

Single Outcome Agreement 2008 -2011



Annual Report September 2009

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Introduction

The Single Outcome Agreement (SOA) 2008-2011 was formally signed and adopted in July 2008. This was the first SOA and involved a process of consultation with the Dundee Partnership forum members. Being the first such agreement meant that a significant outcome was the awareness-raising process regarding the role and objective of the SOA itself. To this extent, a significant period of this first year was spent developing the second SOA with greater participation and reviewing the local outcomes and partnership activity. The new SOA 2009-2012 was signed by all the partner organisations in July 2009.

This is the first SOA annual report. The focus is on the outcome indicators as they relate to each of the 15 national outcomes. However, to maintain the governance arrangements within the Dundee Partnership the report is by Strategic Theme group. A small number of indicators are repeated only where they are across theme group. For ease of future reference the new Dundee SOA outcome statements are referred to at the beginning of each section.

A strategic overview on the first year of the SOA as a process is as follows:

- it has provided an impetus to develop community planning and in particular the Dundee Partnership
- there is strong evidence of enhanced partnership working in priorities such as the employability partnership, drugs and alcohol, integrated children's services, health improvement, social inclusion and community safety
- Dundee up to March 2009 has good outcomes in employment growth in key sectors, community safety and recycling
- steady progress is being made in educational attainment, young people leaving school for positive destinations and health improvement targets
- 'looked after children' educational attainment results dipped in 2008 but this was after years of continuous improvement; the latest figures show a substantial improvement and a project focussed on a younger cohort is expected to improve these results in future years
- the biggest concern is the impact the recession will have on Dundee's economy as despite growth in key sectors overall employment fell by over 3,000 in the year.

The SOA is now being systematically reported on through the Dundee Partnership and is providing a focus for future joint planning.

Work & Enterprise

National Outcomes 1 & 2

We live in a Scotland that is the most attractive place for doing business in Europe.

We realise our full economic potential with more and better employment opportunities for our people.

Dundee outcome

Dundee will be a regional centre with better job opportunities and increased employability for our people.

Overview

Dundee has had positive employment growth in recent years up to 2009, especially in key sectors for the future of the local and Scottish economy. However, the overall employment total fell by over 3,000 during the year due to the recession. Targets on employment growth were revised in the SOA 2009-2011 reflecting the decrease in employment and increase in unemployment in the current economic climate. Funding for the next phase of the Waterfront Development Plan has been agreed with the Scottish Government and the works have commenced. Up to March 2009 Dundee had been progressively increasing the proportion in work and closing the gap on national employment averages. A key achievement in the year was the further development of the Employability Partnership strategy to help young people and long-term unemployed back into work.

Dundee has experienced positive employment growth in key sectors for the future in science and creative industries, retail and financial sectors. Partnership actions to develop growth in these sectors is continuing including BioDundee (life sciences), Talking Tayside (contact centres), Interactive Tayside and Digital Dundee (Digital Media).

Despite the recent long term trend of increasing employment unemployment rose by 1.4% over the 2007 baseline figure and the new SOA includes a predicted decline in employment of approximately 3,000 jobs. Longer term the partnership's strategies still lead to more confident predictions of employment growth.

The agreement with the Scottish Government on the next phase of the City Waterfront Development has enabled the next phase of work to commence and maintain the positive consensus on the City's development.

The TACTRAN strategy delivery plan was approved by their board and continues positive developments to reduce traffic congestion in Dundee.

Ensuring that Dundee's people have the skills and competencies that are needed to secure and sustain employment is vital for the city. Whilst the main focus is on the employability agenda, partners have worked to ensure that the current workforce continues to have the necessary skills. The number of claimants of unemployed related benefits has fallen in recent years but has remained consistently above the Scottish average. The percentage of the city's working age population in work is also lower than the Scottish average.

The Dundee Partnership's employability action plan is focussed on addressing levels of worklessness across the city. In addition to providing assistance to those close to the labour market, the plan targets key client groups including young people, lone parents and those with health problems. Funding has been secured from the Fairer Scotland Fund, the European Social Fund, City Strategy and Disadvantaged Area Fund to support a range of activities aimed at progressing people towards work. A pipeline approach that identifies key stages in a person's journey towards employment, from initial engagement through to employment and aftercare, has been established. Delivery partners are being funded to provide specialist support across each of the key stages. In addition to utilising specific funding streams, the Dundee Partnership is working to influence the delivery of national programmes such as Flexible New Deal that will be introduced in Dundee in 2010. Key Strategic Partners include Jobcentre Plus, NHS Tayside, Dundee City Council, Skills Development Scotland and Dundee College.

