures (66%). Cost per pre-school place was the best in our Family Group whilst primary school cost per pupil was also ranked highly. The Balance of Care indicator for looked after children is one of the best in Scotland and the cost indicators are currently being reviewed.

### 5.3 CORPORATE SERVICES (INC CORPORATE ASSETS)

5.3.1 There are ten indicators for this group for which five indicators improved over the past year's figures (50%). Rankings remain high for noise complaints and invoice payments. The per capita cost of collecting Council Tax is one of the highest but is generally comparable with the other cities and Dundee's smaller population increases the unit cost per dwelling.

### 5.4 SOCIAL WORK

5.4.1 There are five indicators in this group and Dundee improved on only one of those indicators (20%). Costs for home care are one of the highest in Scotland and further investigation is underway on this data.

5.4.2 It is important to note that when the +/-0.5% threshold is applied to the data, performance on the perception indicator is the only item which has significantly declined.

### 5.5 CULTURE AND LEISURE

5.5.1 There are eight indicators in this group and Dundee improved on four of those when compared to the previous year (50%). Rankings remain generally high across the sub-groupings with libraries receiving the best customer satisfaction rating in Scotland.

### 5.6 ENVIRONMENT

5.6.1 There are ten indicators in this group, four of which could not be compared to the previous year. Of the remaining six Dundee improved on three of those (50%). Rankings remain high particularly for the customer satisfaction indicators and the cleanliness indicators.

### 5.7 ROADS MAINTENANCE

5.7.1 There are five indicators in this group and Dundee improved on only one of these indicators. It has to be recognised that there is an element of investment rather than cost for all these indicators and that Dundee's rankings compared to other authorities are very high.

5.7.2 It is also important to note that the Improvement Service is currently carrying out a pilot project to study these indicators in more detail and Dundee is playing a key role in this project.

### 5.8 HOUSING SERVICES

5.8.1. There are five indicators being collected in this group and of those four indicators improved on performance compared to the previous year (80%). Progress on houses attaining the quality standard and becoming more energy efficient has been particularly rapid.

Note: performance can only be compared to three other Councils in Dundee's family grouping for Housing Services.

## 5.9 ECONOMIC DEVELOPMENT

- 5..1 There is only one indicator in this category which is new, performance for which is ranked high.

## 6 **CONCLUSION**

The Council continues to make continuous improvements to most of the services covered by the Local Government Benchmarking Framework indicators. This report will provide a useful benchmark against which the overall performance of Dundee City Council will be measured in future years. The framework is still in its first two years and in future years the report will include lessons learned by family group studies into best practice in selected indicators.

## 7 **POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues due to the nature of the report.

## 8 **CONSULTATIONS**

The Director of Corporate Services and Head of Democratic and Legal Services and other department Directors have been consulted on this report.

## 9 **BACKGROUND PAPERS**

2014 Scottish Local Government Benchmarking Overview Report - Improvement Service

David K Dorward  
Chief Executive



16/09/2014

**Improvement Service / Local Government  
Benchmarking Data Set  
March 2014**

## 1 Introduction

This document used the Improvement Service / Local Government Benchmarking data that was published in March 2014. The report uses a fixed table layout to highlight aspects of the Dundee City performance in each indicator. The table headings used within this document are:

### Example table

Indicator	Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
Democratic core costs per 1,000 popn.	11/12	£24,566	£31,469	6	5		
	12/13	£30,447	£31,778	15	6		

### What this table shows:

#### Indicator:

Name of the indicator being analysed

#### Year:

Each indicator shows data for 11/12 and 12/13 (where available)

#### DCC Figure:

Shows the figure for Dundee City Council for the 12 months ended 31 March

#### Scottish Average:

Shows the average figure for all 32 Local Authorities in Scotland

#### Rank in Scotland:

Dundee City Performance ranked against all 31 other Local Authorities  
i.e. the table above says DCC was ranked 15 out of 32 in 2012/13

#### Family Group Ranking:

Dundee City Performance ranked against 7 other Local Authorities that share the same characteristics. One represents the highest rank and eight is the lowest in the family group.

These are split into two Groups :-

People Services

Other Services

#### People Services

Dundee City  
Glasgow City  
North Lanarkshire  
West Dunbartonshire  
North Ayrshire  
East Ayrshire  
Inverclyde  
Eilean Siar

#### Other Services

Dundee City  
Glasgow City  
North Lanarkshire  
West Dunbartonshire  
Aberdeen City  
Edinburgh City  
Falkirk  
East Dunbartonshire

### Improvement Status Code



Circle represents performance roughly the same as last year,



Downward arrow represents a decline and



Upward arrow represents improvement.

