

City Chambers  
DUNDEE  
DD1 3BY

14th August, 2012

**Membership**

Councillor Kevin Keenan  
Councillor Richard McCready  
Councillor Fraser Macpherson  
Bailie Derek Scott  
Councillor Jimmy Black  
Councillor Kevin Cordell  
Councillor Craig Melville  
Bailie Willie Sawers

**All other Members**

Agenda and papers for information

Dear Sir or Madam

**SCRUTINY COMMITTEE**

Please attend the **SCRUTINY COMMITTEE** to be held in the main Council Chamber, City Chambers, City Square, Dundee on Wednesday, 22nd August, 2012 at 2.00 pm. Substitute members are allowed.

Yours faithfully

DAVID K DORWARD

Chief Executive

**PART I - OPEN MEETING**

**1 DECLARATION OF INTEREST**

Members are reminded that, in terms of The Councillors Code, it is their responsibility to make decisions about whether to declare an interest in any item on this agenda and whether to take part in any discussions or voting.

This will include all interests, whether or not entered on your Register of Interests, which would reasonably be regarded as so significant that they are likely to prejudice your discussion or decision-making.

**2 INTERNAL AUDIT REPORTS**

(Report No 309-2012 enclosed).

**3 BALDRAGON ACADEMY: MISAPPROPRIATION OF INCOME AND CASH**

(Report No 310-2012 enclosed).

**4 CORPORATE PERFORMANCE SELF-ASSESSMENT - THREE MONTHS TO  
30TH JUNE, 2012**

(Report No 284-2012 enclosed).

**REPORT TO: SCRUTINY COMMITTEE – 22 AUGUST 2012**

**REPORT ON: INTERNAL AUDIT REPORTS**

**REPORT BY: CHIEF INTERNAL AUDITOR**

**REPORT NO: 309-2012**

## **1.0 PURPOSE OF REPORT**

To submit to Members of the Scrutiny Committee a summary of the Internal Audit Reports finalised since the last Scrutiny Committee.

## **2.0 RECOMMENDATIONS**

Members of the Committee are asked to note the information contained within this report.

## **3.0 FINANCIAL IMPLICATIONS**

None

## **4.0 MAIN TEXT**

**4.1** The day-to-day activity of the Internal Audit Service is primarily driven by the reviews included within the Internal Audit Plan. Broadly, on the completion of a specific review, a report which details the audit findings and recommendations is prepared and issued to Management for a formal response and submission of Management's proposed action plan to take the recommendations forward. Any follow-up work subsequently undertaken will examine the implementation of the action plan submitted by Management.

**4.2** Executive Summaries for the reviews which have been finalised in terms of paragraph 4.1 above are provided at Appendix A. Within each Executive Summary the prime aim is to provide both Members and Management with key information which includes the reason for undertaking the review, summary financial data and statistics, the areas encompassed within the review and specific areas which were excluded, the principal audit objectives, an audit opinion on the adequacy of the systems and control framework of the area reviewed, the key conclusions based on the audit findings and recommendations and a summary of Management's response to the audit report. The full reports are available to Members on request.

## **5.0 POLICY IMPLICATIONS**

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

## **6.0 CONSULTATIONS**

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

## **7.0 BACKGROUND PAPERS**

None

Sallie Dailly, Chief Internal Auditor

DATE: 06 August 2012

## i) INTERNAL AUDIT REPORT 2011/22

<b>Client</b>	<b>Social Work</b>
<b>Subject</b>	<b>Dundee Joint Equipment Service</b>

**Introduction**

A review of the Dundee Joint Equipment Service (DJES) was part of the planned internal audit work.

The DJES is an agreement between Dundee City Council and NHS Tayside that underpins provision of a joint community equipment store for the supply of equipment to people with a disability in Dundee. The key strategic objectives this arrangement are to provide equipment, impartial advice about the equipment available, more effective use of resources and a more responsive service. The store is located at Claverhouse Industrial Estate.

At the end of the 2011/12 financial year, there were approximately 6,250 items of equipment in stock and 57,250 items of equipment in use in the community or in stock at NHS Tayside health centres and hospitals. Stock holdings include low value items such as WC seats and crutches as well as high value items such as mobile shower trolleys and beds. A high volume of equipment in use in the community is returned to the store when it is no longer needed. The returned equipment is cleaned and where appropriate recycled back into stock. Ethitec's Equipment Loans Management System (ELMS2) is the software solution in operation at store. All requests for equipment, including requests received from NHS Tayside via district nurses, allied health professionals, health centres and hospitals, are processed through ELMS2.

