

ITEM No ...3.....

REPORT TO: SCRUTINY COMMITTEE – 23 SEPTEMBER 2015

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

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 303-2015

1 PURPOSE OF REPORT

1.1 The purpose of this report is to advise the Elected Members of the performance of Dundee City Council for the first three months of the financial year to 30 June 2015, as defined by the Key Quarterly Performance Indicators.

2 RECOMMENDATION

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

2.2 Elected Members should note in particular, that for the first time, all corporate outcome indicators (i.e. those on pages 9 and 10) are all maintained or improved indicators compared to the previous period.

2.3 All Chief Officers should review the contents of Appendix 1 as it relates to their service and consider if there are any indicators for which performance can be improved over the course of the year 2015/2016.

3 FINANCIAL IMPLICATIONS

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

4 BACKGROUND

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

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

5 PERFORMANCE OVERVIEW

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

5.2 In Appendix 1 82% of the performance indicators either showed performance being maintained or improved. This compares very favourably with the 75% recorded this time last year. Eleven indicators suggested a significant deterioration in performance. Nineteen of the indicators demonstrated significant improvement on the performance of the previous period.

6 DUNDEE OUTCOMES

- 6.1 D01 – Dundee will be an internationally recognised city at the heart of a vibrant region with more and better employment opportunities for our people
- 6.1.1 The Council is currently collecting 2 indicators on a quarterly basis in this category performances for which have both declined.
- 6.2 D02 – Our people will be better educated and skilled within a city renowned for learning, research innovation and culture
- 6.2.1 The Council is currently collecting 4 indicators on a quarterly basis in this category for which 100% have maintained or improved performance compared to the previous period.
- 6.3 D03 – Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included
- 6.3.1 The Council is currently collecting 4 indicators on a quarterly basis in this category. Supervision order response rate was the only indicator which declined.
- 6.4 D05 – People in Dundee will have improved physical and mental well-being
- 6.4.1 The Council is currently collecting 2 indicators on a quarterly basis in this category. Pool attendance declined.
- 6.5 D06 – People in Dundee are able to live independently and receive support when they need it
- 6.5.1 The Council is currently collecting 3 indicators on a quarterly basis in this category for which 100% have maintained performance compared to the previous period.
- 6.6 D07 – Our communities will be safe and feel safe
- 6.6.1 The Council is currently collecting 4 indicators on a quarterly basis in this category for which 50% have maintained performance compared to the previous period. Average hours to complete Level 1 payback orders was the only indicator which declined.
- 6.7 D08 – Dundee will be a fair and socially inclusive city
- 6.7.1 The Council is currently collecting 5 indicators on a quarterly basis in this category for which 80% have improved or maintained performance compared to the previous period. Homeless stays in hostels was the only performance indicator which declined.
- 6.8 D09 – Our people will live in strong, popular and attractive communities
- 6.8.1 The Council is currently collecting 9 indicators on a quarterly basis in this category for which 66% have maintained performance compared to the previous period. Noise complaints and average days to let low demand council houses were the only areas in which performance declined.
- 6.9 D010 – Our communities will have high quality and accessible local services and facilities
- 6.9.1 The Council is currently collecting 8 indicators on a quarterly basis in this category for which 75% have maintained or improved performance compared to the previous period. Performance for e-books and e-magazines declined during the period.
- 6.10 D011 – Our people will live in a low carbon, sustainable city
- 6.10.1 The Council is currently collecting 1 indicator on a quarterly basis in this category which has maintained performance compared to the previous period.

7 CORPORATE OUTCOMES

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

7.1.1 The Council is currently collecting 17 indicators on a quarterly basis in this category of performance for which 100% either maintained or improved performance compared to the previous period.

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

7.2.1 The Council is currently collecting 3 indicators quarterly in this category for which 100% have maintained or improved performance compared to the previous period.

8 POLICY IMPLICATIONS

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

There are no major issues.

9 CONSULTATION

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

10 BACKGROUND PAPERS

Audit Scotland Performance Indicator Guidelines 2013/14.