### General Trend Code

Gives a generalised view of performance direction over three years.

## 2 Children's Services

### 2.1 Cost Per Pupil

Indicator	Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
Cost per Primary School pupil	11/12	£4,552	£4,792	9	3		
	12/13	£4,379	£4,752	6	2		

#### Service comments

Performance over the two financial years 11/12 & 12/13 indicates an improvement with costs decreasing by 4.34%  
 Performance in the period 2012-13 is similar to that in 2011-12.  
 Overall performance is very good with Dundee ranked 6 out of 32 local authorities.

Indicator	Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement status	General Trend
Secondary cost per pupil	11/12	£6,761	£6,321	26	7		
	12/13	£6,804	£6,427	23	6		

#### Service comments

Performance over the above period remains consistent with a similar performance evident in all years. September 2012 census figures indicate four of Dundee's nine secondary schools with pupil rolls of less than 800 with two schools with less than 600 pupils. Staffing levels remain good in all secondary schools in an effort to improve pupil outcomes.

Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Cost per pre-school place	11/12	£2,949	£3,091	16	1		
		12/13	£2,865	£3,106	14	1		

### Service comments

An improving trend is evident over the three year general trend period with costs in financial year 2012/13 reduced by 5.8 % relative to the first year.

## 2.2 Attainment

Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	% of pupils gaining 5+ Awards at Level 5	11/12	26%	37%	32	8		
		12/13	28%	39%	32	8		
	% of pupils gaining 5+ Awards at Level 6	11/12	20%	25%	28	6		
		12/13	22%	26%	27	5		
	% of pupils gaining 5+ awards at Level 5 by SIMD (Pre-Appeal)	11/12	12.4%	18.0%	23	7		
		12/13	13.1%	19.5%	24	7		
	% of pupils gaining 5+ awards at Level 6 by SIMD (Pre-Appeal)	11/12	6.6%	9.0%	24	7		
		12/13	7.4%	10.1%	23	7		
	% of adults satisfied with local schools	10/11	81.2%	83.1%	25	6		
		12/13	77.0%	83.0%	28	7		
	Proportion of Pupils Entering Positive Destinations	11/12	90.0%	89.9%	16	4		
		12/13	91.1%	91.4%	19	4		









**Service comments**

Pupil attainment outcomes in all national measures during 2012/13 indicates improvement relative to the previous year (2011/12).

Pupil attainment over the general trend period is good in two of the four attainment awards and remains similar to the previous year in the remaining two.

The proportion of pupils entering positive destinations continues to improve with Dundee City Council ranked as 19 of 32 Local Authorities and fourth in their family group in the period 2012/13.

## 2.3 Looked After Children



Indicator	Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
Weekly gross costs per 'Looked After' Child in a residential setting	11/12	<b>£3,172</b>	£3,014	23	6		
	12/13	<b>£3,532</b>	£2,928	23	8		
Weekly gross costs per 'Looked After' Child in the community	11/12	<b>£287</b>	£221	23	7		
	12/13	<b>£311</b>	£250	25	8		
Balance of care for looked after Children: % of children being looked after in the Community	11/12	<b>93.6%</b>	91.18%	3	2		
	12/13	<b>94.0%</b>	91.00%	3	3		

**Service comments**

The recent Changing For The Future review on Looked After Children found that significant savings had already been made within Children's Services but that the calculation of value for money, i.e. outcomes for children per cost, requires much deeper analysis. The Loughborough University Child and Family Research unit was commissioned in 2013 to carefully map costs and outcomes across eight looked after processes and will commence work in Dundee on 28<sup>th</sup> April 2014 with a report to be available by December 2014.



### 3 Corporate Services

#### 3.1 General

Indicator	Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
Democratic Core Costs per 1,000 population	11/12	£24,566	£31,469	6	5		
	12/13	£30,447	£31,778	15	6		



#### Service comments

Reflects staff movements from other departments to the Chief Executive's and Corporate Services Departments during the year, not recharged to other services. The 12/13 figure is still below the Scottish Average despite increasing in 12/13 and the overall general trend has been to maintain performance over the three years.

Indicator	Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
Central Support services as a % of Total Gross expenditure	11/12	4.1%	4.8%	9	5		
	12/13	4.5%	4.7%	17	7		



#### Service comments

Reflects staff movements from other departments to the Chief Executive's and Corporate Services Departments during the year, not recharged to other services. Costs have risen compared to the previous year although the general trend over the three years has been to maintain the performance level. DCC figure for 12/13 is still lower than the Scottish Average despite the increase.

