

REPORT TO: POLICY AND RESOURCES COMMITTEE - 25 JUNE 2007
REPORT ON: COUNCIL PLAN 2003-2007 – PROGRESS REPORT
REPORT BY: ASSISTANT CHIEF EXECUTIVE (COMMUNITY PLANNING)
REPORT NO: 319-2007

1. PURPOSE OF REPORT

To report on progress to date with the objectives, projects and reviews contained in the Council Plan 2003-2007.

2. RECOMMENDATIONS

It is recommended that members:

- i) note the contents of this report, including the attached tables which detail the progress made on the actions set out in the Council Plan 2003-2007.
- ii) agree that, as part of the commitment to Public Performance Reporting, this information on progress be added to the copy of the Council Plan which appears on the Council website, and copies of this report be made available to partner organisations and local groups on request.

3. FINANCIAL IMPLICATIONS

There are no direct financial implications of the report. Any financial issues relating to objectives, projects or reviews contained in the Plan will be reported separately to Committee.

4. SUSTAINABILITY IMPLICATIONS

The Council's policies on sustainability are reflected throughout the Plan, and this also includes a specific theme of 'Caring for the Dundee Environment'. A number of objectives and projects within the Plan relate to anti-poverty work.

5. EQUAL OPPORTUNITIES IMPLICATIONS

The Council's equal opportunities policies are reflected throughout the Plan, and this also includes a specific theme of 'Equality Action'.

6. BACKGROUND

- 6.1 At its meeting on 20 October 2003, Committee approved the Council Plan 2003-2007. The Plan includes a number of strategic objectives, projects and plans for best value reviews, and also includes a commitment to report progress on these.
- 6.2 Attached are tables which provide a concise summary of progress on each of the objectives, projects and reviews in the Plan under each of its three strategic headings, Community Planning, Modernising Public Services and Sound Corporate Management. These tables have been produced using the Strategic Plan Monitoring Database, a system introduced in 2005 which keeps track of progress with all items in the Council Plan, departmental Service Plans and other key strategic documents. Over 95% of items in the Plan have been assessed as completed or on schedule to be achieved.

6.3 Notable achievements to date include:

- learning and working - programme for new PPP schools has reached financial closure and progressed to construction phase; refurbishment of St John's High and Forthill Primary complete; action plan to improve educational attainment being implemented; all schools now integrated community schools; over 15,000 log-ins each month at PCs in libraries and learning centres; cultural quarter steering group established; record numbers using Dundee Airport and new routes launched; transfer of Airport to HIAL successfully negotiated; first phase of central waterfront completed and second phase progressing well; building craft pre-apprentice training programme now incorporated into larger schools initiative; improved convention bureau agreed; target for new business floorspace being met
- health and care - full programme of activities to promote healthy lifestyles for young people continues at The Shore; Healthy Living Initiative continues to deliver healthy eating classes and demonstrations in local communities; wide range of health promoting activities underway in schools; 125 new peer educators trained, with a focus on smoking prevention and drugs/alcohol; all Education nurseries signed up for supported toothbrushing; joint equipment service being developed with NHS to speed up help to people in their homes; community mental health teams in place
- community safety - 12 groups with a community safety focus, involving 169 volunteers; dedicated surveillance officer now part of anti-social behaviour team and new night-time noise team and mobile community safety warden team introduced; 66% of streetlighting in residential areas now converted to white lighting
- building stronger communities - local community engagement strategies produced for all decentralisation areas; final phase of Ardler regeneration being developed, and draft frameworks for regeneration of Lochee, Whitfield and Hilltown approved for consultation; successful new housing developments in Stobswell; Communities Scotland has approved delivery plan for Scottish Housing Quality Standard which will see almost £200million invested by 2015; 960 tenants benefited from controlled entry in past financial year; prototype client tracking system to deliver integrated support to key individuals and families is on course
- caring for the environment - restoration of Baxter Park close to completion; community service involved in 18 significant environmental improvements including removing beach litter and graffiti; % of waste recycled still above national average and well above other major cities; 50 sites selected for recycling facilities to serve multi-occupancy dwellings; working group meeting regularly to tackle derelict land
- modernising public services - new 'customer first' strategy in place; around 44,000 Dundee Discovery smartcards in circulation, plus Dundee is lead authority for the National Entitlement Card; 45 online transactions available on Council website; around £8million in online payments received in 2006/7; services being joined up to reduce need for customers to complete separate forms where we already hold data (e.g. free school meals and clothing grants); protocols in place for information sharing between Social Work and Health; customer contact centre at Tayside House now covering 20 services; annual consumer survey shows customer satisfaction results up between 2003 and

2006 - Satisfaction with telephone contacts up from 76% to 90%, and with office visits up from 81% to 88%

- sound corporate management - over 100 officers completed full training in equality impact assessments; Disability Equality Scheme published; Citizen Account populated with over 116,000 records and being used to link systems and processes; design for Dundee House completed incorporating one-stop-shop to enhance customer service, and project still on target for completion in 2010; sustained improvement in Council Tax collection rate which is now about 90% and has improved for 4 years running; Council Tax frozen in 2007/8 - in the 8 years since 1999/2000, Dundee's Council Tax has increased by 17% which is half the Scottish average and the second lowest of all 32 Scottish local authorities.

6.4 A number of plan items in the attached tables are assessed as being 'behind schedule'. Significant issues, along with the reasons for progress being behind schedule and the action being taken as a result, include:

- redevelopment of McManus Galleries - contractors were granted a 17 week extension owing to problems (now resolved) with underpinning and slating works. Allowing six months for fit out and display works following completion of the building, the anticipated re-opening date is September 2008
- recycling - the rate of recycling was over 30%, which compares very favourably with the national average and the performance of other cities, but was below the target set out in the Council's own waste strategy implementation plan. This was largely due to planned outages at the DERL plant, which meant an increase in the amount of waste sent to landfill. Several projects are planned to increase recycling in 2007/8
- health at work - not all departments have achieved the Scotland's Health at Work Silver Award yet, but all have at least achieved the Bronze Award

6.5 As part of the commitment to Public Performance Reporting, the Council Plan is available on the Council's website. It is proposed to add the information on progress contained in this report. Copies of this report will also be made available to partner organisations and local groups on request.

7. **CONSULTATIONS**

The Chief Executive and Depute Chief Executives have been consulted in the preparation of this report.