The total budgeted expenditure for 2011/12 was of the order of £820,000, of which £349,000 is to be contributed by NHS Tayside.

**Scope and Objectives**

The overall objective of this review was to examine the systems operated in respect of the DJES.

**Conclusion**

*The principal conclusion drawn from this review is there are weaknesses in the system which should be addressed.*

The main areas commented upon in the report are as follows:

- ELMS2 should be reviewed in conjunction with Ethitec to ensure that the system is set up appropriately. In addition, a comprehensive review of all users and their permissions should be carried out.
- A formal business continuity plan should be compiled for ELMS2. The plan should be tested periodically and any weaknesses identified should be resolved by revising the plan. Periodic testing of back-ups should also be carried out.
- Specialist advice on infection control should be sought from NHS Tayside with adequate arrangements being put in place to mitigate infection control risks.

**Management Response to the Audit Report**

The audit finding and recommendation were formally reported to the Director of Social Work and appropriate action agreed to address the matters raised.

## ii) INTERNAL AUDIT REPORT 2011/39

<b>Client</b>	<b>Leisure and Culture Dundee (SCIO No. SC042421)</b>
<b>Subject</b>	<b>Governance Arrangements</b>

**Introduction**

A review of Leisure and Culture Dundee's (L&C Dundee's) governance arrangements was part of the planned internal audit work.

As part of Dundee City Council's (DCC's) Changing for the Future agenda and ongoing commitment to deliver proposed savings, a new Scottish Charitable Incorporated Organisation (SCIO) known as L&C Dundee was created on 1 July 2011 to operate the leisure, sport, cultural and library facilities. Key members of staff from DCC and former Dundee Leisure transferred to the new organisation under the Transfer of Undertakings (Protection of Employment) Regulations 1982 (TUPE). The new arrangements include a trading subsidiary in the form of a Community Interest Company, which is currently dormant.

Scottish Ministers introduced the new SCIO legal form in April 2011 to allow charities to be incorporated but administered and regulated by a single body, the Office of the Scottish Charity Regulator (OSCR). The main benefits of the SCIO include limited liability and, in comparison to Company Law requirements, a less complicated regime for trustees' duties. Administration requirements are also less formal in comparison.

Corporate governance was defined in the Cadbury Report as the system by which organisations are directed and controlled. It is concerned with the structures and processes in place for decision making, accountability, controls and behaviour. In 2007, CIPFA published Delivering Good Governance in Local Government: Framework, which builds on governance work in the public and private sectors including the Good Governance Standard in Public Services, which was published by the Independent Commission on Good Governance in Public Services. A number of national guidance notes have since been compiled to support the publication. The Scottish guidance note, which was adapted for L&C Dundee, contains self-assessment material based on the six core principles and eighteen supporting principles of good governance and used as the basis of this review to assist in assessing the extent to which corporate governance requirements are being met. In carrying out the review, cognisance was taken of L&C Dundee's size, function, and recent formation.

**Scope and Objectives**

To carry out a high level review of the governance arrangements in place at L&C Dundee. In addition, checks were carried out to ensure that L&C Dundee and its trading subsidiary are suitably registered with OSCR, Companies House and HM Revenue and Customs.

**Conclusion**

*The principal conclusion drawn from this review is that whilst there is basically a sound system of control there are some areas where it is viewed improvements can be made.*

The main areas commented upon in the report are as follows:

- In order to ensure that the governance arrangements operated by L&C Dundee are in line with best practice, consideration should be given to clearly setting out its approach to performing each of the functions of governance in a local code of corporate governance. In addition staff should ensure that the areas of partial compliance are addressed. Measures to be taken include compiling a business plan, developing formal risk management arrangements, taking steps to finalise the draft Service Level Agreements with DCC and assessing / self-assessing the skills, knowledge and experience of trustees.

**Management Response to the Audit Report**

The audit findings and recommendations were formally reported to the Managing Director and appropriate action agreed to address the matters raised.

## iii) INTERNAL AUDIT REPORT 2011/40

<b>Client</b>	<b>Corporate</b>
<b>Subject</b>	<b>Leavers</b>

**Introduction**

A review of the arrangements in place within the Council surrounding the management and administration of leavers from a payroll perspective was part of the planned internal audit work.

There are currently two separately managed payroll functions operating in the Council, one in the Environment Department which is principally responsible for administering weekly wages for staff in the department and one in the Corporate Services Department, which is the central Payroll Section responsible for administering the payroll function for all other Council staff.

