

Administration Review Three Years On

In May 2003, the Labour and Liberal Democrat groups on Dundee City Council pledged to work together to:

- improve the city and the quality of life for its people
- modernise public services to ensure that the City Council delivers quality services at reasonable cost



The agreement to establish the new Administration was set out in a document called **DUNDEE CITY COUNCIL: THE NEXT FOUR YEARS** - which set out a number of key priorities.

This is the third in a series of annual reviews, highlighting achievements under each of the priorities in the Administration agreement.

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A Listening Council: We will ensure the Council consults openly with its citizens and oversees its performance in a transparent way. We are keen to involve local people in local initiatives that affect their lives and to ensure that we consult Dundonians more widely.

- Local Community Plans have been agreed and published for all seven decentralisation areas and the two 'Better Neighbourhood Services' areas, and are now being implemented. Leisure and Communities organised meetings and forums throughout the city to involve people in the development of the plans.
- 22 wards are now covered by neighbourhood representative structures.
- Community engagement and communication strategies, along with community learning and development action plans, have been developed for each of the decentralisation areas.
- Over the past 2 years, the Dundee pages of the youth information portal, Dialogue Youth, managed by Leisure and Communities, have received 76,000 hits and young people have participated in national and local consultations.
- A local access forum has been set up to discuss outdoor access rights and responsibilities.
- Dundee Federation of Tenants Associations was actively involved in developing the new partnership approach to housing repairs, and are also involved in monitoring its success.
- The external evaluations of the Better Neighbourhood Services projects confirmed that community involvement was a key to the successful implementation of the programmes in Hilltown and Kirkton.
- The Council has published a comprehensive Performance report in each of the 3 years, with a four page pull-out in the Evening Telegraph summarising the key points. Performance information was also included in the Council Tax information leaflet sent to all households.



- The Council continues to commission an Annual Consumer Survey and to publish the results. 2005's survey showed:
 - satisfaction with contact with the Council (including friendliness of staff, accessibility of offices, speed of answering the phone etc) remains positive across all the indicators, with most ratings increased compared to 2004
 - the average score for the Council's public image profile in 2005 was higher than 2004, reflecting increases in the scores for almost all the individual factors included. In general, the Council scores best on those issues which the public see as most important i.e. friendly employees, good range of services, efficient services and good quality services
- A new Tenant Participation Strategy was developed and agreed in partnership with the Dundee Federation of Tenants' Associations in 2005
- An Owners Charter was developed between the City Council, Dundee Association of Council Home Owners and Pentland Owners Association. Believed to be the first of its kind in Scotland, the charter aims to achieve a positive culture change, recognises customers needs and is committed to customer satisfaction
- A major survey of users of the Council's Garden Maintenance Scheme revealed a high level of satisfaction with the service.
- Planning and Transportation launched a Development Quality Charter, setting out the planning process and explaining the level of service which the public can expect.
- Extensive consultation took place on plans for new and improved schools, involving children, parents, teachers, school boards and a public consultation.
- 'Open Voice' events have been held to listen to the views of parents about schools, and the first conference for pupil councils was held.
- All schools have Pupil Representative Councils, members of which meet as the Citywide Pupil Council and Primary Cluster Councils throughout the school year. Their views are sought on a wide range of school issues - for instance the Council's policies on Managing Disruptive Behaviour and the implementation of the Additional Support Needs Act in schools. They also contribute to the Council's responses to consultation documents.



- The Education Department has carried out the third Citywide parent survey and the first Citywide pupil survey to gain the views of stakeholders on the service provided by nursery, primary and secondary schools. Over 10,000 responses were received.

- Surveys carried out as part of the Best Value Review on Older People and Community Safety showed positive results with regard to the security felt by people in the home and in the community. There was also a positive view of support by people and facilities. The Action Plan developed from the Best Value Review was approved by Committee in June 2005 and is being implemented.