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
Growth in the number of people in employment	83,790	83,541	2% increase by 2011 revised to 80,600 in SOA 2	Revised to 90,000 longer term in SOA 2
Increase in the % of the population who are in work	71%	72.3%	Increase to 74% by 2011	75.4% in SOA 2
Growth in knowledge economy sectors	23,319	24,284	3% increase by 2011 revised to 23,400	26,100
Growth in financial, leisure and retail sectors	18,530	19,197	3% increase by 2011	
Overall number of new businesses	242	271		Increase
Unemployment claimant rate relative to the Scottish average	3.9% compared to 2.7%	5.3% compared to 3.7%		Reduce jobseeker claimant numbers
Median gross weekly earnings of full time employees by place of residence relative to the Scottish average	£413.40 compared to £456.70	£440.00 compared to £461.80		Increase closer to Scottish average
Number of unemployed, sick and disabled in regeneration areas	8,110 (revised baseline due to new methodology)	7,987		Reduce to city average

Progress at March 2009 on local outcomes				
Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2006-07	Progress at March 2009 <i>(indicators where available)</i>	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
Reduce the proportion of young people (16-19) not in education, training or employment	11.6%	11.6%	Reduce to 11.3% 2008 11.0% 2009	
Reduce the number of school leavers not entering education, training or employment	18%	17%	Reduce to 14% by Oct 2008 12% by Oct 2009	
Number of adults receiving support with literacy and numeracy	1,600	1,817		Maintain
% of journeys to work for which buses are used	12%	New survey data not available until later this year	Increase to 33% by 2011	

Learning & Culture

National Outcome 3

We are better educated, more skilled and more successful, renowned for our research and innovation.

Dundee Outcome

Our people will be better educated and skilled within a knowledge economy renowned for research, innovation and culture.

Overview

The continuing success of Dundee University, Abertay University and Dundee College is building the City's and Scotland's reputation for research and innovation. The Dundee Partnership has consulted on and approved a new cultural strategy for the City.

The Learning and Culture theme is focussed on improving the learning outcomes for the City and maintaining the strength of its cultural sector.

The HE/FE sectors are successfully promoting excellence in education, research and innovation and have strengthened their involvement in Dundee Partnership activity and in developing the SOA.

The Educational Attainment plan is continuing to be pursued and progress is being made in developing the Integrated Children's Services strategy. Six new primary schools and one secondary school were opened during 2008/09. Improving school attainment is a local priority and there are signs of steady progress in the tariff score and school leavers entering positive destinations.

A new cultural strategy for the city was developed and approved in June 2009 following an extensive consultation process throughout the year. Progress with restoration of the McManus Galleries has continued and the project will be complete early in 2010.

To help people with challenges to accessing work, the Partnership Matters strategy is being delivered through a multi agency forum helping people with special needs, and a college support contract was put in place in September 2008.

Literacy tuition to adults was delivered for 1,817 people in the City in 2008.

Progress at March 2009 on local outcomes				
Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2006-07	Progress at March 2009 <i>(indicators where available)</i>	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
Average education tariff scores for S4 pupils	144	146	Increase to 149 in 2009 (153 achieved Aug 09)	
Reduce the proportion of young people (16-19) not in education, training or employment	11.6%	11.6%	Reduce to 11.3% 2008 11.0% 2009	
Reduce the number of school leavers not entering education, training or employment	18%	17%	Reduce to 14% by Oct 2008 12% by Oct 2009	
Number of adults receiving support with literacy and numeracy	1,600	1,817	Maintain at baseline	Maintain

Children & Young People

National Outcomes 4, 5 , 8

Our young people are successful learners, confident individuals, effective contributors and responsible citizens

Our children have the best start in life and are ready to succeed.