ResourceLink is the Council's integrated payroll and personnel system. With the exception of leavers from the Environment Department who are weekly paid and administered locally, departments are responsible for notifying the Payroll Section of impending leavers so that records can be updated timeously. Prompt notification, in addition to other controls such as positive assurance exercises and the preparation and review of monitoring reports, supports the Council in maintaining accurate and up to date payroll records whilst at the same time mitigating the risk of salary overpayments.

Payroll is the single largest expense for the Council. During 2011/12 the Council's net expenditure for wages and salaries for its employees was of the order of £130 million. Management reports from ResourceLink for this period indicate that there were of the order of 750 employees who left the Council. It is recognised however that the number of leavers in the last two years has been higher than the norm due to the Council's Voluntary Early Retirement / Voluntary Redundancy Schemes.

**Scope and Objectives**

To assess the adequacy of the processes and procedures in place in the Council surrounding the declaration, acknowledgement, notification and processing of leavers, including the updating of ResourceLink.

**Conclusion**

*The principal conclusion drawn from this review is that there are weaknesses in the system which should be addressed.*

The main areas highlighted in the report are as follows:

- To reduce the risk of error, inconsistent working practices and potential salary overpayments, operational guidance and instructions, including process maps where appropriate, should be compiled.
- To reduce the risk of incomplete and inaccurate payroll records, payroll verification exercises should be carried out on a regular basis to confirm that all employees receiving payment are existing employees and assigned the correct pay grade and spinal column point.

**Management Response to the Audit Report**

The audit findings and recommendations were formally reported to the Director of Corporate Services and appropriate action agreed to address the matters raised.

## iv) INTERNAL AUDIT REPORT 2012/02

<b>Client</b>	<b>City Development</b>
<b>Subject</b>	<b>2011/12 Grant Claim : Cycling, Walking and Safer Streets Projects</b>

**Introduction**

Under Section 70 of the Transport (Scotland) Act 2001 Scottish Ministers have powers to award grant assistance for specific projects. For the 2011/12 financial year grant assistance totalling £206,000 was awarded to Dundee City Council for the development of projects associated with local cycling, walking and safer streets. The grant awarded for 2011/12 was expended in full.

Under the conditions of the grant it is a requirement that the "Council shall by the 30 June in the financial year following receipt of any grant submit to Scottish Ministers a statement of compliance with the grant conditions signed by the head of internal audit".

**Scope and Objectives**

The overall objective of this review was to enable the Chief Internal Auditor to provide an opinion as to whether or not the grant funding received in respect of the cycling, walking and safer streets grant has been expended in accordance with the grant's terms and conditions.

**Conclusion**

*On the basis of examining the accounts and records of this grant claim, obtaining such explanations and carrying out such tests as deemed necessary, it is considered that the entries in the claim form are fairly stated, and that the sums claimed are properly due and have been used in accordance with the terms and conditions of the Offer of Grant.*

## v) INTERNAL AUDIT REPORT 2012/03

<b>Client</b>	<b>Corporate Services</b>
<b>Subject</b>	<b>Payment of Pensions for Former Employees of ex List D Schools</b>

**Introduction**

Pension payments to former employees of ex List D schools can have funded and unfunded elements. Funded pension is the amount to which the employee is entitled by virtue of his/her contributions to the pension fund. This element depends on length of service and final salary and the cost is borne by Tayside Superannuation Fund. Unfunded pension relates to pension increases and any enhancements which have been provided to staff when the employee retires before 65 e.g. in the case of redundancy. These costs are recoverable from the Scottish Government and Pensions Administration staff invoice the Scottish Government on a regular basis. It is a requirement of the payment for unfunded pensions that the claims are audited annually by the Internal Audit Service at the end of each financial year.

**Scope and Objectives**

The overall objective of this review was to examine and confirm the accuracy of the information provided by the Pensions Section in support of the claim for payment of pensions for former List D employees in order that the Chief Internal Auditor has the assurance required to validate the claim. Audit fieldwork was restricted to validity of pensions paid to former List D school employees.

**Conclusion**

*The principal conclusion drawn from this review is that there is a sound system of control designed to achieve the system objectives and that the controls are being consistently applied.*

## vi) INTERNAL AUDIT REPORT 2012/04

<b>Client</b>	<b>Environment</b>
<b>Subject</b>	<b>2011/12 Grant Claim : Local Air Quality Management</b>

**Introduction**

In the 2011/12 financial year Scottish Ministers offered funding support to Dundee City Council for Local Air Quality Management of £26,600. The Grant awarded was expended in full.