David R Martin
Chief Executive

14/09/2015

Statutory Return/Self-Assessment 2015/2016
Corporate Performance – Dundee Outcomes

Outcome	2013/14	2014/15 compared to previous year		2014/15 3 months to 30/06/14	2015/16 3 months to 30/06/15		Comment	
DO1 Dundee will be an internationally recognised city at the heart of a vibrant region with more and better employment opportunities for our people City Development								
Number of employability clients achieving a job outcome	N/A	944		216	173	▼	Decline 20%	PSA
New business start ups assisted by the business gateway	286	288	●	84	61	▼	Decline 27%	PSB
DO2 – Our people will be better educated and skilled within a city renowned for learning, research, innovation and culture								
Cultural Services								
Visits to museums per 1,000 population	2141	2130	●	542	604	▲	Improvement 11.4%	
Visits to museums per 1,000 population in person	1821	1818	●	462	470	●		
Number of adult learners	3676	3708	●	1206	1192	●		
Percentage of adult learners from CRA areas	56	55	●	55	58	▲	Improvement rate 5.4%	

Outcome	2013/14	2014/15 compared to previous year		2014/15 3 months to 30/06/14	2015/16 3 months to 30/06/15		Comment	
DO3 Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included Children's Services								
% of looked after children placed with approved LA carers	73.4	71.3	●	74.7	72.7	●		
% of children given a supervision order seen within <15 days	89.3	92.4	●	100	93.9	▼	Decline 6.1%	PSC
P% of initial CP case conference taking place within 15 working days of decision	66.0	67.0	●	66.7	87.1	▲	Improvement rate 31%	
% of young people receiving aftercare in education, training or employment	48.3	49.5	●	48.0	48.0	●		
DO5 People in Dundee will have improved physical and mental wellbeing Leisure Services								
Number of attendances per 1000 population for all pools	4242	3969	▼	1075	1015	▼		PSD
Number of attendances per 1000 population for indoor facilities	6617	6409	●	1718	1756	●		

Outcome	2013/14	2014/15 compared to previous year		2014/15 3 months to 30/06/14	2015/16 3 months to 30/06/15		Comment
DO6 People in Dundee are able to live independently and receive support when they need it							
Criminal Justice							
% of OT assessments completed within 20 working days	93.97	93.40	●	89.88	92.5	●	Improvement rate 3%
% of people requiring reduced homecare following enablement	54	71	▲	79	82.5	●	Improvement rate 4.4%
% of all community care assessments completed in 20 days	80.17	82.80	●	84.29	84.2	●	
DO7 Our communities will be safe and feel safe							
Adult Social Work							
% Criminal Justice Social Work reports submitted by due date	99.6	99.2	●	99.8	99.3	●	
% Community Payback Orders seen within one day	98.7	85.9	●	91.8	89.2	●	
Average hours to complete a Community Payback Order – Level 1	4.1	3.9	●	4.5	3.35	▼	Decline 25.5%
Average hours to complete a Community Payback Order – Level 2	5.4	6.1	▲	5.6	6.62	▲	Improvement rate 18.2%

PSE

Outcome	2013/14	2014/15 compared to previous year		2014/15 3 months to 30/06/15	2015/16 3 months to 30/06/15		Comment	
DO8 Dundee will be a fair and socially inclusive city								
Homelessness								
Number of homeless applications made during the period	1402	1439		382	348		Colour code not appropriate	
Average length of homeless stay in hostels (days)	32	31	●	30	40	▼	Decline 33.3%	PSF
Average length of homeless stay in Furnished Dwellings (days)	133	105	▲	104	92	▲	Improvement rate 11.5%	
Average length of homeless stay in bed and breakfast (days)	0	0	●	0	0	●		
% lets to statutory homeless households	50	54.5	▼	55	50	▲	Improvement rate 9%	
DO9 Our people will live in strong, popular and attractive communities								
Protective Services								
Average time between noise complaint and attendance – hours	5.96	6.25	●	6.19	6.95	▼	Decline 12.3%	PSG
Average time between complaint and attendance – Part V ASBA 2004 – minutes	15.84	18.00	▼	16.46	20.8	▼	Decline 26.4%	PSH
% of consumer complaints processed within 14 days	77.1	79.0	●	81.8	83.1	●		
% of business advice requests dealt with within 14 days	91.7	96.0	●	98.1	94.4	●		
% of food alerts receiving a response within 48 hours	100	100	●	100	100	●		
% of communicable disease notifications receiving a response <2 working days	100	100	●	100	100	●		