We have improved the life chances for children, young people and families at risk

Dundee Outcome

Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included

Overview

Educational attainment is a local priority and progress is being achieved. Although results in August 2008 were disappointing the latest results (August 2009) are above target for the tariff score and on target for English and Maths. Furthermore, 17 out of 18 schools received positive inspection reports. Dundee is making steady progress on the proportion of school leavers entering positive destinations, especially HE/FE, but employment is more challenging in the current climate. Unfortunately there has been a significant decline this year in the attainment of 'looked after children' after the previous year's improvements. However, this is a statistically small sample to judge on one year and the 'looked after children' education project completed during the year focused on an earlier cohort and the benefits will follow in future years' attainment. Investment in Integrated Children's Services, new schools and the early years framework is underway. An Improvement Plan was developed by all agencies as part of the Child Protection inspection process.

Increasing school attainment results is a key priority of the Integrated Children's Service Partnership which co-ordinates the Children and Young People's theme on behalf of the Dundee Partnership. It will be responsible for achievement of the SOA and work on the delivery plan is well underway incorporating attainment, services for looked after children and children's services generally.

Dundee's average S4 pupil tariff score is up from the baseline by 2 points in 2008 and the most recent results show a further seven point increase well beyond the 149 target to 153. The proportion of pupils attaining English and Maths at Levels 3 or above by the end of S4 declined in 2008 but the latest figures are back on target at 88%.

Dundee has been identified as one of seven "hotspot" areas in Scotland for the 'More Choices More Chances' (MCMC) group of young people (16-19 year olds) who are not in education, training or employment. The latest 'School Leaver Destination' (SLDR) figures available for 2007/2008 show 83% of school leavers moving into

positive destinations and the Dundee MCMC/Employability Partnership is working towards increasing that figure to 88% by 2011 and 89% by the end of this SOA. The current figures show that 11.6% of 16-19 year olds fall into the MCMC group i.e. not in education, training or employment and the current economic climate will further affect this figure.

The "More Choices More Chances" strategy is now fully integrated with the Employment Partnership and Dundee City Council Departments work very closely with partners in NHS, Further Education, SDS (Careers Scotland), Job Centre Plus, local employers and the Voluntary Sector.

Improving outcomes for 'Looked After Children' (LAC) and those who have been previously LAC is a strategic priority. The Council is prioritising the development of its role as "Corporate Parent" with one of the key aims of improving the educational outcomes for all looked after children and young people. The 'Looked After Children' Education project was completed and a report sent to the Scottish Government. The decline in attainment for this group is being investigated. The latest figures in August 2009 show significant improvements over 2008.

During the year child protection was subject to an HMIe inspection which highlighted a number of concerns regarding children at risk and the support they receive. An Improvement Plan has been developed and agreed by all agencies.

A review of the levels of support and respite for children, adults and carers was undertaken to establish joint target figures for children's and adult services and these have been submitted to COSLA.

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
Increase the proportion of school leavers in positive and sustained destinations	82.41%	83%	Increase to 88%	
Increase the proportion of schools receiving positive inspection reports	No baseline data available based on current system	94%		Increase
Reduce the number of school leavers not entering education, training or employment	18%	17%	Reduce to 14% by Oct 2008 12% by Oct 2009	
Average Education tariff score for S4 pupils	144	146	Increase to 149 in 2009 (153 achieved Aug 09)	
Proportion of pupils at the end of S4 achieving at least SCQF Level 3 in English and Maths	86%	84%	Increase to 88% in 2009 - (Achieved 88% Aug 09)	
Continue to increase the % of Looked After Children achieving at	55%	35.3%	(46.4% achieved in Aug 09)	Increase

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
least one qualification at SCQF Level 3 or above.				
Continue to increase the % of Looked After Children achieving both English and Maths at SCQF Level 3 or above.	45%	11.8%	(26.8% achieved in Aug 09)	Increase
% difference in Education tariff scores between SIMD 15% and city average.	3%	Baseline data was produced as part of an evaluation by the Geddes Centre and is being reviewed as part of the closing the gap indicators for the new SOA delivery plan.		Close gap to city average
Number of pupils registered for non SQA based school achievements.	102 pre-apprenticeship 491 work experience 118 ECDL	Baseline data was produced as part of an evaluation by the Geddes Centre and is being reviewed as part of the closing the gap indicators for the new SOA delivery plan.	Increase by 5%	
Number of children (aged 0-15) dependent on a recipient of Income Support and Job Seekers Allowance	44.3%	Data no longer supplied by DWP at postcode level to allow calculation	Reduce to under 40%	
Number of suicides per 100,000 population	36	27	Reduce by 20% by 2013	

Health & Well Being

National Outcome 6

We live long, healthier lives

Dundee Outcomes

Our people will experience fewer health inequalities

Our people will have physical and mental well-being

Our people will have effective care when they need it

Overview

There were two significant improvements in the year: almost all 3-5 year olds are now registered with a dentist (98.3% up from 73%) and the percentage of home care clients receiving care at home increased (77% up from 53.5%). Positive reductions were noted on alcohol related hospital admissions and coronary heart disease.