It is a requirement of the Conditions of the Grant that at the end of each Financial Year, the Council is required to prepare an account showing the expenses reasonably and properly incurred by it in executing the Project during that financial year and the amount of Grant received by it from the Scottish Ministers under the Agreement. The conditions also state that such account shall be certified as true and accurate, and where the amount exceeds £10,000 shall be audited, by a member of a recognised accountancy body.

**Scope and Objectives**

The overall aim of this review was to enable the Chief Internal Auditor to provide an opinion as to whether or not the grant funding received in respect of the above subject has been spent in accordance with the related Terms and Conditions.

**Conclusion**

*On the basis of examining the accounts and records of this grant claim, obtaining such explanations and carrying out such tests as deemed necessary, it is considered that the entries in the claim form are fairly stated, and that the sums claimed are properly due and have been used in accordance with the terms and conditions of the Offer of Grant.*

## vii) INTERNAL AUDIT REPORT 2012/06

<b>Client</b>	<b>City Development</b>
<b>Subject</b>	<b>2011/12 Grant Claim: Air Quality Action Plan</b>

**Introduction**

In the 2011/12 financial year Scottish Ministers offered funding support to Dundee City Council for Air Quality Action Plan of £185,000. The Grant awarded was expended in full.

It is a requirement of the Conditions of the Grant that at the end of each Financial Year, the Council is required to prepare an account showing the expenses reasonably and properly incurred by it in executing the Project during that financial year and the amount of Grant received by it from the Scottish Ministers under the Agreement. The conditions also state that such account shall be certified as true and accurate, and where the amount exceeds £10,000 shall be audited, by a member of a recognised accountancy body.

**Scope and Objectives**

The overall aim of this review was to enable the Chief Internal Auditor to provide an opinion as to whether or not the grant funding received in respect of the above subject has been spent in accordance with the related Terms and Conditions.

**Conclusion**

*On the basis of examining the accounts and records of this grant claim, obtaining such explanations and carrying out such tests as deemed necessary, it is considered that the entries in the claim form are fairly stated, and that the sums claimed are properly due and have been used in accordance with the terms and conditions of the Offer of Grant.*

**REPORT TO: SCRUTINY COMMITTEE – 22 AUGUST 2012**

**REPORT ON: BALDRAGON ACADEMY : MISAPPROPRIATION OF INCOME AND CASH**

**REPORT BY: CHIEF INTERNAL AUDITOR**

**REPORT NO: 310-2012**

## **1.0 PURPOSE OF REPORT**

To provide Members of the Scrutiny Committee with a summary of an investigation at Baldragon Academy in relation to the misappropriation of income and cash and action taken as a result of this incident.

## **2.0 RECOMMENDATIONS**

Members of the Committee are asked to note the information contained within this report.

## **3.0 FINANCIAL IMPLICATIONS**

None

## **4.0 MAIN TEXT**

**4.1** Dundee City Council is committed to protecting the public funds entrusted to it and under the Fraud Response Policy it states that suspected frauds will be thoroughly investigated. Whilst all cases of suspected fraud must be reported to internal audit there are a number of approaches which may be adopted with regard to the investigation which include an internal investigation being undertaken by the department concerned and internal audit acting in an advisory capacity.

**4.2** The remit of the Scrutiny Committee includes provision to consider and monitor the effectiveness of the Council's anti-fraud and anti-corruption arrangements and to receive reports on an exception basis. The report attached at Appendix A is to advise Members of misappropriation of income and cash in relation to Council monies and School Funds by a former employee at Baldragon Academy which is deemed to be material and therefore should be reported on an exception basis. The summary includes action to date and any further areas where work is planned. In line with standard procedures all internal audit work will be formally reported to the Scrutiny Committee.

## **5.0 POLICY IMPLICATIONS**

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

## **6.0 CONSULTATIONS**

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

## **7.0 BACKGROUND PAPERS**

None

Sallie Dailly, Chief Internal Auditor

DATE: 10 August 2012

<b>Client</b>	<b>Education</b>
<b>Subject</b>	<b>Baldragon Academy : Misappropriation of Income and Cash</b>

### **Background**

In September 2010 a meeting had been scheduled at Baldragon Academy between staff from the school and staff based at the Education Department's central HQ to discuss a number of financial queries. During the course of the meeting the school's Administrative Officer (AO) admitted to the Head Teacher to misappropriating of the order of £10,000 from school funds which equated to a sum due to a travel company for a recent school trip. The Chief Internal Auditor was notified of this matter in line with standard Council procedure and provided advise during the subsequent investigation.