8. **BACKGROUND REPORTS**

None

Chris Ward

Assistant Chief Executive (Community Planning)..... 19/06/2007

Community Planning

Objectives	Responsibility	Assessment Date	Assessment	Status
Provide access to ICT and promote community learning as part of the development of lifelong learning opportunities	Stewart Murdoch	08/05/2007	Access to ICT in libraries and learning centres delivered through over 200 PC's with high speed broadband connections, supported by taster sessions and one-to-one support from staff. Over 15,000 log-ins per month.	On Schedule
Create Dundee Partnership Award Scheme to celebrate success and promote personal endeavour	Stewart Murdoch	02/05/2006	This proposal has been incorporated into the Dundee Partnership Awards.	Completed
Implement the Literacies Action Plan delivering adult learning opportunities to 1,000 new adult learners in 2004/05	Stewart Murdoch	18/04/2007	During 2006/7 the indicative number of adults (post 16) receiving literacy support, which includes reading, writing, numeracy and English for speakers of other languages, was 1648. The reduction from 2005/6 reflects a cut in the finance available to fund provision.	On Schedule
Place a particular emphasis on improving the educational attainment of 'looked after' children	Alan Baird	06/06/2007	Performance is improving but this will remain a priority under the new service plan.	On Schedule
Work in partnership with local housing providers to increase the range of accommodation options available to young people, and develop and expand the existing supported lodgings scheme	Alan Baird	06/06/2007	Additional 6 high support tenancies were completed in April 2006 and are now occupied. Plans for alterations to the existing NCH Cowan Grove building to accommodate up to 5 homeless young people as well as the Throughcare & Aftercare Team are now completed, and negotiation is currently taking place about the terms of the lease with NCH. 2 new supported lodgings placements have been approved. However, 2 existing providers have withdrawn from the scheme, leaving the current total standing at 6 places. We have also developed a procedure for existing foster placements to be approved as supported lodgings placements in exceptional circumstances, thus allowing young people to stay on after their 18th birthday if everyone concerned agrees that this is in their best interests. There are currently 4 such placements.	Completed
Appoint a primary mental health worker for 514 year olds, to begin providing a service during the period of the plan	Alan Baird	04/05/2006	Completed	Completed
Commission direct psychiatric services for children and young people experiencing mental health problems	Alan Baird	06/06/2007	Completed. Social Work Inspection Agency to meet with project in June 2007 as part of the inspection process.	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
Fully implement the Local Joint Future Partnership Agreements during 2003-2007	Alan Baird	08/06/2007	The partnership agreements were audited externally and a report went to the Audit Sub-committee of the Council in March 2006. Monitoring on the partnership agreement now takes place via the Joint Performance Information and Assessment Framework which is assessed annually in October. The partnership was assessed as "making progress" in October 2005.	On Schedule
Implement discharge protocols for people leaving institutional care	Alan Baird	08/06/2007	The discharge protocol will be monitored through the Health Monitoring Strategy.	Completed
Implement Single Shared Assessment model(s) with Joint Future partners during the period of the plan for all community care groups	Alan Baird	08/06/2007	Target not met as progress delayed pending ecare solutions for information sharing. Agreements in principle meantime for common referral document for adult care services. To be further developed.	Behind Schedule
Develop joint community mental health teams for older people with improved links to GP practices	Alan Baird	31/05/2006	Community Mental Health Teams now in place.	Completed
Develop a joint equipment service for people of all ages in the City	Alan Baird	08/06/2007	This project is well underway. The new service will speed up the provision of equipment to people who need help in their homes	Completed
Develop draft neighbourhood plans with each sector of the city by June 2004 for consultation	Stewart Murdoch	19/04/2006	Project Complete	Completed
Develop a co-ordinated outreach and engagement programme to guide community capacity.	Stewart Murdoch	20/09/2006	Local Community Engagement Strategies produced for each Decentralisation area and a Community Capacity Building Programme identified for each CRF Area	Completed
Develop neighbourhood representative structures, targeting priority regeneration areas.	Stewart Murdoch	19/03/2007	No community support for the establishment of Lochee Community Council.	On Schedule
Support local groups concerned with community safety issues	Stewart Murdoch	08/05/2007	There are 12 groups with a community safety focus in Dundee as opposed to general groups which include community safety within their remit. Additional work specific to young and older people has been undertaken to promote personal safety messages. 1160 people attending community events were offered personal safety information. 17 personal safety sessions were delivered and attended by 166 people. 169 volunteers, an increase of 64 on last year, are involved in community safety activity.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Support to Dundee Community Safety Partnership	Stewart Murdoch	24/05/2007	The 2006/2007 Action Plan has been updated and shows a 92% completion rate against targets. The report will be presented to the Dundee Community Safety Partnership AGM on 26/06/07 for approval and thence to Committee in August for information. All required reports on 2006/07 funding accountability and outcome monitoring have been submitted to the Scottish Executive on time.	Ahead of Schedule
Development of Mobile Youth Mediation Unit	Stewart Murdoch	08/05/2007	Funding approved until March 2008	Completed
Maximise the use of Drug Treatment and Testing Orders across the Tayside Criminal Justice Partnership	Alan Baird	18/06/2007	DTTO service delivery methods have continued to expand. A 10 week (20 session) group work programme was designed, in conjunction with TDPS/SAMH and delivered by DTTO staff, to address substance related offending. Based on a Home Office accredited programme, the programme fits with the criteria for a cognitive/behavioural programme. Behavioural Skills taught include self monitoring, behavioural analysis, problem solving, self control, decision making, mood management, interpersonal skills and lifestyle modification. Cognitions are addressed by working on ambivalence about change, raising self efficacy, problem solving and expectancy challenge. The programme was completed with good rates of client retention. Work is currently being undertaken utilising pre and post programme psychometric measures of participants including Stage of Change, (pre/mid and post programme) Self Efficacy, Locus of Control (pre and post programme), relapse prevention, (alternative thinking test, skill survey etc).	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Offer an appropriate throughcare service to all discharged prisoners	Alan Baird	26/05/2006	All long-term throughcare cases have been allocated; an audit in October 2005 showed very high levels of compliance with the throughcare guidance; pilot services are in place to support the families of long-term prisoners; the outreach service is progressing and an application has been submitted for the funding for group work on independent living skills; for short-term prisoners the service is established throughout the country and in 2006/7 there was contact with 135 short-term prisoners; the service is focussing on support for substance-misusing prisoners. In addition a voluntary sector partner has received ESF funding to establish an employability project for short-term ex-prisoners. The project has been active since February 2006. A comprehensive service for discharged prisoners has been established.	On Schedule
Over the planning period improve and develop the system of targeting, delivering and monitoring offence focussed programmes, to achieve the offer of a service to 80% of medium and high risk young offenders	Alan Baird	18/06/2007	A system redesign is in process which will achieve this target.	On Schedule
Undertake a range of environmental projects through the Community Service by Offenders Scheme, giving particular priority to projects identified by local community groups	Alan Baird	08/05/2007	Community Service is currently involved in 18 significant environmental improvements across the city. These projects are wide ranging and include removing beach litter and graffiti removal. The workshop has repaired or refurbished 502 items for the benefit of the city or people who live in the city. In addition to this activity there have been a number of significant painting and decorating projects undertaken.	On Schedule
Promote healthy lifestyles for young people through The Shore (Dundee's city centre venue for young people) - smoke free, drug free, with a high adrenalin programme which promotes healthy eating and alcohol free fresh fruit drinks.	Stewart Murdoch	08/05/2007	The Shore continues to operate a full programme of activities.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Secure sustainable funding for the Shore - Dundee's new youth arts/music venue for young people	Stewart Murdoch	24/05/2007	The 2006/07 expenditure has been met. The 2007/08 expenditure is being closely monitored to ensure it keeps within the allocated budget or is financed in full from external funding.	On Schedule
Promote healthy eating opportunities at neighbourhood level through a community based healthy eating strategy	Stewart Murdoch	09/05/2007	Dundee Healthy Living Initiative delivered healthy eating/cooking skills classes and demonstrations to 734 people in local communities between October 2006 and March 2007. Free fruit and water was made available to 10 youth centres/projects during the same period. Discussions are underway to introduce a healthy eating policy for Leisure and Communities Department by November 2007. Quality of Life Fund has allocated £6,000 in 2006/07 to develop work with young people focusing on healthy eating. This will be allocated based on demands and discussions with Youth Workers/Communities Officers in Leisure and Communities Dept and colleagues in NHS Tayside.	On Schedule
Support the development of the cultural and creative industries in the city, recognising our strengths in digital media	Stewart Murdoch	09/04/2007	Support continues to be provided through accommodating the Creative Industries Development Officer and support to the Cultural Quarter Steering Group.	On Schedule
Broaden the range of facilities and attractions in the cultural quarter	Stewart Murdoch	24/05/2007	A Cultural Quarter Steering Group has been formed under the chairmanship of Scottish Enterprise Tayside. Leisure and Communities and Planning and Transportation have worked closely with other partners on this group. SET's financial difficulties have delayed implementation of the proposals but the group has continued to refine these. Dundee's Cultural Quarter now has a distinctive 'feel' and the Steering Group an ongoing remit to support development of the area.	On Schedule
Grow the range of events and festivals in the city	Stewart Murdoch	09/04/2007	Leisure and Communities has developed a working festivals and events strategy	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Develop inter-agency programmes of physical activity with a view to ensuring that children have the opportunity to take at least one hour of moderate activity on most days of the week and that adults have the opportunity to take at least 30 minutes of moderate activity on most days of the week	Stewart Murdoch	16/04/2007	Best Value Review of physical activity in Dundee is complete and action planning is now being taken forward.	On Schedule