- Surveys carried out as part of a Best Value Review of Occupational Therapy and as part of a Scottish Commission for the Regulation of Care inspection confirmed a positive view of the quality of services and the staff providing them.
- Other examples of consultation activity included:-
 - Housing's meetings with tenants organisations to discuss major improvement projects, day to day service improvements and policy development
 - Finance's consultation on revenue budgets
 - Planning and Transportation's focus groups on public transport improvements and consultation on guidance relating to Houses in Multiple Occupation
 - Social Work's focus groups on customer care standards
 - Finance and Housing's joint Landlord's Forum
 - Leisure and Communities have consultation with the "friends" groups in five parks on the parks masterplans, regeneration plans and management plans
 - Leisure and Communities' consultation on the Literacies Engagement Strategy
 - Consultation on the plans for Dundee House

Improving Dundee's Environment: Dundee has one of the best records for recycling and waste minimisation in Scotland and we will continue to build on this. We will take steps to address the problems of unsightly gap sites and look at new ways of tackling fly tipping and vandalism in the City. We are committed to community safety initiatives including CCTV, traffic calming and improved street lighting.

- Local implementation of the National Waste Strategy is now well underway. The strategy includes prevention of waste, increased recycling and composting, reduced landfill and greater energy recovery from waste. The Scottish Executive has confirmed funding of £25.94 million to implement the plan, with the possibility of additional funding in the future for major capital projects.
- The Council's recycling rate rose to 26% in 2004/5 then to 31% in 2005/6 - one of the highest in Scotland, and in excess of the 25% target set by the Scottish Executive.
- In a first for Scotland, underground recycling facilities were incorporated in the Dura Street car park and further such facilities are being planned. A 'state-of-the-art' recycling facility will replace Baldovie Civic Amenity site in Summer 2006.
- Two new city centre recycling facilities have opened, including a portable unit in City Square.
- Over 37,000 properties now have access to the green waste kerbside collection service. 6,500 tonnes of green waste was composted at the Riverside processing facility during 2005/06 and the facility was extended and redeveloped to handle this increased tonnage.
- 5,000 additional paper bins were delivered to residents who were previously unable to access this service. 52,000 households are able to use this service, which led to over 4,000 tonnes of paper and card being processed in 2005/6.
- 6,000 properties were offered a kerbside box collection for glass, plastic and aluminium. This service was introduced on a trial basis, and has proved to be successful so will be rolled out to a further 10,000 properties later in 2006.



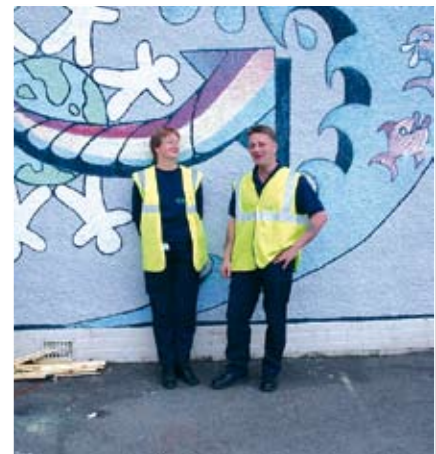
- Glass and metal waste generated by Contract Services are now recycled, along with 95% of horticultural waste from the grounds maintenance service
- The Council was awarded a People and Places Action Plan Certificate from Keep Scotland Beautiful, recognising its efforts to crack down on litter, dog fouling, graffiti and vandalism.
- Easy to use graffiti removal kits were provided to community groups, and a new Rapid Response Team was set up to focus on graffiti removal. The Council was also shortlisted for a COSLA Excellence Award for its campaign to tackle graffiti.
- The Council is playing an active part in the National Fly Tipping Forum set up to look at best practice in tackling this issue, and has established its own Local Forum to deal quickly and effectively with localised problems.
- A comprehensive Internal Waste Review has been carried out to identify how Council Departments could recycle more of their waste. The recommendations are now being implemented and include collections of paper, aluminium and plastic being offered to every Council office, including schools. To date, over 2,700 deskside boxes have been provided to help staff recycle paper and 58 schools are participating in recycling activity.
- A number of high profile education and awareness raising campaigns have been run across the City to promote sustainable waste management and highlight the recycling services offered by the Council. All domestic recycling services have been advertised on radio, television, billboards and in the press, with a view to increasing public participation.
- The Council participated in a Scottish Executive-led trial for the provision of recycling services to tenemental high-rise properties. The trial was carried out at the Dryburgh multi-storey development. The Scottish Executive are currently assessing the results.
- Residents wishing to arrange uplift of bulky waste items can now contact their local Community Library with details. Library staff forward the requirements and relevant fees to Waste Management.