### **Summary of Key Points and Action Taken**

#### ***Summary of the formal investigation arising from the AO's admission***

- The AO was suspended with immediate effect.
- A preliminary examination of records available, by the finance staff from the Education Department's central HQ, highlighted a number of areas where more detailed analysis was required.
- Through analysis of the records available for Baldragon Academy for the 2008/09 and 2009/10 academic years, reconstruction from other information and discussions with staff a shortfall of the order of £43,000 was identified. The vast majority of this was in relation to school fund activity (£33,000) and home economics and technical monies (£7,000). In all of the areas where shortfalls had been identified the AO had varying degrees of involvement on a day to day basis.
- The AO submitted a letter of resignation prior to the disciplinary hearing being held.
- Audit Scotland was formally notified in line with standard practice for first tier frauds.
- The matter was reported to Tayside Police. In June 2012 the former AO admitted in court that whilst working at Baldragon Academy she embezzled £30,000. This subsequently resulted in a compensation order for this sum, to be repaid from the pension contributions made whilst in the employ of the Council, and a custodial sentence being imposed.

#### ***Education Department : Remedial action taken as a result of this investigation***

- The Education Department's Finance Section prepared a comprehensive report regarding Baldragon Academy detailing the areas where procedures and guidance had not been followed. These covered a number of areas including ordering goods, processing invoices, management of the devolved school budget and school fund administration.
- Implementation of the detailed recommendations for Baldragon Academy were taken forward through tailored training sessions to reinforce financial roles and responsibilities. Such training was delivered to all relevant teaching and non-teaching staff. In addition, specific follow-up review work was also undertaken to confirm that the school had fully implemented the recommendations.
- Following on from this incident specific training to re-emphasise financial roles and responsibilities was delivered to all Head Teachers.
- A training strategy with respect to financial management has also been drawn up to formalise previous arrangements. This covers scheduled refresher training and ad hoc training requirements such as the induction of new staff.

#### ***Internal Audit Service : Review work undertaken/to be undertaken***

- A review of the administrative procedures and working practices operated at St Paul's RC Academy and Braeview Academy was undertaken. Reported to the Scrutiny Committee in April 2011.
- A review of further developments in the use of control self assessment questionnaires for schools by the Education Department was undertaken. Reported to the Scrutiny Committee in February 2012. A follow-up review of piece of work is included in the 2012/13 Internal Audit Plan.
- A high level review of the Council's approach to Fraud Governance is also included within the 2012/13 Internal Audit Plan. The proposed coverage is to review the existing arrangements and identify key development areas to improve robustness of procedures and practices.

**REPORT TO: THE SCRUTINY COMMITTEE - 22 AUGUST 2012**

**REPORT ON: CORPORATE PERFORMANCE SELF-ASSESSMENT 2012/2013 -  
REPORT FOR THREE MONTHS TO 30 JUNE 2012**

**REPORT BY: DIRECTOR OF CORPORATE SERVICES**

**REPORT NO: 284-2012**

## **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 new financial year to 30 June 2012, 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 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 remainder of the 2012/2013 financial year.

## **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 third 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 colour coded with green reflecting a performance improvement >5% and amber denoting performance +/- 5%. Red denotes performance deterioration of >5%.

5.2 In Appendix 1 87% of the performance indicators either showed performance being maintained or improved. Seven indicators suggested a significant deterioration in performance. Sixteen of the indicators demonstrated significant improvement on the same quarter for the previous year.

## 6 **A WORKING CITY**

- 6.1 The Council is currently collecting 11 indicators on a quarterly basis in this category for which 82% have either maintained or improved performance compared to the previous period. Computer terminal usage and library visits are the areas where performance deteriorated significantly.

## 7 **QUALITY OF LIFE AND SOCIAL INCLUSION**

- 7.1 The Council is currently collecting 11 indicators on a quarterly basis in this category for which 70% have either maintained or improved performance compared to the previous period. Noise complaints and recycling were the areas in which performance declined significantly.

## 8 **HEALTHY, SAFE COMMUNITIES**

- 8.1 The Council is currently collecting 11 indicators on a quarterly basis in this category for which 100% have either maintained or improved performance compared to the previous period. There were no areas in which performance declined significantly.

## 9 **GETTING IT RIGHT FOR EVERY CHILD**

- 9.1 The Council is currently collecting 5 indicators on a quarterly basis in this category one of which is new. Of the remaining indicators, 100% have either maintained or improved performance compared to the previous period.

## 10 **CORPORATE CHANGE AND IMPROVEMENT**

- 10.1 The Council is currently collecting 20 indicators on a quarterly basis in this category for which 90% have either maintained or improved performance compared to the previous period. Sickness absence and website visits are the only areas in which performance deteriorated significantly.