Develop programmes of activity as alternatives to crime and offending	Stewart Murdoch	26/03/2007	Passport 2007 now being progressed	On Schedule
Further develop Camperdown Country Park as a regional family attraction	Stewart Murdoch	05/06/2007	Borehole project 100% complete. Due to go live after letters have been sent to residents in the park.	On Schedule
Improve the standards of maintenance and accessibility of the green circular (Dundee's city cycle path)	Stewart Murdoch	16/04/2007	Action Plan in respect of 2007 includes the upgrading of the surface of the footpath between South Road to Mallaig Avenue and in the Trottick area. Signage improvements are ongoing.	On Schedule
Complete the major redevelopment of McManus Galleries	Stewart Murdoch	23/05/2007	Contractors granted a 17 week extension owing to problems (now resolved) with underpinning and slating works. Contract completion now agreed as 3/3/08. Fit out and display works scheduled for 6 months giving an anticipated re-opening date in September 2008. Committee Report 19/3/07.	Behind Schedule
Create a 21st Century Swim and Leisure complex to replace Olympia	Stewart Murdoch	16/03/2007	Exploring a range of proposals in relation to location, facility mix and project cost for the replacement of Olympia. Meetings are on-going.	On Schedule
Develop skateboarding facilities in the City	Stewart Murdoch	10/05/2006	Dudhope Skatepark opened April 2006.	Completed
Develop a Beach Management Plan for Broughty Ferry Beach to protect and enhance the beach including the achievement of Yellow and Blue Flag status	Stewart Murdoch	10/04/2007	Awaiting notification of Blue /Yellow Flag results	On Schedule
Complete the regeneration of Baxter Park to its former glory as a park of national significance	Stewart Murdoch	26/03/2007	Baxter Park's central terrace re-surfacing is nearly complete which will be shortly followed by the grass seeding of the central parterres. Only the final shrub planting and herbaceous beds along with the annual bedding display are now required to complete the restoration of Baxter Park. Management Plan is now being completed.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
What should the Council's role be in developing cultural and leisure provision in the City?	Stewart Murdoch	10/05/2006	The holding of this Best Value Review has been cancelled.	Completed
Can better value be achieved from all the public resources that promote physical activity?	Stewart Murdoch	28/06/2006	Best value review completed and reported to Committee	Completed
Work in partnership with the Drug and Alcohol Action Team and Health Services to reduce the frequency of under age drinking.	Alan Baird	01/05/2007	Multi-agency Protocol out for consultation on young people who put themselves at risk through alcohol and drug misuse has been completed and will go to the C&YP substance misuse subgroup on 24th May along with a training/implementation proposal.	On Schedule
Develop an inter-agency child protection strategy and action plan, which take account of the recommendations from national reports and reviews	Alan Baird	18/06/2007	A self evaluation of Child Protection Services has been undertaken and a report was presented to the Child Protection Committee during February 2006. Actions for improvement have been identified.	Completed
Establish a Money Advice Partnership, with common standards of training and information	Alan Baird	25/04/2007	The statistical monitoring framework has been successfully incorporated into the work of Welfare Rights, CAB and Money Advice Support Team. Scottish Executive returns relating to Money Advice provision in the city were successfully returned on time at the end of October 2006 and the end of January 2007. A common IT referral system is currently being trialled by all 3 money advice providers.	On Schedule
Improve educational attainment in Dundee's schools	Anne Wilson	01/05/2007	500 teachers undertook 4 modules in Self Empowered Learning as part of the Learning Together in Dundee Strategy. All Principal Teachers and Head Teachers in secondary schools had staff development on LTID. LTID Support Teachers are in place in all primary and secondary schools. A consultative meeting with secondary Head Teachers has resulted in the identification of six themes to raise attainment: Leadership; Learning & Teaching; Curriculum; Lowest Attaining Pupils; Performance Monitoring; and Staffing. An action agenda has been set around these themes.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Promote key sectoral initiatives, including: Life sciences and medicine (Bio-Dundee), Oil & Gas, Creative Industries, Social economy	Douglas Grimmond	17/04/2007	New projects have been developed for renewable energies and the music industry. The other projects are continuing. Funding options for the new European funding scheme post March 2008 are being examined.	On Schedule
Facilitate employment growth by improving the city's infrastructure and promoting a diverse range of sites that encourage inward investment and new business growth	Douglas Grimmond	04/05/2007	Agreed as part of best value review on recycling. Now seeking funds for feasibility study.	On Schedule
Continue to implement the provisions of the current Council Economic Development Plan (i.e. until 2004), then review Plan and produce new Economic Development Plan for period 2004/2008	Douglas Grimmond	30/05/2006	Completed	Completed
Continue to implement the current Local Employment Action Plan (LEAP) with local agencies. Monitor and review Plan with a view to producing new LEAP during 2004.	Douglas Grimmond	18/04/2007	The Employability Framework, Workforce Plus, together with the award of City Strategy status for Dundee, has required a new strategy and action plan be put in place to supersede the LEAP. The final draft of this has is awaiting DWP and Scottish Executive approval.	On Schedule
Further improve the City Centre Management process	Douglas Grimmond	30/04/2007	Successful inaugural city centre Retail Awards in 2006, to be developed in 2007. Introduction of new event - three week outdoor German Beer Festival during July 2006. More involvement with City Centre Image group. Continuation of monthly networking meetings with the private sector. Update of bi-annual Eat, Drink, Shop map in 2007. Co-ordination of events for Summer Festival and The Open 2007. Continuation of good news PR for retail sector. Approval of two permanent posts for Safer City Centre Initiative. Expansion of Best Bar None awards with evening economy sector. Undertaking responsibility for Big Issue vendors and pitches within the city centre. Close monitoring of begging and graffiti issues and partnership working with relevant agencies. City Centre a runner-up in "Shopping Location of the Year" in the Scottish Retail Consortium's Retail Awards October 2006.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Continue to develop Dundee Airport as a regional 'hub' airport with modern facilities and a range of services	Douglas Grimmond	01/05/2007	The 2006-7 Capital programme met its spending target and saw the completion of a major Fire Training Facility, and various other measures associated with safety and security. A capital programme of £500,000 in 2007-08 will be carried out in conjunction with Highlands and Islands Airports. Business Executive aircraft movements achieved a new record total in 2006-07, and the ScotAirways passenger total also achieved a new record, exceeding 50,000 for the first time. New air services from Dundee to Birmingham and Belfast City were announced in late April, to commence on 29th May 2007.	On Schedule
Continue to strengthen the image of Dundee locally, nationally and internationally via initiatives such as the City of Discovery Campaign, Dundee.com (and other web-sites), Bio Dundee etc	Douglas Grimmond	04/05/2007	Review of City of Discovery Campaign is now back on schedule as the funding for the campaign has now been secured.	On Schedule
Ensure that Dundee is able to take advantage of the latest communications - related advances in technology	Douglas Grimmond	17/04/2007	Working with local business and academic interests to set up a digital observatory. Lobbying for inclusion in a consortium bid for a wireless testbed for Scotland. Digital Dundee conference being held April 2007.	On Schedule
Continue to pursue all measures to maximise the potential of external funding from the widest range of sources, e.g. Central Government, Europe, Lottery, private sector etc	Douglas Grimmond	18/04/2007	It is now likely that a Dundee Programme will be bid for although the Scottish Executive are still in negotiations with the European Commission over the LUPS Programme. A Senior Officer will be allocated the task of developing the Dundee bid and negotiating with the Scottish Executive.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
85% of schools to be Health Promoting Schools by 2005	Anne Wilson	11/05/2007	Recent surveys show that all schools are considered health promoting and are engaged on a "Journey to Excellence" in health promotion. At May 2007, 15 Primary and 3 Secondary and 1 Special schools have gained official recognition of HPS status, with 1 primary currently under consideration for Gold. One Nursery has obtained Gold status, possibly the first in Scotland. Recent surveys have shown that a full health curriculum covering the relevant topics is embedded in all schools. Information on the health promotion activities taking place in schools is currently being gathered and returns to date would indicate a very wide range of health related opportunities are occurring in most if not all schools and that nearly all would be considered health promoting. There is very strong partnership working evident with parents/carers, Health Promotion and the Health Service, Tayside Police and other local agencies. A significant number of schools have also gained the SHAW Award or on the path to achieving that status.	On Schedule