Progress has been made on infant dental registration and healthy BMI and in home personal care. However other improvement in relation to dental caries, breastfeeding and smoking will require further concerted effort.

The new smoking cessation and Dundee Travel Active projects have been launched.

Plans have been prepared for the new City Centre swimming complex. The new Housing Investment Plan has allocated 30% of all new build accommodation for Community Care.

Dundee was selected as one of the national Equally Well test sites and will focus on mental wellbeing in the Stobswell area. The preventative Keep Well approach is expanding through the Hearty Lives initiative.

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
Membership uptake in local authority and local authority supported leisure centres	2,426	2,350	Increase by 5% per annum	
Pregnancies among 13-15 year olds, per 1,000 population	13.7% (2003/4)	12.1%	Reduce by 20% by 2010	
Number of suicides per 100,000 population	36	27	Reduce by 20% by 2013	

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
% of population (+16) who smoke	28%	28.4%	Reduce to 22% by 2010	
% of children breastfed at 6-8 weeks	33%	29.9%		Increase
% of 5 year olds requiring no dental work	46%	47.1%	Increase to 60% by 2009/10	
Deaths per 1,000 population by smoking related diseases	2.9%	No new data available		Reduce
Deaths per 1,000 population by alcohol related diseases	3.6%	3.2%		Reduce
Alcohol related hospital admissions (rate per 100,000)	679	602		Reduce
Number of drug-related deaths	23	No new data available		Reduce
Deaths per 100,000 from coronary heart disease	149.4	147.8		Reduce
Deaths per 100,000 from all cancers	158.2	No new data available		Reduce
Intensive home care as a percentage of all long-stay care	25.32%	27.9%	Increase to 30% by 2009	
Percentage of home care clients 65+ receiving personal care at home	53.5%	77%		Increase
Modal share of people walking to work within the city	2%	2%	Increase to 22% by 2011	
Level of cycling in Dundee	1%	2%	Double by 2011	

Progress at March 2009 on local outcomes - HEAT Targets			
National Indicators and Targets + Health Improvement, Efficiency, Access, Treatment (HEAT)	Baseline	Progress at March 2009	National Target (if appropriate)
Reduce the rate of increase in the proportion of children with their body mass index outwith a healthy range by 2018.	26.3%	24.5%	
Increase the average score of adults on the Warwick-Edinburgh mental wellbeing scale by 2011.	--	Data not available until later this year.	
Increase the proportion of new born children exclusively breastfed at 6-8 weeks.	26.6%		33.33%
Increase healthy life expectancy at birth in the most deprived areas	68.8 female 64.6 male	No new data available	
Reduce the % of the adult population who smoke to 22% by 2010.	28%	28.4%	
Through smoking cessation services, support each NHS Board's smoking population in	No specific local measure		8%

Progress at March 2009 on local outcomes - HEAT Targets			
National Indicators and Targets + Health Improvement, Efficiency, Access, Treatment (HEAT)	Baseline	Progress at March 2009	National Target (if appropriate)
successfully quitting (at one month post guide) over the period 2008/9-2010/11			
Reduce alcohol related hospital admissions by 2011 (rate per 100,000)	679	602	
Reduce the proportion of people aged 65 and over admitted as emergency in-patients 2 or more times in a single year by 20% compared with 2004/5.	4,650	4,843	Reduce by 20%
Reduce by 10% emergency in patient bed days for people aged 65 and over by 2008	95,157	89,842	Reduce by 10%
Reduce mortality from coronary heart disease among the under 75s in deprived areas. (rate per 100,000)	109	103.2	
60% of school children in P1 will have no signs of dental disease by 2010	46%	47.1%	
80% of all 3-5 year old children to be registered with an NHS dentist by 2010/11	73%	98.3%	80%
Reduce the annual rate of increase of defined daily dose per capita of anti-depressants to zero by 2009/10 and a framework to achieve a 10% reduction in future years.	10.7	No new data available	0% growth by 2010 and 10% reduction by 2011
The level of older people with complex care needs receiving care at home	See separate home care measures		

Community Safety

National Outcome 9

We live our lives safe from crime, disorder and danger.