## 11 **POLICY IMPLICATIONS**

- 11.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues.

## 12 **CONSULTATION**

- 12.1 The Chief Executive and Head of Democratic and Legal Services have been consulted on the content of this report.

## 13 **BACKGROUND PAPERS**

Audit Scotland Performance Indicator Guidelines 2011/12 and 2012/13.

**Corporate Performance - Council Priorities**

Priority	2010/2011	2011/12 compared to previous year	2011/12 3 months to 30-Jun-11	2012/13 3 months to 30-Jun-12	Estimated Position 2012/13	Comment
<b>(1)A Working City</b>						
<b>Leisure and Community Services</b>						
Number of times terminals are used per 1000 population	1278	1307	334	309		
Visits to museums per 1,000 population	2710	2038	529	529		Performance maintained
Visits to museums per 1,000 population in person	2207	1877	485	496		Continued improvement
Number of attendances per 1000 population for all pools	3895	3698	987	1022		Continued improvement
Number of attendances per 1000 population for indoor facilities	6406	6564	1640	1621		Performance maintained
Visitors to Council libraries	1,387,270	1,398,375	355,640	340,600		Performance maintained
Number of activities promoting reading	3,536	4150	1,011	1,072		Good improvement of 6%
Number of library visits per 1,000 of the population	9675	9691	2464	2340		Decline of 5.03% just over threshold
Borrowers as a percentage of the resident population	17.0	16.8	9.5	9.1		Performance maintained
Visits to Community Centres per 1,000 population	2725	2966	723.5	759		Continued improvement 4.98%
Attendances at learning provision per 1,000 population	148	149	54	68		Excellent improvement 25.92%

PS1

PS2

<b>(2)Quality of Life and Social Inclusion</b>						
<b>Protective Services</b>						
Average time between noise complaint and attendance -hrs	8.98	8.8	7.78	7.84		Performance maintained
Average time between complaint and attendance - Part V ASBA 2004 - mins	15.6	18	15.5	17.0		
% of consumer complaints processed within 14 days	76.9	78.4	84.4	82.0		Performance maintained
% of business advice requests dealt with within 14 days	98.0	96.5	98.0	96.0		
<b>Housing</b>						
Average time to let Council Houses Non Low Demand	99.88	61	79.75	49.80		Further excellent improvement
Average time to let Council Houses Low Demand	109.6	71	91.62	53.41		Further excellent improvement
<b>Waste Management</b>						
Number of complaints per 1,000 households	19.3	10.4	10.74	9.36		Excellent improvement 12.85%
Tonnage of municipal waste collected	94484	98234	26204	23216		Excellent improvement 11.4%
Tonnage of municipal waste landfilled	18983	8794	3221	10426		
% of municipal waste recycled by the authority	34.56	45.9	48.01	35.0		
% of household waste recycled by the authority	N/A	30.4	N/A	33.0		This is a new indicator

PS3

PS4

PS5

Priority	2010/2011	2011/12 compared to previous year	2011/12 3 months to 30-Jun-11	2012/13 3 months to 30-Jun-12	Estimated Position 2012/13	Comment
<b>(3)Healthy, Safe Communities</b>						
<b>Adult Social Work</b>						
% Criminal Justice Social Work reports submitted by due date	99.0	98.9	99.4	99.4		Performance maintained
% Community Payback Orders seen within one day	N/A	93.6	92.3	93.6		Continued improvement
Average hours to complete a Community Payback Order - Level 1	N/A	N/A	N/A	4.9		This is a new indicator
Average hours to complete a Community Payback Order - Level 2	5.4	5.3	5.9	6.4		Excellent improvement
<b>Homelessness</b>						
Number of homeless applications made during the period	1915	1614	379	397		Performance maintained
Average length of homeless stay in hostels (days)	68	45	67	32		Significant improvement 109%
Average length of homeless stay in Furnished Dwellings (days)	161	130	150	119		Significant improvement 21%
Average length of homeless stay in Bed and breakfast (days)	6	5	3	0		Significant improvement 100%
% lets to statutory homeless households	49	52	50	48		Continued improvement 4%
<b>Protective Services</b>						
% of food alerts receiving a response within 48 hours	100	100	100	100		Performance maintained
% of communicable disease notifications receiving a response < 2 working days	100	100	100	100		Performance maintained
% of pest control responses made < 5 working days	99	98	99	99		Performance maintained
<b>(4)Getting it right for every child</b>						
<b>Childrens Services</b>						
% of looked after children placed with approved L.A. carers	73.8	68.8	68.7	67.4		Performance maintained
% of children given a supervision order seen within < 15 days	87.5	88.9	95.8	96.8		Continued improvement
% of CP referrals responded to within 24 hours	96.9	97.1	93.3	91.2		Performance maintained
% of initial CP case conferences taking place within 15 working days of decision	N/A	N/A	N/A	58.0		This is a new indicator
% of young people receiving aftercare in education, training or employment	N/A	N/A	N/A	43.6		This is a new indicator