Provide decent homes for people with special needs	Elaine Zwirlein	19/03/2007	The Council have carried out/processed 298 minor adaptations to date plus a further 279 on request from tenants to Housing Department as part of Best Value review. No property has been identified to date for a full adaptation. RSLs continue their programme of new build and also undertaking adaptations within their own stock.	Ahead of Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Work with community planning partners to develop and review the Joint Health Improvement Plan targeting the improved health and well-being of children and young people	Chris Ward	30/03/2007	The Dundee Joint Health Improvement Plan, 2005 - 2008 - The JHIP can be accessed on both the Dundee Partnership website and Dundee City Council intranet. Progressing the actions outlined in the JHIP is the responsibility of Healthy Dundee, the Community Planning Health Action Team. An in-house review of Healthy Dundee was undertaken towards the end of 2006. Among other things, this has brought about wider links with other strategic planning processes and ongoing development of performance measures/indicators re local health improvement targets. A key focus of this work is the streamlining of overlapping health and local community regeneration targets. Within this context, the Health Improvement Network will take on a greater performance management role. As a way of better informing partnership decisions, it was agreed to identify the current funding position of local health improvement projects. An outline paper will go to the next meeting of Healthy Dundee at the end of May.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Work in partnership with NHS Tayside to reduce the number of young people who smoke	Chris Ward	30/03/2007	Peer Education Smoking Prevention 2006 - 2008 - Since September 2006, 125 new Peer educators have been trained: 50 of those being trained in smoking prevention; 50 trained in drugs, alcohol and transitions and 25 trained in peer support as part of commissioned work with Braeview Academy. Also, 300 children will receive drugs and alcohol awareness raising as well as 150 recipients of transition focused input by June 2007. The Project is on target to have 300 Primary 5 children receive smoking prevention interventions by June 2007. The DVD developed by the initiative ('Smoked') has been shortlisted as part of the UK Young Film-makers Award and Peer Educators have been shortlisted as part of the 'Health' category of the National Young Scot Awards. Additional partnership work with Tayside Police will involve 1000 Primary 7 children receiving peer-led input on community safety. (Safe Taysiders) Current Community Regeneration monies and Quality of life funding extends until 31 March 2008. A summary application has been submitted to Leisure & Communities for consideration prior to a full application being made to the Big Lottery Fund"	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Work in partnership with NHS Tayside to develop a programme for the promotion of oral and dental health targeting children	Chris Ward	12/04/2007	Oral Health Initiative 2006 - 2008 - All education nurseries have signed up for the supported toothbrushing initiative involving around 1800 children. An audit of compliance with the supported toothbrushing initiative took place jointly with NHS Tayside in January 2007 and all outstanding issues regarding resources and staff training needs have now been addressed. Opportunities exist through partnership with NHS Tayside for parental awareness raising of oral health issues eg at induction meetings. Around 1300 primary one children who enrolled in August 2006 are also taking part in supported toothbrushing in primary schools within the city. Funding was allocated in February 2007 to all nurseries, schools and classes to further enhance oral health through diet ie fruit pieces to go home. In addition, the Education Department is proactively engaged in Childsmile - a new initiative launched in March 2007 and designed to protect the teeth of young pupils by applying fluoride coating twice annually. This will be phased in and will target both nursery and primary school children. The existing good partnership working with Dundee City Council Education and NHS Tayside will be developed and extended further.	On Schedule
Implement the action plan of the Healthy Living Initiative in providing opportunities for local people to adopt healthier lifestyles	Chris Ward	19/03/2007	Additional funding secured to the end of March 2008, with new work areas agreed focussing on the Keep Well initiative managed through the Dundee Community Health Partnership.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Provide support for victims of harassment	Elaine Zwirlein	07/04/2007	The Antisocial Behaviour Team supports victims of harassment in several ways; via 24 hour Advice Line, Out of Hours Service, and the use of surveillance equipment and personal access to a Victim Support Officer. Since April 2006 the Advice Line has received 375 calls, 108 of which have resulted in a case for the Team, Victim Support Officer has received 52 referrals from the Team and the Out of Hours Service has been used 133 times. In September 2005, a conviction was secured using evidence of harassment gathered by a covert camera. Surveillance continues to be an indispensable part of the service, with a dedicated Surveillance Officer in post from June 2006.8 Mosquito Devices which are ultra-sonic teenage deterrent systems have been installed in various locations throughout the city (evaluations are to be carried out in June 2007).	Ahead of Schedule
Continue to develop, monitor and review the use of CCTV throughout the city's communities	Douglas Grimmond	27/04/2007	Procured 4 deployable digital CCTV cameras. Decision still awaited regarding conversion to digital.	On Schedule
Enhance the range and quality of housing opportunities available as part of an integrated strategy to tackle population decline	Mike Galloway	17/04/2007	Draft Frameworks for regeneration of Lochee, Hilltown and Whitfield approved by the Planning and Transportation Committee in November and December 2006 for public consultation. Planning permission granted for housing on new sites including Bellfield House, Jacques Nightclub, Linlathen House and Pitkerro Paddock.	On Schedule
Continue to implement regeneration strategies for priority areas.	Mike Galloway	24/05/2007	Final Phase of Ardler regeneration being developed. P&T Committee approved draft Physical Regeneration Frameworks for Hilltown and Whitfield in December 2006. These are currently the subject of public consultation. Discussions ongoing with Home Scotland regarding regeneration proposals in Mill o' Mains.	On Schedule
Provide a responsive and effective Council Tax and Housing Benefits service.	David Dorward	12/06/2007	There is now no backlog of outstanding documents to be processed and on average correspondence is being turned around within 7 to 10 days of receipt	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Encourage development in the right locations to reduce the need for travel	Mike Galloway	26/05/2006	Adoption of Dundee Local Plan Review 2005 now completes this process. Further issues may be examined through promotion of appropriate Supplementary Guidelines and Site Planning Briefs and consideration of Planning Applications.	Completed
Continue improvements to public transport services and facilities to reduce car dependency	Mike Galloway	08/06/2006	Bus Interchange Project ongoing. All Bus stops and shelters to be upgraded 2004/06.	Completed
Implement the Waste Management Strategy	Jim Laing	04/04/2007	50 sites now selected to install recycling facilities to serve multi occupancy dwellings. Collections to begin at the end of May 2007. A further roll out of blue and brown bin services to new build properties will also begin in summer 2007.	On Schedule
Meet the recycling targets set out in the Waste Management Strategy	Jim Laing	17/04/2007	The unaudited recycling rate for 2006/07 was 30.7% which almost exactly matches the figure reported for 2005/06. This figure is below the target set out in the Council's Implementation Plan, and this is largely due to outages experienced at the DERL Plant in the early part of the year. These outages meant an increase in the volume of waste sent to landfill, resulting in less ash being recycled. Several projects are planned which will increase the recycling rate for 2007/08, including a multi-occupancy recycling scheme, additional blue and brown bin routes, and a comprehensive review of all waste collection services currently on offer. Whilst the rate is currently below our own target, it is well ahead of the other Scottish cities, and compares very favourably with the national average of 25%.	Behind Schedule
Reduce the level of building material waste generated by the operations of Dundee Contract Services and increase the level of recycling	Robert Jackson	31/05/2007	This strategic project has now been included in the DCC Sustainability Action Plan. This matter has to be dealt with corporately as DCS are only recipients of the waste and not the creator. In the meantime, Dundee Contract Services have established a working group to implement improvements.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
One third of schools to be ECO schools by 2005	Anne Wilson	03/05/2007	To date 15 Bronze, 5 Silver, and 1 Green award have been achieved. Remaining schools will continue to work towards awards during the current Development Plan 2005 - 2008	On Schedule
Deliver the planned programme of new school buildings and improvements to facilities	Anne Wilson	04/04/2007	The PPP Project has reached Financial Closure and has progressed to the construction phase. Refurbishment of St John's High and Forthill Primary completed.	On Schedule
Roll-out New Community Schools approach to 10 secondaries by 2007	Anne Wilson	01/05/2007	Cluster Support Teams are active in every school cluster, involved in a comprehensive range of projects and initiatives. The programme is now accountable to the Education & Employment Theme Group, which in turn answers to the ICS Implementation Management Group. A short life working group has been established to carry out an audit of parenting support programmes in the city and make recommendations. The establishment of Joint Action Teams has been approved by Committee, as has the proposed co-location pilot at Menzieshill High School. Planning for both these initiatives is well advanced.	Ahead of Schedule
Develop the City Centre Waterfront	Mike Galloway	24/05/2007	The first phase of the Dundee Central Waterfront project - West Marketgait - was completed in April 2006. Phase 2 - strengthening works to the roof of the railway tunnel - started in January 2007 and is progressing well. Feasibility and design work is continuing for future elements of the overall project masterplan. The development and implementation of the project is being overseen by the Dundee Central Waterfront Board.	On Schedule
Seek a city centre conference centre development	Douglas Grimmond	04/05/2007	Improved convention bureau is now agreed. Opportunities for enhanced conference facilities being considered.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Lead the effective implementation of the Building Craft Pre-Apprentice Training Programme, with target that 100% of pupils involved achieve the Progression Certificate and are employed as apprentices.	Robert Jackson	24/05/2007	The Building Craft Pre-Apprentice Training Programme has been successfully implemented. It has now been incorporated into a much larger "Schools Initiative" programme which has been established to steer, monitor and evaluate this and other initiatives. The target of achieving 100% achievement of the progression certificate remains.	Completed
Support the Dundee Community Energy Partnership's Employment and Training Project	Elaine Zwirlein	31/05/2006	DCEP now complete and project ended. Staff returned to substantive post	Completed
Work with Scottish Enterprise Tayside and Angus and Perth and Kinross Councils to establish and continuously improve the new Business Gateway as a 'one-door' approach to services to businesses.	Douglas Grimmond	17/04/2007	Council has approved funding until September 2007. New contracts operational after that date. Council will review its position once results of the tender are known.	On Schedule
Acquire, develop and service two sites for business uses (one in the West of Dundee and the other in the East) to ensure a good and diverse range of sites is available.	Douglas Grimmond	27/04/2007	This issue was considered as part of the mid-term Economic Development Plan Review which was approved by the Economic Development Committee in January 2007. Market conditions have changed significantly since 2003 and two further sites are not required at this time as a good and diverse range of sites is currently available. The position will be reviewed again as part of the next Economic Development Plan in 2008.	On Schedule
'Flagship' Cultural Quarter building redevelopment at the Burns and Harris site	Douglas Grimmond	20/04/2007	Site secured for Alliance Trust use and being developed by private sector.	On Schedule