Dundee Outcome

Our communities will be safe and feel safe.

Overview

The Chief Constable's Annual Performance Report highlights that 2008/9 was an outstanding year, with recorded crime down to the lowest levels for at least a decade. Communities across Tayside including Dundee are experiencing the lowest levels of domestic housebreaking, vandalism and car crime for a generation, and within these decreasing crime groups a higher proportion of offenders are being arrested.

Crimes in all categories have reduced (in all cases, statistics are based on a rolling average of 3 years' audited figures). Although some fire statistics are higher than the baseline for 2006/7, the latest figures are an improvement on those for 2007/8 and reflect efforts to promote fire safety, and there has been a welcome reduction in acts of wilful fire-raising, reflecting Partnership work on youth engagement and diversionary activities. The number of deaths and serious injuries in road accidents represents a 61% reduction on the mid 1990s baseline. The rate of domestic abuse incidents reported has also decreased.

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
Reduce crime (categories 1-4)	12,763	11,470	Reduce by 8%	
Number of instances of housebreaking	769	632	Reduce by 5%	
Number of instances of vehicle related crime.	1,500	1,197	Reduce by 4%	
Number of serious violent crimes.	370	359	Reduce by 4%	
Reduce alcohol related hospital admissions (rate per 100,000).	679	602		Reduce
Reduce the number of accidental dwelling fires per 100,000.	17.4	17.9	Reduce by 5% by 2010	
Number of fatalities arising from fires.	4	2		Reduce to 0.
Number of injuries arising	37	44	Reduce by 5% by	

Progress at March 2009 on local outcomes				
Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2006-07	Progress at March 2009 (<i>indicators where available</i>)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
from fires.			2010	
Number of wilful fire-raising/fire setting.	1,468	1,058	Reduce by 8% by 2010.	
Number of alcohol related fire fatalities and injuries.	4	0		Reduce to 0.
% of adults stating that fear of crime has a moderate or great effect on their quality of life.	54%	Data not available until later this year		Reduce
Number of people killed or seriously injured in road traffic accidents.	113.8 (1994/5 baseline)	44	40% reduction by 2010 compared to 1994/5 baseline	
Rate per 100,000 population of domestic abuse incidents reported to the police.	1,402	1,361		Reduce rate of increase year on year.

Building Stronger Communities

National Outcomes 7,10,11,13,15

We have tackled the significant inequalities in Scottish society.

We live in well-designed, sustainable places where we are able to access the amenities and services we need.

We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.

We take pride in a strong, fair and inclusive national identity.

Our public services are high quality, continually improving, efficient and responsive to local people's needs.

Dundee Outcomes

Our people will experience fewer social inequalities.

Our people will live in stable, attractive and popular neighbourhoods.

Our people will have high quality and accessible local service and facilities.

Overview

The Partnership's aims for regenerating deprived communities in the city were translated and expanded through the incorporation of the Regeneration Outcome Agreement into the first Single Outcome Agreement. The local Fairer Scotland Fund approach and programme was approved as fully aligned with the SOA.

The proportion of council housing stock in Dundee passing the Scottish Housing Quality Standard has doubled within a year and will accelerate before meeting the interim target of 56% by 2011. As across Scotland, the number of new housing units developed appears to have stalled. Development is being promoted and this will include an increased focus on accommodation for the purpose of community care. Positive reductions in crime, vandalism and especially levels of youths causing annoyance have been achieved. Plans to tackle substance misuse are being developed within the transition from the Drug and Alcohol Action Team to the Alcohol and Drug Partnership for Dundee.

Progress is being made in the development of a Single Equality Scheme for the Council. This will be informed and supported by the setting up of community involvement groups covering the six equality strands. The Council's exemplar role will also facilitate equality approaches across the partnership.

Enhanced quality of service and efficiency will result from increased partnership activity on the priority areas of employment, children and young people, health and social inclusion.

The results included in the first SOA are solely from the City Council but show improving efficiency and customer satisfaction is on target. The Tayside Procurement Consortium is fully established. The compact with the voluntary sector was reviewed and updated.

