

Commun1

Outcome	2011/12	2012/13 compared to previous year
<b><u>DO8 Dundee will be a fair and socially inclusive city</u></b>		
<b>Homelessness</b>		
Number of homeless applications made during the period	1614	1472
Average length of homeless stay in hostels (days)	45	47
Average length of homeless stay in Furnished Dwellings (days)	130	129
Average length of homeless stay in Bed and breakfast (days)	5	0
% lets to statutory homeless households	52	50
Outcome		
<b><u>DO9 Our people will live in strong, popular and attractive communities.</u></b>		
<b>Protective Services</b>		
Average time between noise complaint and attendance -hrs	8.8	6.74
Average time between complaint and attendance - Part V ASBA 2004 - mins	18	16.48
% of consumer complaints processed within 14 days	78.4	77.7
% of business advice requests dealt with within 14 days	96.5	94.3
% of food alerts receiving a response within 48 hours	100	100
% of communicable disease notifications receiving a response < 2 working days	100	100
% of pest control responses made < 5 working days	98	97
<b>Housing</b>		
Average days to let Council Houses Non Low Demand	61	54.2
Average days to let Council Houses Low Demand	71	54.8

Outcome	2011/12	2012/13 compared to previous year
<b>DO10 Our communities will have high quality and accessible local services and facilities</b>		
Visitors to Council libraries	1,398,375	1,346,402
Number of activities promoting reading	4150	4,697
Number of library visits per 1,000 of the population	9691	9249
Borrowers as a percentage of the resident population	16.8	16.4
Visits to Community Centres per 1,000 population	2966	2972
Attendances at learning provision per 1,000 population	149	169
Outcome		
<b>DO11 Our people will live in a low carbon, sustainable city.</b>		
<b>Waste Management</b>		
Number of complaints per 1,000 households	10.4	9.51
% of household waste recycled by the authority	30.4	27.3