50,000 square feet of new business floorspace per annum	Douglas Grimmond	20/04/2007	The target is being met via a range of providers in both the public and private sectors. The two current largest providers are the Alliance Trust offices (private sector with DCC assistance) and the Digital Media office block (SET)	On Schedule
Further incubator phases at Dundee Technopole	Douglas Grimmond	27/04/2007	The 3rd phase of incubators is at the feasibility stage and is being discussed with the University of Dundee.	On Schedule
Managed workspace/business space (including incubator space)	Douglas Grimmond	27/04/2007	Managed work space remains a priority but will require further investigation	On Schedule
Develop the city portal dundee.com	Douglas Grimmond	17/04/2007	Responsibility has now passed to Public Relations. Site being developed as a 'What's on' guide.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Introduce Water for All in all primary schools by December 2003	Anne Wilson	06/04/2006	Water cooling facilities installed in all primary schools. All pupils issued with water bottles. Guidance and good practice exemplars issued to all schools. Programme integrated into the Health Promoting Schools initiative.	Completed
Introduce community wardens with a community safety role	Chris Ward	02/03/2006	Community Wardens operational as of 24 April 2004.	Completed
Design safety and crime prevention into plans for building and community areas	Rob Pedersen	14/05/2007	Assessments ongoing at design stage and liaison maintained with Police and Fire Authorities regarding crime and safety measures	On Schedule
Extend the White Lighting Programme incrementally across the city.	Mike Galloway	23/05/2007	As of 31 March 2007, 66% of the city's streetlighting in residential areas has been converted to white lighting.	On Schedule
Programme the installation of white lighting	Mike Galloway	10/05/2006	Prioritised programme for white lighting has been completed	Completed
Programme of traffic calming measures	Mike Galloway	10/03/2006	Now completed.	Completed
Introduce a Community Warden Scheme, focusing beyond crime to community well-being	Chris Ward	02/03/2006	Community Wardens operational as of 24 April 2004	Completed
Undertake the physical and social regeneration of Stobswell through the development of a new partnership mechanism	Mike Galloway	19/04/2007	Four private housing sites now started, sales are good. Clean Close Co expanding. Steering Group now only meeting 2 monthly.	On Schedule
Deliver an investment strategy for Council housing that aims to meet the Dundee Standard.	Elaine Zwirlein	02/05/2007	Scottish Housing Quality Standard delivery plan reported to Scottish Executive on target by 29 April 2005. Reported to Housing Committee in May 2005. Dundee Standard will be delivered through alternative funding sources. Following discussions with Communities Scotland delivery plan resubmitted 30/6/06. Communities Scotland have now approved the delivery plan.	On Schedule
Introduce a client-tracking initiative to deliver integrated and targeted support to key individuals and families	Chris Ward	23/04/2007	Prototype testing on course to be completed by June 2007. Pilot training/trials/testing begin in August 2007 with amendments to procedures and programmes between October and December 2007. Staff training and roll-out January to May 2008	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Create a new early action initiative to tackle anti-social behaviour across tenures while continuing to support successful initiatives such as Dundee Families Project and Community Mediation	Elaine Zwirlein	07/04/2007	Our quality 24 hour Advice Line service has evolved to cover all housing tenures. Additionally, an agreed protocol between Dundee City Council and local RSL's means the Team's experience and expertise is available to social landlords citywide, giving them the opportunity to use both the Out of Hours service and surveillance equipment for their tenants benefit. In September 2006, a new Supported Tenancy initiative was launched by the Team. The initiative will see NCH provide support and mentoring services to young people whose behaviour puts their tenancy or continued occupation of their current home at risk. As another element of the Team's early action initiative, regular lessons are being integrated into the secondary school curriculum. This work will be supplemented in academic year 2007/2008 with the introduction of a specially commissioned DVD for young, first time tenants. The Team continues to support proven and successful initiatives making referrals to SACRO Mediation Service, Dundee Families Project and Victim Support Service.	On Schedule
Roll-out the New Community Schools approach to all secondary schools by 2007 and integrate provision with BNSF initiatives	Anne Wilson	01/05/2007	This specific item is abandoned, but the Council Plan includes another plan item on the new Community Schools approach which is assessed as ahead of schedule.	Abandoned
Carry out a phased programme of improvements to Council-owned neighbourhood shopping centres.	Douglas Grimmond	03/05/2007	Programme of works for 2007/ 2008 has now been set and will be carried out	On Schedule
Every Council house to have central heating by March 2005	Elaine Zwirlein	04/04/2007	All 'low rise' housing complete. Replacement Heating Programme now underway.	On Schedule
Develop procedures for speedy action to clear and improve derelict land	Patricia McIlquham	06/04/2006	Best Value Sub-Committee approved setting up of Working Group under chairmanship of Legal Manager. Group meets monthly and updates stakeholders (Elected Members, Officers, MSPs, MPs etc) on progress of cases referred to them.	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
Support target hardening projects that reduce crime (e.g. replacement doors and windows to a high security standard)	Elaine Zwirlein	30/01/2007	Window replacement continues. 960 tenants to benefit from controlled entry installed during 2006/07. Difficulty getting owners to agree continues. 1000 to 1200 controlled entry planned for 2007/08, concentrating on tenant only closes as we review the strategy for gaining owners consent.	On Schedule
Work with tenants' groups to improve the Council's property maintenance and service delivery.	Elaine Zwirlein	16/03/2007	Extended relet pilot to run citywide for 3 months from Jan 07. Final item for the RDT to consider-summer 2007	On Schedule
Achieve Home Energy Conservation Act efficiency targets	Elaine Zwirlein	24/04/2007	Final report due 2008, no details yet on what form replacement will take. Last report approved by March 2006 Housing Committee and to Scottish Executive. Reports shows energy savings and reduction in CO2 emissions are on target to achieve 30% reduction by 2010.	On Schedule
Are resources spent encouraging entrepreneurial activity effective?	David Dorward	10/05/2006	This review has been withdrawn from the programme.	Completed
What are the effective approaches to creating employment opportunities?	Alex Stephen	25/05/2006	Review now completed. Report was approved by Best Value Sub-Committee in October 2005.	Completed
When is an exclusion from school Best Value?	Alex Stephen	25/05/2006	This issue will now be addressed by a best value review of educational attainment which was agreed by Education Committee in February 2005	Completed
What is the Best Value approach to equipping all school pupils with modern learning tools?	Patricia McIlquham	20/03/2006	No longer being pursued per report 174-2005. To be dealt with in a wider review of education services	Completed
Are we getting Best Value out of the variety of organisations that inform or advise young people approaching or leaving school or full time education?	Douglas Grimmond	17/04/2007	Review completed and report agreed by Best Value in August 2006.	Completed
How can opportunities for lifelong learning be developed.	Jim Petrie	29/11/2006	Report 403-2006 agreed to delete, as the issues were addressed in the development of the Community Learning and Development Strategy.	Completed
Do all the Council's catering operations achieve health objectives	Chris Ward	04/05/2006	The Best Value Sub-Committee agreed to delete this review from the programme.	Completed
Should school based catering for young people be expanded?	Anne Wilson	06/04/2006	This review has been superseded by the implementation of 'Hungry for Success'	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
What is the best value approach to tackling the use of illegal drugs in Dundee?	Chris Ward	17/04/2006	Report No. 174-2005 to the Best Value Sub-committee on the 16th March 2005 deleted this best value review from the current list of reviews as a new joint group had been established in Tayside to address this issue	Completed
How can the council maximise it's investment in CCTV for both community safety and for Housing.	Patricia McIlquham	05/04/2007	Because of the need to move to digital cameras, this item has been abandoned. The Council will work in partnership with Tayside Police to review the city's CCTV systems.	Abandoned
Which responses to community safety create the best feeling of improved security for older people?	Rob Pedersen	24/03/2006	Action Plan continues to be implemented and ongoing.	Completed
Will community wardens be a best value approach to building stronger communities?	Chris Ward	17/04/2006	Report No. 174-2005 to the Best Value Sub-Committee in 16th March 2005 deleted the review from the programme as the approach had been adopted and expanded by the Policy & Resources Committee. A Scottish Executive contract for external evaluation has been let and the findings will be reported to the Council in due course.	Completed
Is there a more joined up way of managing the neighbourhood streetscape and landscape?	Chris Ward	29/03/2007	Report 419-2006, containing improvement proposals agreed at the Best Value Sub-committee in August 2006. Five recommendations agreed. Review is now completed.	Completed
Are changes required to the services to young people who need extra support?	Jim Petrie	29/11/2006	Report 403-2006 agreed to delete. The issues are being taken forward through the Integrated Children's Services Strategic Planning Structure.	Completed
What is the most effective way to consult local people on local initiatives?	Les Roy	10/05/2006	Review deleted - local community plans and new standards for community engagement will address this.	Completed
Do the current factoring arrangements for citizens living in tenements provide Best Value?	Patricia McIlquham	23/03/2006	Legislation regarding tenements, anti-social behaviour and the abolition of the feudal system has been/is being passed. The Best Value Sub-Committee therefore agreed to delete this review, await changes and then bring forward proposals.	Completed
How can the council meet its recycling targets and best value?	Alex Stephen	23/05/2007	A report on the review was agreed by the Best Value Sub Committee in November 2006.	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
How can the problem of property and land in a state of disrepair be addressed?	Patricia Mcllquham	06/04/2006	Best Value Sub-Committee approved setting up of Working Group under chairmanship of Legal Manager. Group meets monthly and updates stakeholders (Elected Members, Officers, MSP's, MP's etc) on progress of cases referred by them.	Completed
Are there new ways in which the problem of fly tipping can be effectively tackled?	Jim Petrie	10/05/2006	Report was agreed by Best value Sub Committee in October 2005	Completed
What would be the best value approach to tackling vandalism?	Patricia Mcllquham	20/03/2006	Following report 174-2005, this review will no longer take place as the issues will be addressed as part of the Community Safety strategy.	Completed
What is the best value approach to the long term repair and maintenance of our roads?	Patricia Mcllquham	04/04/2007	The draft report is now expected to be finalised by the end of April 2007.	Behind Schedule