The Achieving our Potential framework for tackling deprivation provided the basis for the revised Financial Inclusion Strategy for Dundee which is in the later stages of development.

The Government's Financial Inclusion Task Force has identified Dundee as the 7th highest 'hotspot' in Britain in relation to the mismatch in the need for and availability of third sector affordable credit. The focus of the Dundee response moved from the creation of a Community Development Finance Institution to participation in the DWP's Growth Fund programme through a strengthened credit union infrastructure

The significant decrease in council tax benefit claimants in deprived areas is to be further analysed before conclusions are reached.

A comprehensive Stock Condition Survey was completed and results received. These show that SHQS is achievable subject to receipt levels continuing to meet projections.

A Housing Need Demand and Affordability Study was undertaken throughout 2008. Consideration is being given to the need for a specific affordable housing policy within the development plan or whether to continue to address needs through affordable housing targets set within the Local Housing Strategy. This includes the need for a balance of new building in relation to entry level affordable homes.

Priority areas for regeneration in Dundee have been established and masterplans and regeneration frameworks have been prepared and approved for Stobswell, Ardler, Hilltown, Whitfield and Lochee. As well as seeking to improve the quality and choice of housing available in these areas, the masterplans and frameworks recognise the importance of improving the availability and standard of local facilities and have been endorsed by host communities.

Good progress is being made in the development of home care services.

Levels of resident satisfaction with services and facilities increased, although this remains lower in regeneration areas. Success in building stronger communities is likely to be underpinned through the bedding in of Local Community Planning Partnerships and the progress in implementing the first round of action plans.

Dundee Community Safety Partnership's Strategic Assessment was developed and adopted.

Additional community planning officer support was deployed to support the Equality and Diversity Partnership and complement the revised structures within Dundee City Council which include the appointment of departmental equality and diversity champions.

Enhanced partnership working is continuing to be developed on key priorities for jobs, children and young people, health improvement and social inclusion.

In reviewing the landscape of service developments for the SOA, areas of more integrated service delivery are emerging around the key priorities of jobs, children and young people and health inequalities. It was agreed that the Dundee Partnership Co-ordinating Group will continue to assess the growth in partnerships to deliver joint services.

The quality of service and efficiency outcome indicators only pertain to the City Council's results. This shows results on efficiency and customer satisfaction are on target. In the drive for greater efficiency the Tayside Procurement Consortium has been established. A report reviewing and updating the compact with the voluntary sector was approved.

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
% of the population in the 15% most deprived data zones in Scotland	28%	28.4%		Decrease
% of pupils in primary and secondary schools registered for free school meals relative to the Scottish average	23% (compared to 15.5%)	23%		Reduce to Scottish average
% difference in mean household incomes between SIMD 15% data zones and rest of city	17.3%	18.9%		Reduce to 15%
% of housing benefit claimants in SIMD 15% data zones	58.9%	53%		Reduce by 10%
% of Council Tax benefit claimants in SIMD 15% data zones	55.7%	49%		Reduce by 10%
% of children (under 16) in regeneration areas living in households dependant on benefit	44.3%	Data no longer supplied by DWP at postcode level to allow calculation		Reduce to under 40%
Increase the variety and quality of affordable homes:	126	110		200+ per annum
• number of housing association units approved	8	14		Increase
• number of low cost home ownership units built	198	73	Demolish 496 in 2007/8	

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
<ul style="list-style-type: none"> number of surplus Council houses demolished 				
Increase resident satisfaction with:				
<ul style="list-style-type: none"> quality of local services and facilities 	81%	88%		Increase
<ul style="list-style-type: none"> access to local services and facilities 	85%	93%		Increase
<ul style="list-style-type: none"> local environment 	No baseline data available	70%		Increase
Proportion of housing stock passing the Scottish Housing Quality Standard	11%	23%	56% by 2011	
Number of unintentionally homeless households	1,217	1,312	Reduce by 20% by 2011	
Intensive home care as a % of all long stay care	25.32%	27.9%	30% by 2009	
% care of home care clients 65+ receiving personal care at home	53.5%	77%		Increase
Reduce crime (Categories 1 - 4)	12,763	11,470	Reduce by 8%	
Number of instances of vandalism	3,586	3,205	Reduce by 4%	
Number of reports to police of youths causing annoyance	10,444	8,567	Reduce by 3%	
Reduce the impact on the community of alcohol and substance misuse	No specific measure	Being taken forward by the Alcohol and Drug Action Partnership		Reduce
% of residents who feel they have influence over decisions which affect their neighbourhood	21%	15%		Increase
Satisfaction with Council services among equality and diversity groups are on a par with the City's population as a whole	No significant variation	No new survey data to confirm any change		No significant variation
% of ethnic minorities in Council workforce	1.5%	1.13% (but underestimates actual position due to non-disclosure)		Increase %, so this is in line with make-up of City's population as a whole
Proportion of public service buildings suitable and accessible to people with disabilities	82.7%	85.7%		Increase
Provision of English for speakers of other languages up to intermediate level	259	641		Increase by 20%
Total value of recorded efficiency gains	£1.9m	£3.5m	£17m by	