Outcome	2013/14	2014/15 compared to previous year		2014/15 3 months to 30/06/14	2015/16 3 months to 30/06/15		Comment	
% of pest control responses made <5 working days	98	98	●	99	99	●		
Housing								
Average days to let council houses non low demand	59.80	47.32	▲	50.4	50.29	●		
Average days to let council houses low demand	64.20	49.03	▲	46.6	52.93	▼	Decline 13.6%	PSI
DO10 Our communities will have high quality and accessible local services and facilities								
Number of activities promoting reading	4774	4546	●	1164	1160	●		
Number of library visits per 1,000 of the population	9017	8883	●	2188	2226	●		
Loans of - e-books	5103	5086	●	1335	1120	▼	Decline 16%	PSJ
- audio books	2944	3093	▲	780	1022	▲	Improvement rate 31%	
- E magazines	4380	4202	●	1214	1085	▼	Decline 10.6%	PSK
Digital literacy sessions	N/A	5106	N/A	935	1819	▲	Improvement rate 93%	
Visits to community centres per 1,000 population	2964	2646	▼	701	713	●		
Attendances at learning provision per 1,000 population	177	180	●	58	81	▲	Improvement rate 40%	
DO11 Our people will live in a low carbon, sustainable city								
Waste Management								
% of household waste recycled by the authority	31.0	32.3	●	35.76	36.40	●		

Outcome	2013/14	2014/15 compared to previous year		2014/15 3 months to 30/06/14	2015/16 3 months to 30/06/15		Comment
C01 Our customers will get the services they need in an efficient and customer focused manner							
Development Services							
% of householder planning applications dealt with within 2 months	95.00	91.67	●	89.36	94.10	▲	Improvement rate 5.3%
% of all planning applications dealt with within 2 months	78.48	76.58	●	80.83	80.28	●	
Percentage of planning applications submitted online	53.90	60.77	▲	62.32	66.60	▲	Improvement rate 6.9%
Benefits Administration							
Average number of days taken to process new claims	20.7	19.5	▲	20.4	18.4	▲	Improvement rate 9.8%
% of cases for which the calculation of benefit due was correct	89.0	88.3	●	87.0	92.0	▲	Improvement rate 5.7%
% of benefit claims determined within 14 days	94.4	95.1	●	92.7	96.0	●	Improvement rate 3.6%
Roads and Lighting							
% of traffic light repairs within 48 hours	96.60	99.15	●	100	99.16	●	
% of street light repairs within 7 days	94.0	89.0	▼	81.0	91.0	▲	Improvement rate 12.3%
Finance							
% of CT income in the year collected in the year	92.66	93.29	●	26.94	27.92	●	Improvement rate 3.6%
% of NDR income due collected in the year	95.46	95.03	●	18.90	19.42	●	Improvement rate 2.8%
% of invoices paid within 30 days	94	95	●	95	96	●	
% of Dundee suppliers paid within 14 days	85	88	●	85	92	▲	Improvement rate 8.2%

Outcome	2013/14	2014/15 compared to previous year		2014/15 3 months to 30/06/14	2015/16 3 months to 30/06/15		Comment
Housing Rent arrears as a percentage of the net rent debit	11.8	12.3	●	11.1	10.5	▲	Improvement rate 5.4%
Finance Revenue projected outturn compared to annual budget	-0.01	-0.18	●	0.00	0.00	●	
Capital projected outturn compared to annual budget	0.63	-1.81	●	0.90	0.00	●	
% of creditors paid electronically	96.0	97.0	●	93.0	96	●	Continued improvement
Website Average number of visits made to the Council website	5176	6388	▲	5978	6925	▲	Improvement rate 16%
CO2 Our organisation values and respects its employees so involves all equally in improving our services Corporate Management Days sickness absence for local government employees	11.72 days	11.99 days	●	2.98 days	2.67 days	▲	Improvement rate 10.4%
Days sickness absence for teachers	6.10 days	7.13 days	▼	1.84 days	1.82 days	●	
Accidents to employees of the Council	220	179	▲	56	43	▲	Improvement rate 23%