- New on-street Euro bins are replacing the standard wheelie-bins in parts of Stobswell for a trial period, to try to deal with the problem of bins being left on streets outside tenements.
- The City's shops and trade premises have benefited from a separate collection of recyclable materials such as paper and cardboard.
- In conjunction with the Waste Resources and Action Programme (WRAP), the Council has launched a scheme for the promotion and use of real nappies as an alternative to disposables.
- The Council has been accepted as a partner by WRAP to help promote the sale and use of home composting units throughout the city. This would not be a replacement for the kerbside green waste collection service, but rather a complementary one.
- The Council has developed a furniture reuse strategy, which will allow the reuse and/or refurbishment of existing council office equipment such as desks and chairs.
- A comprehensive Education and Awareness programme is ongoing throughout the City's schools, with Waste Management officers giving talks, assisting with school eco-groups and school pupils regularly visiting the department's sites to view waste management processes in action.
- All schools have registered as eco-schools, or are in the process of doing so.
- The Council won a prestigious People and Places Award for reducing fly posting in the city by encouraging business community involvement in improving local environmental quality.
- A major programme of improvements to adopted and housing estate footpaths is currently underway, funded through the Quality of Life programme. A total of 26.6km of footpaths have been treated in the last two years under this programme, which is equivalent to 23% of defective footpaths in these areas. This programme is being continued with further Quality of Life funding of £1m planned over the next two years.
- The Better Neighbourhood Services Fund has enabled improvements to the environment and communities of the Hilltown and Kirkton areas. In the Hilltown a strategic landscape plan has been implemented, dog foul bins, litter bins and white lighting have been installed, and community engagement/capacity building projects and facilities have been established. In Kirkton the projects have focused on improving environmental safety, furthering community capacity and providing sports training and facilities.



- 600 Solar powered information boards at bus stops are being erected through the city, and solar panels have been installed in a number of Council houses.
- Architectural Services have:
 - achieved ISO accreditation for Environmental Management procedures, the first Council in Scotland to do so
 - won the COSLA Gold Award for Conserving Resources and the CIWM Green Apple Award for Waste Minimisation
 - received commendations for Business Commitment to the Environment and Vision in Business for the Environment.
- The Leisure and Communities Department now manages seven teams of Community Safety Wardens, helping to improve the environment and tackle anti-social behaviour. Environmental Wardens have also been appointed by Environmental Health to patrol areas where problems are being caused by refuse on pavements or in communal areas.
- The Community Service by Offenders scheme has provided 23,087 hours of unpaid work to communities, including environmental work such as beach cleaning, litter picking and refurbishment of park benches.
- 59% of the city's streetlighting has now been changed to white lighting and the programme is to be further extended.
- A feasibility study is underway to assess the benefits of a combined monitoring centre for CCTV and alarms, allowing additional capacity and increased efficiency, as part of a best value review.
- Over £500,000 from the Forestry Commission is being invested in improvements to woods in the city, and a management group has been established to encourage greater community participation.
- Plastic cards have now replaced the previous paper Council Tax books, thus reducing the Council's use of paper.
- Dundee Partnership for the Environment is consulting on a Draft Environmental Strategy for the city.



- The Council was awarded the following awards for the Morgan Academy Reinstatement project:
 - Green Apple Gold Award for the Built Environment
 - Green Apple National Champion Award 2005
 - RICS Scotland Conservation Award 2005
- Dundee City Council's Sustainability Policy and Action Plan was adopted in February 2006 and is now being implemented. The Council's Sustainable Construction Guide for prospective developers is at draft stage and will be operational by June 2006.
- Dundee Sun City is now a Limited Company under the banner of Solar Cities Scotland. The Dundee Sun City Demonstration House, which will raise awareness on energy efficiency, sustainable energy sources, use of local materials and recycling, will be open to the public from June 2006 for a period of 3 years.
- 75% of all timber used on Dundee City Council construction projects is now from a DEFRA accredited source and is required to have a 'Chain of Custody' confirmation.
- 75% of all waste produced on Dundee City Council's construction projects is now recycled.
- Dundee Contract Services is now a registered installer of Solar Thermal Systems.
- The modernisation and upgrading of children's playgrounds is continuing with the introduction of safety surfacing, railings and some new equipment. All improvements are carried out in consultation with local community groups.
- WIAT (Woodlands in and Around Towns) and SFGS (Scottish Forestry Grant Scheme) projects to improve access to the City's trees and woodlands for recreation and maintenance are now underway, along with further consultation on future funding.
- Using the Community Safety Local Action Fund, 437 young people have been engaged by the Leisure and Communities Department in diversionary activities over 194 sessions totalling 378 hours. These initiatives have been supported by 55 staff/volunteers during 2004/5.