<b>(5)Corporate Change and Improvement</b>						
<b>Development Services</b>						
% of householder planning applications dealt with within 2 months	86.5	85.36	84.62	90.48		Excellent improvement 6.92%
% of all planning applications dealt with within 2 months	69.9	65.63	63.77	77.05		Excellent improvement 20.82%
<b>Benefits Administration</b>						
Average number of days taken to process new claims	31.7	20.0	21.8	17.6		Improvement of 20%
% of cases for which the calculation of benefit due was correct	82.3	84.9	84.8	88		Continued improvement 3.8%
% of benefit claims determined within 14 days	85.6	94.0	93.3	97.3		Continued improvement 4.3%
<b>Housing</b>						
% of house sales completed within 26 weeks	93.9	96.2	93.8	100		Performance maximised - excellent improvement
<b>Roads &amp; Lighting</b>						
% of traffic light repairs within 48 hours	99.80	99.6	100	99.7		Performance maintained
% of street light repairs within 7 days	92.5	94.31	96.8	95.2		Performance maintained

Priority	2010/2011	2011/12 compared to previous year	2011/12 3 months to 30-Jun-11	2012/13 3 months to 30-Jun-12	Estimated Position 2012/13	Comment
<b>(5) Corporate Change and Improvement</b>						
<b>Corporate Management</b>						
Days sickness absence for local government employees	10.6 days	11.03 days	2.65 days	3.03 days		
Days sickness absence for teachers	6.2 days	6.25 days	1.60 days	1.64 days		Performance maintained
Accidents to employees of the Council	334	324	77	42		Excellent improvement over 50%
Average number of visits made to the Council website	5646	5269	5914	5312		
% of CT income in the year collected in the year	92.93	93.3	27.3	27.19		Performance maintained
% of NDR income due collected in the year	95.65	95.8	16.6	17.96		Significant improvement 8.2%
% of invoices paid within 30 days	95	93	95	95		Performance maintained
% of Dundee suppliers paid within 14 days	86	81	83	85		Continued improvement 3.6%
<b>Housing</b>						
Rent arrears as a percentage of the net rent debit	9.6	10.0	8.5	8.2		Continued improvement 3.5%
<b>Finance</b>						
Revenue Budget as a percentage of expenditure	0.10	-0.10	0.01	0.2		Performance within pre-defined tolerances
Capital Budget as a percentage of expenditure	-4.50	-4.00	-1.75	0.5		Performance within pre-defined tolerances
% of creditors paid electronically	94.0	93.6	94.0	94.0		Performance maintained

PS6

PS7

## Key

-  performance improved by > 5%
-  performance deteriorated by > 5%
-  performance maintained within the above tolerances

<b>DUNDEE CITY COUNCIL</b>				
<b>Statutory Performance Indicators</b>				
<b>Position Statement</b>				
Department	Lesiure & Culture Dundee			
Performance Indicator	Number of times terminals are used per 1000 population			
Trend	Previous +1	Previous	Current	
	320	334	309	
Deterioration rate	7.48%			
Latest City Ranking	N/A			
Statistical Overview	.This indicator is no longer collected by Audit Scotland.			
Specified/Non-specified	<b>Non-spec.</b>			
Commentary	The change in the way people access the Internet and IT and the increase in ownership and use of portable devices and wifi means fewer are having to book sessions at library PCs. L&CD Library & Information Services are planning a Library Festival for the month of September and all locations will be promoting and offering ICT taster sessions which should help reach customers who don't have access to computers at home. The library PCs are also due to be upgraded as part of a rolling programme of pc refreshment this financial year.			
Recovery Assessment	Performance should improve for the next quarter.			
Other Comment				