▲ performance improved by >5%

▼ performance deteriorated by >5%

● performance maintained within the above tolerances

DO represents Dundee Outcome

CO represents Corporate Outcome

Statutory Performance Indicators

Position Statement A

Department	City Development			
Performance Indicator	Number of employability clients achieving a job outcome			
Trend	Previous +1	Previous	Current	
	N/A	216	173	
Deterioration Rate	20%			
Latest City Ranking	N/A			
Statistical Overview				
This indicator is not an Audit Scotland or Improvement Service indicator and therefore comparative information from other Councils is not readily available.				
Specified or self-assessed	Self assessed			
Commentary	<p>The Performance indicator aggregated the information from different activities that contribute to job outcomes. This includes a contract that the Council has with a third sector job brokerage organisation to deliver 800 job outcomes each year. The contractor has underperformed against target.</p> <p>A further complication is that another third sector organisation that the Council contracted with, which had a responsibility for referring clients to the job broker organisation, went into administration in May 2015. This meant that the job broker organisation did not receive the volume of clients it had anticipated further compounding the underperformance.</p>			
Recovery Assessment	<p>Regular performance management meetings are held with the job broker organisation in order to support improved performance against this indicator. In response to the liquidation of the third sector organisation that had responsibility for referring clients to the job brokerage organisation, the Council has, on a temporary basis, employed a team of officers who will refer clients on to the job brokerage organisation.</p> <p>In addition, the Council is currently undertaking a comprehensive review of employability provision in the city. There are two key strands to this work:</p> <ul style="list-style-type: none"> • The Partnership's collective efforts to support people into work and how we, across the Partnership, resource and organise this effort • The Council's "Employability Footprint" and how we, as an organisation, contribute to supporting employability and workforce development and the options for developing this further <p>The interim findings will be considered by the Council's Senior Management Team on 23 September. It is expected that a number of work streams aimed at improvement will emerge from the review alongside a refreshed employability strategy and action plan for the city which will be brought to Council Committee and the Dundee Partnership Management Group for approval.</p>			
Other Comment	N/A			

Statutory Performance Indicators

Position Statement B

Department	City Development			
Performance Indicator	Number of Business Start Ups Assisted By Business Gateway			
Trend	Previous +1	Previous	Current	
	65	86	61	
Deterioration Rate	29%			
Latest City Ranking	N/A			
<p>Statistical Overview This indicator is not specified by the Improvement Service but is considered a key indicator by the Council as it indicates key movement for Economic Development.</p>				
Specified or self-assessed	Self-assessed			
Commentary	<p>Although the number of business starts assisted by Business Gateway (BG) has fallen in comparison to the same period last year, 2014/15 was an exceptional first quarter's delivery. It is expected that this will level out over a longer period.</p> <p>Annual rates have risen from 243 in 2009/10 to 288 in 2014/15 with one exceptional year end delivery of 303 in 2012/13 (this was largely because of a split delivery year where one contract ended and another started mid year.)</p> <p>There is no reason to believe that we will not achieve a similar year end figure in 2015/16. The Business Gateway contract is delivered by DCC for the whole of Tayside and has consistently delivered to annual targets.</p>			
Recovery Assessment	<p>Monthly performance will be monitored and progress meetings will take place with Elevator (The Business Gateway Contractor) to ensure year end targets are met.</p>			
Other Comment	NA			

Statutory Performance Indicators

Position Statement C

Department	Social Work			
Performance Indicator	% of children given a supervision order seen within 15 days			
Trend	Previous +1	Previous	Current	
	92.4	100.0	93.9	
Deterioration Rate	6.1%			
Latest City Ranking	N/A			
Statistical Overview				
Performance has dropped compared to the same quarter last year, however during Q1 14/15 there was an exceptional performance of 100%. The current performance is a slight improvement compared to annual averages for 13/14 and 14/15.				
Specified or self-assessed	Self assessed			
Commentary	Performance will be sustained/improved in the longer term. The service checks that each child/young person not seen by a supervising officer is seen by another professional.			
Recovery Assessment	Overall the trend for this indicator is positive.			
Other Comment				