- Dundee won 3 awards when it entered the Scotland in Bloom competition for the first time in 2005, including the prestigious “Wright Sustainable Development” award, the urban regeneration award for Ardler and the best new entrant award.
- Funding has been received from Fresh Futures for the development of Dundee’s Greenways routes, from Dundee University to Ninewells Hospital and South Road Park.
- A Greenspace Officer has been appointed, in partnership with Greenspace Scotland and the Forestry Commission, to assist community involvement in the development of greenspace.



Dundee – A Regional Centre: We will continue to promote the city to attract new jobs to Dundee. We will promote Dundee as the regional centre, and see improvements in the public transport infrastructure as key to this strategy. We also recognise the Council's key role in developing leisure and arts facilities, making Dundee a vibrant and attractive city.

- Dundee's City Vision was published in response to the Scottish Executive's Cities Review.
- A new initiative was launched in the campaign to win jobs and investment. 'Dundee Working --- for the future' highlights the city's achievements and determination to build on these.
- Dundee succeeded in attracting 563 new civil service or agency jobs.
- 5 acres of land has been serviced for incubator development at Dundee Technopole, and a 4 year programme to service 45 acres at Claverhouse is underway.
- A comprehensive guide to business in Dundee was published on the internet.
- Dundee beat Barcelona into second place to win a major European competition for its range of economic promotion strategies.
- Dundee Airport played an increasingly important part in the local economy, with passenger numbers on the London service reaching around 49,000 in each of the past 3 years and business jet usage more than doubling since 2001/2.
- The Council agreed a sister-city link with Dubai which is expected to bring significant economic benefits.
- The Council has approved a new Economic Development Plan for the period 2005/07, building upon the successes of its previous Plans.
- The Council has entered into a new partnership initiative (the Employability Framework) with the Scottish Executive, Job Centres Plus and Scottish Enterprise with ambitious targets of reducing the number of people on benefits by 15% by 2007 and 30% by 2010.



- The City's buoyant employment generation position has continued with the overall number of jobs growing from 80,987 in 2003 to 83,789 in 2006, i.e. a net increase of 2,802 jobs.
- The Council is working in partnership with local agencies and the Scottish Executive to enable more people with child responsibilities to become economically active. The Working for Families initiative has employed 2 Information Technology Workers to help young unemployed parents into employment by developing their ICT skills. Crèche facilities are being created to support this project.
- The first phase of the multi-million pound development of the Central Waterfront is now complete with the realignment of the West Marketgait and the development of 4,500sqm of office space.
- The Caird Hall has hosted a number of major conferences in the past 3 years, strengthening the city's reputation as a major conference centre.
- A blueprint for the re-development of the Railway Station was approved and is being discussed with Network Rail. The rail tunnel under the Central Waterfront will be upgraded in the coming year.
- Over £12 million has been invested to provide high quality bus shelters with modern facilities which are fully accessible, featuring real time information with 10% of the shelters at any time with internal CCTV. The Journey planning kiosks are averaging 42,000 hits per month.
- A number of initiatives have been taken to support sustainable transport, including websites to provide public transport information and promotion of the 'liftshare' scheme. Dundee won the award for Scottish Transport Local Authority of the Year.
- Broughty Ferry beach achieved Blue Flag status in 2005, after achieving Yellow in previous years.
- The new Castle Green Play Area and Water Play feature were completed.
- Olympia Leisure Centre retained its position as Dundee's primary visitor attraction, with 1/3 million visitors



- The Wighton Heritage Centre was opened, holding a priceless collection of Scottish musical works.
- Baxter Park restoration is nearing completion with the Ranger Centre, railings and some landscaping already complete and the restoration of the historic pavilion due to be complete by end May 2006. The remaining landscaping, paths and lighting will be complete by April 2007. The park was chosen as the only one in Scotland to host Greenspace UK's Celebration in the Park event.