Modernising Public Services

Objectives	Responsibility	Assessment Date	Assessment	Status
Develop neighbourhood partnership networks (inter-agency officer networks) for each sector of the city promoting consultation, liaison and targeted regeneration activity	Stewart Murdoch	19/03/2007	Recommendations from the NPN Review presented to all DCC Management Teams	Completed
Develop Neighbourhood Partnership networks	Stewart Murdoch	19/03/2007	NPN Review Completed. Recommendations approved by Dundee City Council Management Team	Completed
Consult on local community plans	Stewart Murdoch	19/03/2007	Final monitoring report for Local Community Plans due 30 April 2007	On Schedule
Agree and implement operational protocols for the exchange of information between the local authority and health building on the information sharing protocol agreed between Dundee City Council and NHS Tayside in Spring 2003	Alan Baird	17/04/2007	Protocols in place	On Schedule
Co-ordinate the integration of information services for young people via Young Scot and Dialogue Youth	Stewart Murdoch	17/05/2007	The Dundee section of the National Portal continues to perform well averaging around 4500 hits per month. Youth Information work continues in Secondary Schools with lunch-time drop-in sessions and Young Scot presentations as well as in local community bases. Youth information and youth consultation are the focus of the Youth Consultation network group.	On Schedule
Co-ordinate Departmental Service Planning	Chris Ward	27/04/2007	All departments have an approved service plan that is also published on the Council's website and reported on annually. Actionable items in service plans are being monitored through the corporate strategic plan monitoring database. New guidance has been prepared for Service Planning for the period 2007 onwards and training on this is planned for June 07.	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
Establish an annual Best Value Review Programme	Chris Ward	23/03/2007	A report to the Best Value Sub Committee on 26 June 2006 set out nine reviews to be completed this by April 2007 and six of these are complete and two about to be. Only the CCTV review remains behind schedule and this has been reported to committee. The four year review programme will be completed by April 2007. In total 30 reviews will have been completed from the 2003 -2007 programme plus a further ten added by committees. A new approach to a Best Value Review programme will come out of a new Council Plan due in 2007.	Completed
Modernise the Council's Customer Service Approach	Alex Stephen	27/04/2007	The Council adopted a new Customer First Strategy in Aug 05 and updated in April 06. The Council now has three Contact Centres for corporate (20 separate services), revenues and housing repairs plus a first contact team for single shared assessments in Social Work. There are 44,000 approx multi application Dundee discovery cards in circulation. The website has around 4,500 visitors per day on average and has taken £8m approx in payments in 06/07. Service are also being joined up and reducing the need for customer to complete separate forms by creating a corporate approach to holding customer and property data - the citizen account and corporate address gazetteer.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Joining Up Service Processes to reduce the customers need to complete forms and contact different people	Chris Ward	27/04/2007	The Customer First Strategy approved by the Council will set up a citizen account within a national infrastructure. This is now in use locally although the national infrastructure is not due to launch until later in 07. The aim behind this is to use information the council already holds about an individual to reduce the amount of forms to be completed. The one card one application form for the Dundee discovery card is an example. Other reviews will include one form and potentially none to get additional benefits such as free school meals, school clothing grant. The annual consumer survey in 2006 showed that 76% of citizens say they received their service in one point of contact with the council.	On Schedule
Increase the % of customers satisfied when contacting the council to request a service or seek information.	Alex Stephen	27/04/2007	Consumer Survey results October 2006: to request a service 89% satisfied up 5% on 2005, to seek information 85% satisfied up 4% on 2005, 76% of respondents said they got what they wanted in one contact. It is also worth noting satisfaction results for customer contact between 2003 and 2006 are up: telephone contact up from 76% to 90%, office visits up from 81% to 88%	Completed
Develop a programme of initiatives to increase voter turnout, encourage political service and promote participatory democracy	Chris Ward	17/04/2006	Report No. 174-2005 to the Best Value sub of the 16th March 2005 deleted this review from the scheduled list as the subject is being addressed through National Bodies and through the introduction of S.T.V.	Completed
Establish a Customer Contact Centre	Mike Galloway	17/02/2006	All Completed October 2005 on schedule	Completed
Publish an annual performance report	David Dorward	06/03/2007	2006 report published on time and on the Internet. Work has now started on the 2007 Performance Report which will be published by September 2007 and will contain a separate page on progress on the Best Value Audit Improvement Agenda.	On Schedule
Link Plans to Employee Development	Jim Petrie	08/05/2007	New Council Plan to be developed then published later in 2007. Departmental Service Plans will follow on from that. Employee Development plans will follow on from those.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Commission Annual Consumer Research	Chris Ward	16/03/2007	2006 survey complete. Results were reported to Committee in October - see report 568-2006 for details. 2007 survey will take place in June, with results available in September.	On Schedule
Carry out Employee Survey in 2004 and 2007	Jim Petrie	08/05/2007	Employee Survey will be carried out in 2007.	On Schedule
Establish 3 Year Revenue and Capital Budgeting	David Dorward	07/03/2007	The Final Revenue Budget 2007/08 and the Provisional Revenue Budgets for 2008/09 and 2009/10 together with the Capital Plan 2007-10 have now been to committee	On Schedule
Carry out 1 EFQM Self Assessment per Department and corporately	Chris Ward	23/03/2007	A report to the management team in December 2006 reported that all departments had carried out at least one EFQM assessment or were in the process of doing so. An online questionnaire was acquired from Quality Scotland to assist with the corporate EFQM process and this has a completion date of March 31 and a report for the Management Team is due in May. This is back on schedule to a new timetable.	On Schedule
Devise and implement a four year risk management plan.	David Dorward	12/06/2007	The Council's overall risk management plan is being implemented as far as practicable within the timescales stipulated.	On Schedule
Classify all council information to comply with the Freedom of Information Act.	Patricia McIlquham	01/06/2007	It is expected that the currently approved Publication Scheme will not now require to be re-approved by the Scottish Information Commissioner until February 2009. The next review of the Information Asset Inventory will therefore take place in 2008 in preparation for the re-approval process.	On Schedule
Evaluate the effectiveness of the partnering approach to capital projects as opposed to the standard contractual approach	Robert Jackson	30/06/2006	A report was prepared and submitted by the Chief Architectural Services Officer in June 2006. A "Systems Thinking" review of the processes which control the Housing Department's capital projects is underway. A key aspect of this approach is to establish effective performance measures which will demonstrate the change in performance between old arrangements and new.	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
Establish Customer Contact Centre to resolve the customer enquiry at the first point of contact for a growing range of council services	Alex Stephen	23/03/2007	There are ten staff in total covering 20 services using a modern contact centre approach. The IT Dept are at an advanced stage of developing a corporate customer service system to support the contact centre that uses the Citizen account to collect data the council already has and uses this to make the process more efficient. The new team are preparing a service plan within Support Services outlining how it will develop improved customer service for a wider range of services. They have been the main point of contact for the issue of the national entitlement card to over 60s and people with disabilities. The environment for face to face contact has been dramatically improved in Tayside House and a project to boost the telephone team by merging with the switchboard is underway. Early indicators on call waiting and abandoned call rate are now available and show an improving trend.	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
Develop a discovery smartcard to include all card service transactions on one card	Chris Ward	23/03/2007	There are 44,000 Dundee Discovery Cards issued of which 30,000 are national entitlement cards, 10,000 secondary school pupils and staff and 4,000 Abertay University. There are 12 different uses of the card for services but just one application process. It is highly integrated to the Citizen Account and the data can be shared to save customers having to re-prove basic information over again. The priority customers to receive the card has been the over sixties, young people and disabled people. Approximately 85% and 87% of these target groups have a card. A report was approved by the policy and resources committee in October 2006 establishing a National Entitlement Card team of five to take on the role of lead authority for the Scottish Wide Entitlement Card and establishing two permanent staff for the future mainstream of the card management as a corporate or shared service. From January 2007 a further 1,000 16 - 18 year olds were given a new national entitlement card and throughout 2007 all young people in Dundee will have the National Entitlement version of the card. New services on the card are being developed such as a credit union saving account and a reward scheme for pregnant women stopping smoking in partnership with ASDA.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Electronic Service Delivery on Website for all transactions for 24 hours, 7 days access to service	Alex Stephen	23/03/2007	There are 45 online transactions that meet Electronic Service Delivery Standards. A project to put a further 20 from list of 48 priorities online has been initiated. This is partly funded by the MGF grant. The website is receiving an average of 4,500 visitors per day and 57,333 transactions completed resulting in approx £8m in payments in 2006/07, which is up 25% on the previous year. Since the beginning of this programme over £18m has been taken on the website. Approx 5,000 people per month use the website for making a transaction with the council (requesting a service, making a payment etc) Putting services online is now a mainstream part of the Council's workload.	Completed
Establish Housing Repairs Customer Contact Centre and develop a joined-up Housing Repairs Service	Elaine Zwirlein	16/03/2007	Only outstanding item- Relet Pilot- pilot extended for 3 months from Jan 07 Reporting to Repairs Development Team, Management and Partnership Boards in due course	On Schedule
Establish Finance Revenues Customer Contact Centre	David Dorward	06/03/2007	This item has been completed.	Completed
Implement the Community Involvement Strategy of the Dundee Partnership	Chris Ward	19/03/2007	The revisions of the Strategy are underway with the focus broadening to other partner agencies. A preparation schedule for the production of the annual report is in preparation.	On Schedule
What improvements are required to the city's public transport infrastructure to ensure best value for users and citizens?	Patricia McIlquham	06/04/2006	Best Value Sub-Committee approved Report No.258-2005 on 29 June 2005 and its recommendations are being implemented.	Completed
What changes do we need to make to achieve the statutory timescales for processing benefits applications and also improve Council Tax collection	Alex Stephen	25/05/2006	The review of benefits and Council Tax has been completed and a report was submitted to the Best Value Sub-Committee on 21 December 2004	Completed
How can we improve rent collection?	Alex Stephen	17/04/2006	Report 174-2005 to Best Value Sub-Committee agreed to delete this review from the programme as rent collection will be addressed as part of the Housing Department's contact centre approach.	Completed
How can we use the information supplied for claiming benefits to join up the process for claiming other Council benefits e.g free school meals, clothing grants etc	David Dorward	06/04/2007	Report to Best Value Sub-Committee 26 January 2007 combining free school meals and clothing grant claims. Anticipated to make £50,000 in efficiency savings.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
How can the Council help more people to vote by the way it runs elections?	Chris Ward	17/04/2006	Report 174-2005 to Best Value Sub-Committee deleted this review from the programme as it was being addressed by National Bodies through the introduction of new voting systems	Completed
How can the Council make use of modern telephone voting and internet channels of participation in decision-making?	Patricia McIlquham	06/04/2006	Report 174-2005 to Best Value Sub-Committee deleted this review from the programme as these issues will be considered as part of the new Customer First ICT Strategy	Completed