Statutory Performance Indicators

Position Statement D

Department	Leisure and Culture Dundee			
Performance Indicator	Number of attendances per 1,000 population – swimming pools			
Trend	Previous +1	Previous	Current	
	N/A	1075	1015	
Deterioration Rate	5.6%			
Latest City Ranking	N/A			
Statistical Overview				
<p>This indicator is an old Audit Scotland indicator which is no longer compiled by the Improvement Service. It is still regarded as an important indicator for the Council and is therefore included in this high level report. It should be noted that the current figure exceeds the attendance achieved at the old Olympia.</p>				
Specified or self-assessed	Self assessed			
Commentary	<p>Decline is due to the closure of Lochee Swimming Pool from 25 May 2015. All other pools have seen an increase in usage compared to the same period last year.</p>			
Recovery Assessment	<p>Attendances at all pools except Lochee have improved in the first quarter of 2015 compared to 2014..</p>			
Other Comment				

Statutory Performance Indicators

Position Statement E

Department	Social Work			
Performance Indicator	Average Hours to complete a Community Payback Order - Level 1.			
Trend	Previous +1	Previous	Current	
	N/A	4.5	3.35	
Deterioration Rate	25%			
Latest City Ranking	N/A			
Statistical Overview				
<p>This indicator is an old Audit Scotland indicator which is no longer compiled by the Improvement Service. It is still regarded as an important indicator for the Council and is therefore included in this high level report. Comparative data from other local authorities is not readily available.</p>				
Specified or self-assessed	Self assessed			
Commentary	<p>This indicator has fluctuated over last 3 years. This recent deterioration appears to have been contributed to by increasing numbers of individuals subject to CPO Level 1 orders who require evening and weekend placements due to them already being in employment or study. These places are more difficult to accommodate and this has had an effect on the average number of hours each of these individuals undertakes each week.</p> <p>Reduced staffing complement up until August 2015 reduced our capacity to increase number of Unpaid Work Supervisor levels.</p>			
Recovery Assessment	<p>We have in September 2015 increased the number of supervisors on evening and weekend teams. We believe this, along with robust case management, will improve this indicator.</p>			
Other Comment	<p>Notwithstanding this reduction in average hours, individuals are still continuing to successfully complete their orders.</p>			

Statutory Performance Indicators

Position Statement F

Department	Housing (Housing Options Service)			
Performance Indicator	Average length of homeless stay in hostel (days)			
Trend	Previous +1	Previous	Current	
	31	30	40	
Deterioration Rate	33.3%			
Latest City Ranking	N/A			
Statistical Overview				
<p>This indicator is a new indicator and is not collected by Audit Scotland or the Improvement Service and therefore comparative information is not readily available. However it is regarded as an important indicator for the Council and is therefore included in this high level report.</p>				
Specified or self-assessed	Self assessed			
Commentary	<p>Performance for the quarter to end June increased to 40 days due to the complex and multiple needs of a small number of individual clients which necessitated a longer than average stay in hostel accommodation</p>			
Recovery Assessment	<p>Good – significant improvement noted in July and August (to 22 days and 19 days respectively)</p>			
Other Comment	Not applicable			

Statutory Performance Indicators

Position Statement G

Department	Environment			
Performance Indicator	ENPI 11-Average time between noise complaint and attendance – hours			
Trend	Previous +1	Previous	Current	
	6.93	6.19	6.95hrs	
Deterioration Rate	12.3%			
Latest City Ranking	N/A			
Statistical Overview				
<p>Historical data shows that we have made a continual improvement since 2008 when the average annual response time was 15hrs until 2015 when it was 6.25hrs.</p> <p>The average response times will continue to be monitored quarterly.</p>				
Specified or self-assessed				
Commentary	<p>For the quarter covered up to 30/06/15, the Pest / Animal Control section were down two Environmental Services Officer posts affecting the team's ability to respond to dog barking complaints. Dog barking complaints make up the majority of the noise complaints that are dealt with by the Environment Section.</p> <p>The number of complaints received from the public varies from month to month and our response times are dependant on the type of noise disturbance, time that it occurs and availability of staff to undertake the investigation.</p>			
Recovery Assessment	<p>The vacant posts within the Pest/Animal Control were filled on the 10th August, it is therefore expected that the response times for dog barking complaints will improve and the response time for the PI will even out over the remainder of the year.</p>			
Other Comment				