- Funding has been secured from the Heritage Lottery Fund and Historic Scotland for the restoration of the Hird Bridge in Balgay Park.
- McManus Galleries and Museum have been successful in securing over £6.2million from the Heritage Lottery Fund, Historic Scotland and the European Regional Development Fund (ERDF) towards the £7.9million refurbishment of the building. The first phase is now complete, with all the collections removed to the newly refurbished Collections Unit in the former Barrack Street Museum building. Work on the museum and the pedestrianisation of Albert Square is scheduled to start in May 2006 and be completed in early 2008.

- A range of new festival events have been delivered, including the Animation Festival, Celtic Film and Television Festival, the Kill Your Timid Notion Music Festival, and the first Children's Discovery Film Festival.



- Over £500,000 has been spent completing the first 2 phases of new play provision at Camperdown Country Park, while the Camperdown Wildlife Centre was awarded a 4-star rating by Visit Scotland's Quality Assurance Scheme.
- Dundee was chosen as the location for Radio 1's Big Weekend - Britain's biggest free music festival. The event was hugely successful, boosting the city's economy and generating positive publicity.
- A £3.8million project is underway to restore the historic Gardyne's Land and transform the building into a backpackers' hostel.

- Dundee was probably the only Scottish town or city to introduce smoking restrictions in public houses in advance of national legislation. In October 2003 Dundee Licensing Board ruled that new Children's Certificates would only be issued to publicans if a smoke free environment was provided. During the early weeks of the new law prohibiting smoking in enclosed public places, which came into force in March 2006, well over 500 special visits were made by Enforcement Officers and the Specialist Smoking Prohibition Officers to premises in the hospitality sector to ensure that proprietors were abiding by their legal duty.
- Enhancements to community facilities have continued. Charleston Community Centre is currently undergoing a refurbishment, funded through Fairshare, ERDF and a Council contribution, to be completed by early June. Funding has been secured to enable the Finmill Centre to undergo a refurbishment, comprising contributions from ERDF and Community Regeneration Fund as well as the Council. Construction of the Ardlar Cafe is complete and will be open to the public from May 2006. The Community Regeneration Fund has enabled enhancements to Menzieshill Centre in the form of an outdoor play area, a new youth area at Kirkton and an upgrade of the Douglas Lounge.

The Council Tax: We want to deliver good services at reasonable cost. We will strive to improve the level and efficiency of council tax collection, and will continue to press Dundee's case for adequate revenue funding from the Scottish Executive. We will continue to press for the return to the City of its pre-1996 boundaries.

- The Council Tax collection rate improved from 85.7% to 86.2% in 2003/4, 87.0% in 2004/5 and 90.7% in 2005/6. New plastic payment cards have been introduced, which can be used at a wide range of outlets, increasing ease of payment. Around 13,000 transactions are taking place each month at shops and post offices.
- Council Tax increased by 4.2% in 2003/4, 3.96% in 2004/5 and 2.63% in 2005/6, achieving the target in the Council Plan to keep annual increases at or below 5%. Over the last 5 years, the Council had the third lowest cumulative Council Tax increase of all 32 Scottish Councils.
- The Council Tax and Benefits Contact Centre is now operational and received 122,000 calls in 2005/6.
- The introduction of the new Recovery Initiative in February 2005 has seen the number of debtors accounts under arrangement increase from 7272 accounts totalling £1.6m to 19,450 accounts totalling £6.7m.
- Over the past 8 years the number of Council Tax direct debit payments has grown by 45% from 15,200 in 1998/99 to 22,700 in 2006/07. The monthly payments by direct debit for 2006/07 are approximately £3m equivalent to almost 50% of the net Council tax billed.
- The Council adopted an efficient government plan in October 2005 that will address procurement, managing assets, shared support services and streamlining bureaucracy. The council is involved in four joint efficiency project bids with other councils and is awaiting a decision from the Scottish Executive on funding for these projects. A project board will take the plan forward and report progress to the Best Value Sub-Committee. The council will be aiming to save approx £5m per annum in efficiencies that will help front line services.



- 20 services are being delivered by the Customer Services Team on Floor 2 of Tayside House.
- The Council's policy of 'spending to save' has cut the annual cost of vandalism to its properties by £130,000.
- The Council worked with neighbouring authorities to award a joint maintenance contract for CCTV cameras to reduce costs and improve efficiency.
- The Council pledged to reduce waste and save money as part of a new Energy Policy.
- A Citizen Account system, to improve joined-up services to the public, is being developed.

- Over £10 million has now been received in online payments through the Council's website, and the number of Council services available online continues to expand - 41 types of transaction are now available.