Indicator	Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
% of Invoices that were paid within 30 days	11/12	92.6%	90.2%	7	5		
	12/13	92.9%	90.5%	11	5		





#### Service comments

Performance levels have been maintained and the overall general trend is that performance for this indicator has been maintained. DCC figure is also above the Scottish Average in 2012/13.

Indicator/s		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Days Lost per FTE Employee	11/12	9.9	9.3	24	5		
		12/13	10.5	9.8	24	5		

#### Service comments





It is hoped that the implementation of the new absence management system and the revised Procedure for Managing Absence and Promoting Attendance will have a positive impact on the Council's Absence levels as will the involvement of Occupational Health at an earlier stage. Management are also involved in ongoing discussions with the Trade Unions relating to the increase in absence levels.

Indicator/s		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Percentage of employees in the highest 2% of earners that are female	11/12	33.3%	41.2%	24	8		
		12/13	31.1%	43.1%	27	8		
	Percentage of employees in the highest 5% of earners that are female	11/12	40.5%	48.5%	28	8		
		12/13	40.6%	48.7%	28	8		

#### Service comments

The performance level on the percentage of female employees in the highest 5% has been maintained over the years with the general trend for DCC being one of continuous improvement. Performance level is below the Scottish Average, therefore there is still scope for further work and improvement. The 2% indicator is being removed from the national framework as the population is so small that a movement of one or two people can significantly change the ranking.





## 3.2 Domestic Noise Complaints

Indicator/s		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	11/12	0.3	0.59	2	1			
	12/13	0.3	0.53	4	1			
(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	11/12	8.8	31.6	12	3			
	12/13	6.7	43.2	14	3			

**Service comments**

Excellent performance has been maintained in both Domestic Noise Complaints and Domestic Noise Complaints dealt with under the 2004 Anti-Social Behaviour Act.

## 3.3 Council Tax





Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	The cost per dwelling of collecting Council Tax	11/12	<b>£20.37</b>	<b>£13.15</b>	31	8		
		12/13	<b>£22.19</b>	<b>£13.29</b>	31	8		
	Percentage of income due from Council Tax received by the end of the year	11/12	<b>93.3%</b>	<b>95.10%</b>	31	7		
		12/13	<b>93.1%</b>	<b>95.16%</b>	32	8		

**Service comments**

Item 1 – Resources are monitored on a regular basis in an endeavour to reduce this cost. The Council has recently introduced an on-line facility which enables customers to have their Council Tax bills sent electronically. Also, the Council has recently established a Corporate Debt & Welfare Reform team to administer all debt for the Council. It is anticipated that both of the above will reduce the cost per dwelling of collecting Council Tax.

Item 2 – Every effort is made to collect the Council Tax. The number of direct debit payers has increased year on year. Staff are pro-active in contacting debtors to either agree a payment arrangement or to contact them when an arrangement is not being maintained. However there continues to be high levels of deprivation within the city, which does have a significant impact on the levels of collection.

## 3.4 Corporate Assets

Indicator/s		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Proportion of operational buildings that are suitable for their current use	11/12	<b>81.7%</b>	<b>74.8%</b>	16	3		
		12/13	<b>82.5%</b>	<b>75.9%</b>	17	4		
	Proportion of internal floor area of operational buildings in satisfactory condition	11/12	<b>80.2%</b>	<b>82.7%</b>	21	6		
		12/13	<b>81.0%</b>	<b>82.6%</b>	22	6		

**Service comments**

The Property Division, in terms of the approved property asset management plan, continues to programme appropriate capital investment and revenue expenditure to ensure that the proportion of operational properties that are suitable for use and in satisfactory condition improve on an annual basis.

**4 Social Work**

Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Home Care Costs per Hour (Over 65)	11/12	£25.36	£19.22	27	8		
		12/13	£25.53	£20.48	25	8		
	% of people 65+ with intensive needs receiving care at home	11/12	31.37%	33.3%	20	8		
		12/13	29.94%	34.1%	24	8		
	% of Adults satisfied with social care of social work services	10/11	61.3%	62.1%	21	7		
		12/13	49.0%	57.0%	29	8		
	Net Residential Costs per week for older people	11/12	£380.01	£398.31	12	3		
		12/13	£392.05	£372.63	22	5		

**Service comments****Satisfaction with Social Work Services**

The data comes from the Scottish Household Survey and not Social Work surveys which are much more positive. DCC is due to do a service user survey in 2014 and the results of this will be useful to help the Council ascertain satisfaction levels and they will be used to supplement national surveys.