Statutory Performance Indicators

Position Statement H

Department	Environment Department			
Performance Indicator	Average time in minutes between complaint and attendance – Part V ASBA 2004			
Trend	Previous +1	Previous	Current	
	N/A	16.46	20.8	
Deterioration Rate	26.4%			
Latest City Ranking	N/A			
Statistical Overview				
<p>Historically this service always performs well within the average response target time of 20 minutes.</p> <p>The variations from year to year are above threshold but are well within target.</p> <p>The average response times will continue to be monitored quarterly</p>				
Specified or self-assessed	Self assessed			
Commentary	<p>The average response time can vary for logistical reasons (e.g. peaks in complaints numbers)</p> <p>However this figure will remain around the 20 minute target time.</p>			
Recovery Assessment	<p>Recovery steps not required other than quarterly monitoring .Should this indicate an upward drift in average response times corrective action will be taken</p>			
Other Comment				

Statutory Performance Indicators

Position Statement I

Department	Housing			
Performance Indicator	Average days to let Council Houses Low demand			
Trend	Previous +1	Previous	Current	
	64.2	46.6	52.93	
Deterioration Rate	13.6%			
Latest City Ranking	N/A			
Statistical Overview				
Terminations in 2014/15 - 2015/16				
March	108	132		
April	89	109		
May	91	102		
June	124	117		
Total	412	460		
Specified or self-assessed	Self-assessed			
Commentary	<p>There has been an increase in average days to let due to a significant increase in terminations during the 3/4 months to 30/06/2015 (see statistical overview above), compared to same period last year. This has resulted in more relets being processed for repairs than the previous same period last year.</p> <p>Average days to let in August for Low Demand improved to 49.9</p>			
Recovery Assessment	<p>Manpower has been increased to cope with the increased demand on relets repairs.</p>			
Other Comment	<p>Other experiments are being piloted as part a continual STEP Review to further improve the average days to let houses</p>			

Statutory Performance Indicators

Position Statement J

Department	Leisure & Culture Dundee			
Performance Indicator	Loans of e-books			
Trend	Previous +1	Previous	Current	
	N/A	1335	1120	
Deterioration Rate	16%			
Latest City Ranking	N/A			
Statistical Overview				
<p>This is a new indicator and data has only recently started to be collected. This is not an Audit Scotland or Improvement Service indicator and therefore comparative information is not readily available.</p>				
Specified or self-assessed	Self-assessed			
Commentary	<p>The stocklist from our supplier has contracted recently resulting in fewer quality titles being available. An additional supplier has been selected to provide a better range of quality e-books which should have a more positive impact on figures for the next quarter. 85 titles will be added to stock from August and will be able to be downloaded by more than one borrower at a time. Service will be given higher profile on L&CD website.</p>			
Recovery Assessment	<p>Figure is still on target, but there is a downward trend in e-book use. Figures for next quarter should show improvement, but unlikely to recover fully.</p>			
Other Comment				

Statutory Performance Indicators

Position Statement K

Department	Leisure & Culture Dundee			
Performance Indicator	Loans of e-magazines			
Trend	Previous +1	Previous	Current	
	N/A	1214	1085	
Deterioration Rate	11%			
Latest City Ranking	N/A			
Statistical Overview				
<p>This is a new indicator and data has only recently started to be collected at a corporate level. This is not an Audit Scotland or Improvement Service indicator and therefore comparative data is not readily available from other Councils.</p>				
Specified or self-assessed	Self-assessed			
Commentary	<p>Range of titles has recently been reviewed and some titles have been replaced. Staff delivering IT tasters will promote the service to users and offer advice in getting started, and information about the service will be highlighted to all new users at the point of joining. Zinio, promotional posters from Zinio which is the company who provide the service have been distributed to all library locations and the service will be given a high promotion on the L&CD website.</p>			
Recovery Assessment	<p>Actions taken should improve performance in this indicator, and should be recoverable over the year.</p>			
Other Comment				