- Around 35,000 Dundee Discovery Cards have been issued to young people and senior citizens. A strategy is in place to issue 90,000 smartcards, which will provide access to up to 20 services with one application form. The Council worked with the University of Abertay on a first for Scotland - a student matriculation card which also doubles as a city smartcard. A strategy is in place to issue Discovery cards from Central Library and four community libraries as well as the customer services team at Tayside House.

- The Leisureactive membership scheme was successfully launched, and now has 2,800 members.
- A leisure company with charitable status has been set up to run sports and leisure centres, which will bring savings through rates relief, VAT exemptions and energy savings.
- The Environmental Health and Trading Standards Department Food Safety Team received a good report from the Food Standards Agency audit of enforcement functions. The department achieved 100% performance on inspection targets for higher risk premises.



Education for all: A major priority will be delivering new school buildings and improved facilities. We will strive to maximise the achievements of our young people at school and also see the development of lifelong learning opportunities as vital.

- £85 million is to be invested in new and improved schools, with work due to start in 2006 and be completed by Summer 2008. Local implementation groups have been involved in the detailed planning of the improvement programme.
- Major refurbishment and new build was completed at Forthill Primary in March 2006. Major refurbishment and new build at St John's High School will be completed in September 2006.
- The Education Inspectorate and Accounts Commission reported that very good progress has been made in improving attainment, communication with parents and arrangements for pupils with social, behavioural and emotional difficulties.
- 'Focus on Achievement' award ceremonies were held in 2004 and 2005.
- 5-14 attainment in primary schools in language and mathematics shows further continuous improvement. Most schools met or exceeded the average for their comparator schools. 5-14 attainment in S1 and S2 shows significant overall improvement in both language and mathematics. SQA attainment for all national qualifications has been the focus for significant attention in recent school reviews and schools' own performance monitoring arrangements.
- Education produced a Standards and Quality report outlining city-wide successes in education and featuring a school and pupil achievement report from every school in the city.
- New guidelines were introduced on managing disruptive behaviour in schools.
- A three year plan for Enterprise in Education was launched.
- Over 6,000 pupils took part in music, poetry, dance and drama as part of the Dundee Schools Arts Festival.
- The 'Parents Altogether Lending Support' programme was shortlisted in the prestigious European Parenting Association Award.



- A number of Dundee projects have been commended in the final of the Scottish Education Awards. Kick It, Kick Off was named winner in the category 'Closing the Gap'.
- Craigie High won a Bronze Award in the SQA Awards for its Support for Learning Department which has allowed pupils with special educational needs to achieve qualifications.
- The Council was awarded the first 'Centre of Excellence' status for its use of interactive whiteboards in schools.
- Water cooling facilities have been installed in all primary schools.
- Eating for Health Assistants are being employed in all primary schools, along with initiatives to get children involved in physical activities.
- 2,198 children accessed pre-school education within local authority nursery schools and classes and 789 in partner provision in the past year. All nursery schools continue to provide "wrap around" care for children whose parents are in employment or training. In addition 83 children in need accessed free full time places.
- As part of the Council's support for schools in relation to managing disruptive behaviour, a pilot to develop Nurture Groups and Nurturing Schools has been commissioned for session 2005/2006. Nurture Groups and Nurturing Schools enable the less emotionally and socially developed child to be sustained in a mainstream educational environment.
- All schools have made significant progress in achieving accreditation as Health Promoting Schools. Mossgiel Primary School was the first school to attain a Gold Award and Menzieshill High School was the first school in Dundee to achieve a Bronze award in the national Scotland's Health at Work award scheme. All schools have been supported to take steps to improve the healthy lifestyle of pupils and staff. Initiatives include healthy tuck shops, keep fit for staff and Health Weeks in many schools. The supported toothbrushing programme for primary 1 pupils is in operation in all schools and planning is ongoing to extend this to all nursery locations.
- An Active School calendar has been produced for all primary schools. The Induction Programme for all primary co-ordinators has been highlighted by sportscotland as an example of good practice and has been adopted by a number of authorities. The Active School Co-ordinators have been involved in girls' football, rugby, yogabugs, basketball, aerobathons, health weeks, athletics, Walkwise, cycle training, Active



Advent and Scottish Country Dance. Many new and exciting projects are now being developed including

- Y Dance (Scottish Youth Dance) is involved in all 10 secondary schools and soon to be involved with all primaries
- An agreement with The Factory skatepark is nearing completion. This will allow schools to make use of their excellent facilities currently regarded as the best in Britain.