**% of people with intensive needs receiving care at home**

DCC increased the number of people receiving intensive care at home and reduced geriatric long stay beds. However the reason why this indicator has not improved is due to occupancy in care homes for older people.

**Home Care Costs per Hour**

DCC has been investigating this over the last 6 months and a number of measures are in place to ensure that all homecare hours are captured for the census on 31 March 2014

- guidance to staff has been issued
- DCC will include home based respite where this was not included previously
- manual recording exercises are taking place for unrecorded hours, food train and social care response. These hours were not captured previously as they were not being recorded against individuals.





Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Self directed support (SDS) spend on adults 18+ as a % of total social work spend on adults 18+	11/12	<b>0.80%</b>	<b>3.11%</b>	26	7		
		12/13	<b>0.80%</b>	<b>5.92%</b>	30	7		

#### Service comments

There are still less than 50 people receiving a direct payment in Dundee, however this is expected to rise considerably in the future.

## 5 Culture and Leisure





### 5.1 Sports Facilities

Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Gross cost per attendance at sports facilities	11/12	<b>£2.72</b>	<b>£4.15</b>	7	2		
		12/13	<b>£2.73</b>	<b>£3.82</b>	14	4		
	% of adults satisfied with leisure facilities	10/11	<b>80.2%</b>	<b>74.6%</b>	11	3		
		12/13	<b>74.0%</b>	<b>80.0%</b>	25	6		

#### Service comments

The Scottish Household Survey is a national survey and the figures are less robust but still aid some comparison of Council performance across the country.





## 5.2 Library Visits

Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Cost per library visit	11/12	<b>£3.25</b>	<b>£3.43</b>	13	3		
		12/13	<b>£3.66</b>	<b>£3.31</b>	15	4		
	% of adults satisfied with libraries	10/11	<b>87.3%</b>	<b>83.5%</b>	10	2		
		12/13	<b>95.0%</b>	<b>83.0%</b>	1	1		

**Service comments**

Library Service has become more expensive but is the best in Scotland according to stakeholders. The Council won Library of the Year Award in 2013.

## 5.3 Museum Visits





Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Cost per museum visit	11/12	<b>£5.83</b>	<b>£3.81</b>	24	6		
		12/13	<b>£5.10</b>	<b>£3.94</b>	21	5		
	% of adults satisfied with museums and galleries	10/11	<b>73.1%</b>	<b>75.5%</b>	15	6		
		12/13	<b>81.0%</b>	<b>78.0%</b>	9	3		

**Service comments**

This is the trend the Council is aiming for - improved efficiency with service improvement evidenced by high stakeholder satisfaction rating. Excellent.



## 5.4 Parks/Open Space





Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
Cost of Parks and Open Spaces per 1,000 population	11/12	£34,726	£33,579	18	6			
	12/13	£34,776	£32,256	21	6			
% of adults satisfied with parks and open spaces	10/11	88.3%	83.1%	5	1			
	12/13	93.0%	86.0%	6	2			









**Service comments**

Dundee benefits from having a large area of parks and open spaces. This is reflected in the maintenance costs.  
The high satisfaction levels are partly due to the support the Council receives from the parks and open spaces 'Friends Networks'. And pursuing 'green flag' awards.

**6 Environment Services**

## 6.1 Waste/Street Cleaning

Indicator/s		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
Net Waste collection cost per premise	11/12	N/A	N/A	N/A	N/A	N/A		
	12/13	£46.12	£59.12	9	4			
Net Waste disposal cost per premise	11/12	N/A	N/A	N/A	N/A	N/A		
	12/13	£92.76	£92.28	20	4			
% of total Household Waste arising that is recycled	11/12	31.8%	41.0%	26	7			
	12/13	27.8%	41.7%	29	8			
Net cost of street cleaning per 1,000 population	11/12	£31,002	£19,380	31	7			
	12/13	£27,287	£17,534	30	6			

	% of adults satisfied with refuse collection	10/11	<b>85.5%</b>	<b>80.9%</b>	12	2		
		12/13	<b>90.0%</b>	<b>83.0%</b>	5	2		
	% of adults satisfied with street cleaning	10/11	<b>79.8%</b>	73.3%	3	1		
		12/13	<b>85.0%</b>	<b>75.0%</b>	3	1		
	Cleanliness Score	11/12	<b>98.1%</b>	<b>96.1%</b>	6	1		
		12/13	<b>96.8%</b>	<b>95.8%</b>	14	1		
	Cost of trading standards per 1,000 population	11/12	<b>N/A</b>	<b>N/A</b>	N/A	N/A		
		12/13	<b>£3,769</b>	<b>£5,310</b>	11	4		
	Cost of environmental health per 1,000 population	11/12	<b>N/A</b>	<b>N/A</b>	N/A	N/A		
		12/13	<b>£16,583</b>	<b>£17,131</b>	16	5		
	Cleanliness Index	11/12	<b>75</b>	<b>75</b>	12	2		
		12/13	<b>73</b>	<b>75</b>	20	2		