Sound Corporate Management

Objectives	Responsibility	Assessment Date	Assessment	Status
Improve accessibility to mainstream activities and recreational facilities through social inclusion enabler schemes	Alan Baird	27/04/2007	Contracts in place and service being delivered.	Completed
Jointly invest in service user led social inclusion activities for older people	Alan Baird	25/04/2007	The Older People Engaging Needs is maturing into a community development approach to activities for older people within their localities and is led predominantly by older people with multi agency support. Research is to be commissioned 2007/08 to establish outcomes achieved for older people and to inform the future development of services.	Ahead of Schedule
Develop and promote Translation, Interpreting and Communication Support Services	Stewart Murdoch	17/04/2007	The Business Support Service is completing a review with a draft report being produced in July	On Schedule
Establish an Equality Partnership	Stewart Murdoch	15/05/2006	The Partnership is established as a constituted body within the Community Planning structure	Completed
Devise a corporate Equality Training Strategy - training for trainers and design/purchase of materials	Stewart Murdoch	17/04/2007	Over 100 council officers have now completed full EQIA training. 20 officers have completed equality monitoring action planning training	On Schedule
Devise a service assessment tool	Stewart Murdoch	17/04/2007	100 officers have completed equality impact assessment training and toolkit is being incorporated into service planning guidance and report writing guidelines	On Schedule
Increase opportunities for children and young people with a disability to participate in physical activity	Stewart Murdoch	16/04/2007	Programme of activities in progress through Leisure and Communities Sports Development Section for 2007/08.	On Schedule
Prepare a Development Plan for the Council's website by April 2004	Stewart Murdoch	26/05/2006	Development Plan completed.	Completed
dundee.com to be developed as the city's portal, incorporating the full range of Dundee Partnership information	Stewart Murdoch	06/06/2007	dundee.com now the responsibility of Public Relations. Site is being developed as a What's on guide to Dundee	On Schedule
Develop interagency policies, protocols and tools for joint assessment, care planning and reviewing of services for children and young people with disabilities	Alan Baird	19/04/2006	Project completed now service is operational	Completed
Develop the use of person centred planning for staff and parents of children with disabilities	Alan Baird	19/04/2006	Project now completed	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
Develop Children's Rights and independent advocacy service for children and young people with and affected by disabilities	Alan Baird	18/06/2007	Links have been developed with other providers and are being maintained for the benefit of service users.	Completed
Redevelop the Social Work client and services information system in a way which facilitates information sharing with other departments and partners	Alan Baird	18/06/2007	Rollout completed for Choice Project, Whitfield Office, Ninewells Office, Teams based at Balmerino Road Office, Elmgrove Annexe, The Elms, Elmgrove House and all Family Support Centres.	On Schedule
Ensure every department accredited to Investors in People standards by 2007	Jim Petrie	08/05/2007	Individual departments are responsible for the development of their employees. Ongoing.	On Schedule
Carry out regular reviews of working conditions/environment and allocate financial resources to address areas of concern	Jim Petrie	08/05/2007	Departments are responsible for health, safety and welfare of their employees, and for allocating financial resources to address areas of concern. Ongoing.	On Schedule
Ensure policy of encouragement and recognition for jobs well done is applied across all departments and at all levels	Jim Petrie	08/05/2007	Completed in 2005.	Completed
Reduce accidents in line with the requirements of 'Revitalising Health and Safety' by 2005	Jim Petrie	16/05/2006	Report submitted to, and approved by Personnel Committee on 15 August 2005. Item completed.	Completed
All Council departments to have achieved the Scotland's Health at work Bronze Award by the end of 2004 and all departments to have achieved the silver standard by the end of 2006	Chris Ward	19/03/2007	Corporate responsibility for SHAW now lies with Personnel. All departments have now achieved the bronze award, six have achieved the silver award and one assessment for the silver award is pending.	Behind Schedule
All departments to have functioning health and safety committees by the end of 2004	Jim Petrie	16/05/2006	Item completed.	Completed
All departments to have documented risk assessment process in place and available for audit at any time by end of 2004	David Dorward	12/06/2007	Most departments of the Council now have risk registers in place.	On Schedule
Retention and redeployment of disabled staff	Jim Petrie	16/05/2006	This is a continuing day to day responsibility.	Completed
Produce monitoring information on service uptake and employment	Jim Petrie	08/05/2007	Will be reported to Committee in June 2007.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Increase the number of public buildings and other facilities that offer access to disabled people and consider accessibility in terms of management and processes	Patricia McIlquham	17/04/2007	An annual corporate budget of up to £100K is expended on disabled access improvements. Current disabled access guidance on equality legislation maintained to promote relevant access works on new projects. Accessibility Audits of all existing properties were completed 2006. Priorities to be costed and implemented through Health & Safety contracts. Corporate disability group promotes accessibility in terms of management, and procedures. Involvement of disabled people promoted in line with Council's Disability Equality Scheme.	On Schedule
Develop Property as a strategic asset and with Corporate management	Douglas Grimmond	27/04/2007	First draft of Plan has been issued for consultation. Second draft to be issued by end of July 2006. Final Plan target date approximately June 2007.	On Schedule
Ensure the requirements of Disability Discrimination Act 1995 and 1999 are achieved by October 2004	Rob Pedersen	16/03/2007	A published Disability Equality Scheme sets Council targets to maximise compliance with Disability Discrimination Acts by statutory deadlines, and the Action Plan is monitored through the Database. The October 2004 deadline under this database item has now passed, and the item is to be recorded as 'completed'.	Completed
Meet the needs of the Customer Focus IT Projects	Dave White	19/04/2007	The citizen Account is now populated with over 116,000 citizen records, and we are continuing to link systems and processes through the citizen Account.	On Schedule
Provide efficient server desktop hardware to meet the Council's needs	Dave White	19/04/2007	Policy working well in schools, and corporate strategy relating to thin client desktop proving successful. Consolidation of servers is going to plan, and nearly complete.	On Schedule
Ensure the security of the Council's systems and data	Dave White	19/04/2007	Security continues to be a priority for the IT Division, staff are aware of their responsibilities and all aspects of security are monitored regularly.	On Schedule