Progress at March 2009 on local outcomes				
Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
each year		(£15m cumulative)	2011 cumulative	
Level of customer satisfaction when contacting the Council by:	80%	83%		Increase
• web	87%	90%		Increase
• phone	89%	82%		Increase
• in person				
Growth in value of online service transactions	£7m	£8.9m		20% growth
Public awareness of their local community plan	No baseline data available	15%		Increase
Public support for their local community plan	No baseline data available	82%		Increase
% of residents in regeneration areas stating that they are happy with their neighbourhood	89%	86%		Increase to city average
% of adult population who volunteer regularly	17%	No new data available until later this year	Increase to 34% by 2011	

Dundee Environment

National Outcome

We value and enjoy our built and natural environment and protect it and enhance it for future generations

We reduce the local and global environmental impact of our consumption and production

Dundee Outcome

Dundee will have a sustainable environment

Overview

The Dundee Partnership has developed an Environmental Strategy for the City. The Blue Flag for Broughty Ferry beach has been regained and the yellow flag for beach management retained providing evidence of the high water quality and environment to be enjoyed at an urban beach. Street cleanliness and air quality levels have remained consistent. Dundee has maintained its position as Scotland's recycling city, with a further increase to 35.6% of waste recycled. The Partnership signed up to Scotland's Climate Change Declaration, including a commitment for Dundee to achieve its share of the Scottish Government's target for reduction in CO emissions, through action on energy, transport, waste, sustainable construction.

The Dundee partnership approved an Environment Strategy which was subsequently approved by the City Council at its Policy & Resources Committee on the 9th June.

A review of Dundee's Public Open Space Strategy was undertaken and the revised strategy was agreed in April 2009. The core path strategy was also agreed in February 2009.

The development of the Camperdown House and Park Visitor Centre is progressing on target and a Development Plan for the park has been formulated for further consideration and discussion with partners in 2009.

The Council's annual consumer survey in 2008 was revised to include a question on the perception of the Council on sustainable issues. 66% of respondents to the survey agreed with the statement 'Dundee City Council ensures sustainable use of resources and care for the environment'. This question will be repeated in future surveys to monitor any changes in public perception.

Additional kerbside collection of glass, plastic and cans, along with additional neighbourhood recycling points, contributed to a further increase to 35.5% (as of March 2009) of waste recycled. Operation of the waste-to-energy plant reduces the amount of waste sent to landfill. Dundee City Council, NHS Tayside and the University of Abertay are taking part in the Public Sector Carbon Management

Programme to identify and reduce greenhouse gas emissions from its activities. In terms of adapting to the impact of climate change, proposals were developed for a study to inform the development of flood prevention and coastal protection strategies.

Progress at March 2009 on local outcomes				
Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2006-07	Progress at March 2009 (<i>indicators where available</i>)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
Attain a blue flag for Broughty Ferry Beach	1	1 (regained following loss in 2007)		Maintain flag
Increase attainment of green flags for parks	1	2	one additional park per year	Increase to 4
Increase the LEAMS street cleanliness index score	74	73		Increase
Reduce the number of sites that exceed the National Air Quality Standard and objectives for NO ₂ and PM ₁₀	7 (NO ₂) 6 (PM ₁₀)	7 6		Decrease Decrease
% of recycling of municipal waste	31%	35.5%	40% by 2010	
Reduce the tonnes of municipal waste sent to landfill	26,265	19,805	23,685 by 2010	
% of Council housing that has a rating of 5 or over in NHER	67% (based on small sample by external consultant)	Housing Department is still seeking robust information to establish accurate data		100% by 2015.