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
Department	Lesiure & Culture Dundee			
Performance Indicator	number of visits per 1,000 of population			
Trend	Previous +1	Previous	Current	
	2378	2464	2340	
Deterioration rate	5.03%			
Latest City Ranking	1			
Statistical Overview				
Specified/Non-specified	<b>Non-spec.</b>			
Commentary	<p>The detereoration in visitor numbers is most marked in Central Library, down by 8%. A number of key retailers have recently vacated the Wellgate Centre which has had an impact on footfall through the Centre with a knock on effect for Central Library. The Centre appointed a new manager recently, and plans to revive the fortunes of the Centre are in development, with increased promotions and events, and a redesign of the Wellgate website. Regular meetings have recently been set up between Wellgate Centre Management and retailers (including Central Library). Visitor figures at other locations have shown a slight increase.</p> <p>L&amp;CD, Library &amp; Information Services are planning a Library Festival for the month of September, with a wide range of events and activities, designed to attract new customers, and further promote our services to existing ones. This will be in all locations and will hopefully result in a demonstrated increase in visitors.</p>			
Recovery Assessment	Decline is only marginally above the 5% threshold and performance in this indicator should be recoverable.			
Other Comment				

<b>DUNDEE CITY COUNCIL</b>				
<b>Statutory Performance Indicators</b>				
<b>Position Statement</b>				
Department	Environment			
Performance Indicator	Average time between complaint and attendance on site Part V ASBA '04			
Trend	Previous +1	Previous	Current	
	N/A	15.5	17.0	
Deterioration rate	9.65%			
Latest City Ranking	1			
Statistical Overview	This is a Specified Indicator collected by Audit Scotland and therefore readily comparable from authority to authority. The latest figures show Dundee's performance as joint top with Aberdeen.			
Specified/Non-specified	<b>Specified</b>			
Commentary	Figure is within 20min target and variance is not significant			
Recovery Assessment				
Other Comment				

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
Department	Environment			
Performance Indicator	Tonnage of municipal waste landfilled			
Trend	Previous +1	Previous	Current	
	N/A	3221	10426	
Deterioration rate	223.69%			
Latest City Ranking	1			
Statistical Overview	This indicator is not Specified by Audit Scotland and therefore not readily comparable to other authorities. The indicator was previously identified by the Improvement Service and is therefore included in the analysis.			
Specified/Non-specified	<b>Non-spec</b>			
Commentary	The large increase in landfill tonnage is due to ongoing diversions resulting from DERL fire			
Recovery Assessment				
Other Comment				

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
Department	Environment			
Performance Indicator	% of municipal waste recycled by the authority			
Trend	Previous +1 N/A	Previous 48.01	Current 35.00	
Deterioration rate	223.69%			
Latest City Ranking	1			
Statistical Overview	This indicator is Specified by Audit Scotland and therefore comparable from authority to authority. The latest figures show Dundee as top of the main cities.			
Specified/Non-specified	<b>Specified</b>			
Commentary	The decrease in the Municipal Solid Waste recycling % is largely due to the fall in recyclable outputs from the Energy from Waste process as DERL was offline for the majority of this Qtr			
Recovery Assessment				
Other Comment				

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
Department	Council Wide			
Performance Indicator	Days sickness absence for Local Government employees			
Trend	Previous +1 N/A	Previous 2.65 days	Current 3.03 days	
Deterioration rate	14.34%			
Latest City Ranking	3			
Statistical Overview	This indicator is collected by Audit Scotland and therefore direct comparisons can readily be made. Dundee is currently third of the main cities but only 0.1% after second ranked Edinburgh and only slightly lower than the Scottish average.			
Specified/Non-specified	<b>Specified</b>			
Commentary	Absence Statistics continue to be discussed and monitored at the Strategic Management Team.  The HR Division to review existing absence strategies.  Council committed to continuously improving the quality of its management information.  It is anticipated that the new occupational health provider will assist managers			
Recovery Assessment	Previous record low levels of absence may prove difficult to sustain in the long term			
Other Comment	It should be noted that due to the timing of payroll runs there is an element of estimation involved in the current figure.			

<b><u>DUNDEE CITY COUNCIL</u></b>				
<b><u>Statutory Performance Indicators</u></b>				
<b><u>Position Statement</u></b>				
Department	Council-Wide			
Performance Indicator	Average number of visits to the Council website			
Trend	Previous +1 N/A	Previous 5914	Current 5312	
Deterioration rate	10.18%			
Latest City Ranking	N/A			
Statistical Overview	This information is not collected by Audit Scotland and there is no available comparator information during the year.			
Specified/Non-specified	<b>Non-spec.</b>			
Commentary	<p>Although the figure for the first 3 months of 2012/13 is down compared to the equivalent period in 2011/12, it is still higher than the overall average for the last financial year and the recent trend is positive, with the average number of visitors rising from 4953 in April to 5271 in May and 5711 in June.</p> <p>The Website Steering Group continues to monitor visitor numbers and enhance the presentation and content of the site.</p>			
Recovery Assessment				
Other Comment				