### Service comments

Recycling rate figure has dropped 4 percentage points in the last year. The main contributory factor was the major outage at the DERL plant caused by fire damage in May 2012. This been repaired and a major refit carried out at the plant. This should contribute towards reversing the trend shown. The Environment Committee approved a plan to increase recycling collection

The increase of 7% on disposal costs can be attributed to additional costs associated with the DERL plant fire in May 2012 and a drop in trade waste income.

There has been an improvement in street cleaning costs. Based on the Scottish Household survey the levels of customer satisfaction for refuse collection and street cleansing are among the top five in Scotland.

## 6.2 Roads Maintenance

Indicator/s		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
Cost of maintenance per kilometre of roads	11/12	£8,317	£6,211	17	2			
	12/13	£9,767	£6,655	20	3			
Percentage of A class roads that should be considered for maintenance treatment	11/12	21.4%	30.5%	4	1			
	12/13	19.5%	29.4%	5	1			
Percentage of B class roads that should be considered for maintenance treatment	11/12	18.7%	36.3%	1	1			
	12/13	19.1%	35.0%	2	1			
Percentage of C class roads that should be considered for maintenance treatment	11/12	16.5%	45.3%	2	1			
	12/13	17.0%	34.8%	2	1			
Percentage of U class roads that should be considered for maintenance treatment	11/12	29.7%	38.3%	3	1			
	12/13	32.7%	39.0%	7	2			

**Service comments**











The "Cost of maintenance per kilometre of roads", should actually be called investment as this is not just cost. An authority with a larger network than Dundee but spending the same would be seen as a better performer, this is not necessarily the case. This is being investigated as part of the pilot.

Road Condition Indicator:-

It is positive that this is being maintained in a general steady state.

Dundee is highlighted as a high ranking authority within Scotland and its family group, however this needs to be considered in context. The current condition within Dundee is anticipated to decline, therefore commitment has been given to invest to try and maintain the existing position. The ranking position within Scotland & family group is positive, although this can be viewed as a good performer within an overall context of criticism by the public.

## 7 Housing Services

Indicator		Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
	Current tenants' arrears as a percentage of net rent due	11/12	<b>10.01%</b>	<b>6.10%</b>	24	5		
		12/13	<b>9.94%</b>	<b>6.81%</b>	24	5		
	Percentage of rent due in the year that was lost due to voids	11/12	<b>2.12%</b>	<b>1.30%</b>	24	4		
		12/13	<b>1.78%</b>	<b>1.23%</b>	21	3		
	Percentage of dwellings meeting SHQS	11/12	<b>55.7%</b>	<b>66.10%</b>	21	4		
		12/13	<b>74.1%</b>	<b>76.65%</b>	18	4		
	Percentage of repairs completed within target times	11/12	<b>90.6%</b>	<b>93.6%</b>	21	5		
		12/13	<b>86.5%</b>	<b>93.1%</b>	25	5		
	Percentage of council dwellings that are energy efficient	11/12	<b>76.7%</b>	<b>81.2%</b>	18	4		
		12/13	<b>91.1%</b>	<b>88.8%</b>	12	2		

### Note for above Table

Housing Services performance relates to only 26 Councils in Scotland

Housing Services performance comparison relates to only 4 other Councils in the Family Group.

### Service comments

Changes in repairs performance are monitored closely by the Repairs Management Board and can relate to a wide range of factors.

The latest results have been impacted by a concerted effort to address a backlog of rainwater goods repairs.

The percentage of council houses that are energy efficient has seen a significant improvement and is above the Scottish and Family Group average.

## 8 Economic Development

### 8.1 Employability Programmes

Indicator/s	Year	DCC Figure	Scottish Average	Rank in Scotland	Family Group Ranking	Improvement Status	General Trend
% Unemployed People Assisted in to work from Council operated/funded Employability Programmes.	11/12	N/A	N/A	N/A	N/A		
	12/13	<b>16.16</b>	<b>9.6</b>	4	2		

#### Service comments

This is a new indicator which cannot be compared to the previous year.

Performance is one of the best in Scotland.