Objectives	Responsibility	Assessment Date	Assessment	Status
Increase % of respondents to Annual Consumer Survey who feel the Council keeps them well-informed	Les Roy	23/05/2007	70% of respondents in 2006 survey felt they receive enough information about the Council and its services - a continuing increase from 69% in 2005, 64% in 2004, 60% in 2003 and 59% in 2002. 2007 results due in September.	On Schedule
Increase % of staff in employee survey who feel the Council communicates well with them	Jim Petrie	09/04/2007	Next survey due in 2007	On Schedule
Improve Council Tax collection to 90% by April 2006	David Dorward	07/06/2007	Collection rate is 90.7%, above the 90% target.	On Schedule
Maintain Council Tax increases at a maximum of 5% per annum or less	David Dorward	06/03/2007	Council Tax for 2007/2008 has been frozen therefore target achieved.	On Schedule
Maintain Housing Rent increases at a maximum of inflation + 1%	Elaine Zwirlein	04/04/2007	Budgets set in compliance with Council Policy. Rent set at 3.9% increase.	On Schedule
Negotiate the replacement of the time saved bonus scheme for employees on maintenance works to support the joined-up housing repairs service	Robert Jackson	05/05/2006	As at January 2005 all of those trades which regularly carry out repairs and maintenance works have agreed to new contractual arrangements which support the joined-up housing repairs service.	Completed
To produce a Corporate Health & Safety Plan by the end of 2003 to address the Council's approach to meet the challenges of the Government's Revitalising Health & Safety Strategy	Jim Petrie	16/05/2006	Item completed.	Completed
Lone working guidelines to be produced by the end of 2003 and pilots run on technology based monitoring systems during 2004/2005	Jim Petrie	16/05/2006	Item completed.	Completed
Implement Action Plan to deal with the Management of Asbestos in buildings and Health and Safety Executive requirements	Rob Pedersen	14/05/2007	Survey programmes and Register are to schedule. Asbestos Software management implementation on schedule.	On Schedule
Ensure an effective Property Database is in place and available to all departments by 2004	Douglas Grimmond	31/05/2006	Completed.	Completed
Develop Asset Management Plans for all properties once Education Estate Strategy has been developed (December 2003)	Douglas Grimmond	27/04/2007	Asset Plan finalisation is imminent. To be passed to departments for consultation.	On Schedule
Develop Sustainable Construction Policy and Environmental Policy in relation to property design including construction, maintenance and future use	Rob Pedersen	24/03/2006	Sustainable Development Policy now approved by Committee and Action Plan in place. Environmental Policy in place for Architectural Services and is implemented for all design considerations.	Completed

Objectives	Responsibility	Assessment Date	Assessment	Status
Produce Corporate Energy Policy 2003-2006	Douglas Grimmond	31/05/2006	Completed.	Completed
Review Council facilities management including space standards and working practices	Douglas Grimmond	27/04/2007	Asset Plan finalisation imminent. To be passed to departments for consultation	On Schedule
Produce Asset Management Plan (including use of GVA system for data/accessibility etc and rationalisation of planned/unplanned maintenance).	Douglas Grimmond	27/04/2007	Asset Plan finalisation imminent. To be passed to departments for consultation.	On Schedule
Design and create an on-line web enabled Housing Repairs System on the basis of the outcome of the Repairs Review Group	Elaine Zwirlein	19/09/2006	Live, complete	Completed
Install the new telecommunications system.	Patricia Mcllquham	20/03/2006	Project complete	Completed
Create and maintain a Citizen Account System to enable joint-up processing, and to help in establishing effective Corporate Contact Centre procedures	Dave White	19/04/2007	Citizen Account now up and running. Additional links and functionality are continually being added.	On Schedule
Create and maintain a Master Address Database for linking Property Systems in line with National Standards	Mike Galloway	16/03/2006	This item has now been incorporated into other items within the database. The GMS software and the database is now well established	Completed
Create computer links from Citizen Account and Master Address databases to Legacy Systems used in departments	Dave White	19/04/2007	Additional links continue to be implemented and a further functionality is being added through G.I.S.	On Schedule
Create links to the Citizen Account through use of smart cards for specific services	Dave White	19/04/2007	Links are in place and operational. Further links will be required when more functionality is available on the card. Currently work in this area is not a priority as national programmes are taking precedence.	Behind Schedule
Pilot the convergence of voice and data networks	Patricia Mcllquham	22/03/2007	Pilot of voice and data convergence has been carried out.	Completed
Prepare a Corporate Communications Strategy for the Council	Les Roy	06/06/2007	Chief Officers Management Team agreed to set up a Corporate Communications and Marketing Group to further develop the draft Corporate Communications Strategy. Group to be chaired by Head of Public Relations. Meeting being arranged to dovetail with preparation of the new corporate plan.	On Schedule

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Continue to press Dundee's case for adequate revenue funding from the Scottish Executive	David Dorward	12/06/2007	Aggregate External Finance for 2007/8 increased by 3.4% on the previous year's figure. In addition, the Council successfully negotiated the transfer to Dundee Airport to HIAL, thereby reducing the Council's annual revenue budget by £1.6million.	On Schedule
How can we improve the health and safety of staff in schools?	Jim Petrie	09/05/2006	Education Department review underway to produce a health and safety strategy. Best value review no longer required.	Completed
What is the best way of improving the accessibility of Council services to people with disabilities?	Jim Petrie	10/05/2006	Following report 174-2005 it was agreed that this review would no longer proceed as the issues are being addressed by the Disability Access Group	Completed
To consider and develop proposals for office accommodation when Tayside House is demolished	David Dorward	12/03/2007	The Stage C detailed design has now been completed and reported to the Policy & Resources Committee on 11 December 2006, along with an artists impression. Consultation has taken place with Historic Scotland, Dundee Partnership for the Environmental and Disabled Access Group. In addition the Project Team have held at least two meetings with each of the 8 departments who will occupy Dundee House to agree their particular floor layout. A One Stop Shop group has been set up and has provided the Project Team with a client brief. A detailed costing exercise is being carried out and will be complete, along with Stage D drawings by 30 April 2007. The ground surveys on the site will be complete during March 2007. The project is still on target for a £30m spend and completion by March 2010.	On Schedule
Should the Council pursue mobile/home working to reduce the overall property requirement?	Jim Petrie	09/05/2006	A report on this went to Personnel Committee in December 2005 and a best value review is no longer required	Completed
How can the Council make more efficient and economical use of transport-related assets?	Mike Galloway	24/04/2007	Review delayed and currently being re-scheduled.	Behind Schedule