- Braeview Academy is receiving additional funding for art, drama, dance and music as one of Scotland's Schools of Ambition.
- 48 pupils joined the Building Craft Pre-Apprenticeship Training Programme in 2003/04, 52 pupils joined in 2004/05, and 46 joined in 2005/06. 84 applications have been received for the coming year's programme.
- 20mph speed limits are being introduced around all schools.
- Visitor figures to public libraries in Dundee are the highest recorded since reorganisation, and exceeded 1.25million during the last financial year. Over the last 3 years 4,085,548 visits were made.
- The provision of free access to the internet and e-mail is now a well-established facility in public libraries and centres. The total number of logins for 2005/2006 is 186,530, an increase of 4,362 over the previous year. The number of individual users has increased year on year and now stands at 17,480, which represents 12.47% of the resident population. Free training in basic computer skills continues to be in demand.
- The Council's website is undergoing a complete refurbishment which should be complete by the end of December 2006. Information Champions in each Council Department are to be trained to input basic departmental information on to the website whilst the web steering group will continue to oversee the development work. The main aim is to make the Council more accessible to local people, with a wide range of information about Council Services and facilities.
- The number of adults participating in literacies programmes has increased in the last year by 67% (from 1,142 to 1,906) exceeding the Scottish Executive's target by 25%. All libraries provide a range of books to support the 'Big Plus in Libraries' and BBC 'Reading and Writing' initiatives, which are aimed at adults seeking to improve their literacy skills. Library and Literacies staff are working partnership to ensure that adult learners are aware of this resource and are helped to select reading material appropriate to their needs.

- The Leisure and Communities and Education Departments, working in partnership, have established homework clubs for P4-P7 in seven community libraries across the City.
- Over the past 3 years the Community Access to Lifelong Learning Project workers have trained over 3,000 local people in the use of IT through group and 1to1 sessions in each of the Library and Learning Centres. Their clients included adults from a wide range of age groups, learning abilities and ethnic backgrounds. Some found employment as a result of enhancing their self-esteem through learning while others found their day-to-day lives were improved through gaining ICT skills.
- The HMIe report on community learning and development in Kirkton and Dundee Central was the most positive published by HMIe since the current inspection framework came into existence.
- Mitchell Street Learning Centre has been refurbished supported by EFDF monies.
- 11 adult literacies tutors underwent accredited specialist training in assisting adults with Dyslexia. 30 people have completed Initial Tutor Adult Literacies Training and are now being offered the opportunity to have this accredited through the Scottish Qualifications Authority.
- The Dundee Literacies Initiative has been granted a further two years funding from the Scottish Executive for the period 2006-2008, and the number of venues providing literacies learning programmes has risen from 2 in 2001 to 27 in 2005.
- An 18 year old participant in the 16-24 Literacies project was the Young Scot Award winner at the Young Adult Learners Awards 2005.
- Based on the snap shot survey of Adult Learning, there are approximately 1187 learning opportunities provided, by the adult learning teams and their partners, on a weekly basis in community areas across Dundee.



The City's Housing: We strongly support affordable social housing, and will strive for improvements to both the Council's housing stock and other housing in the City. We will work with tenants' groups to improve the Council's property maintenance and service delivery. We support moves towards better factoring arrangements for our citizens living in Dundee's tenements.

- £19m was spent on improvements to housing in 2003/4, £20.7m was spent in 2004/5 and £22.8m was spent in 2005/6. Heating has now been provided to all low-rise houses which didn't have this, and a replacement heating programme is underway.
- A delivery plan for achieving the Scottish Housing Quality Standards by 2015 was submitted to the Scottish Executive.
- A new programme to repair housing estate footpaths has been introduced, with £1.62m to be spent over 2 years.
- The new Repairs Service, introduced in a partnership between Housing and Contract Services, won the UK Housing Award for 'outstanding achievement in social housing'. A Customer Contact Centre has been established and dealt with over 67,000 enquiries in its first year. The Repairs Service was recognised as one of the best overall performers in the Association of Public Sector Excellence's Performance Network benchmarking group.
- The Anti-Social Behaviour Team has been expanded and provides advice and assistance to Council and private tenants and to owner-occupiers. An out-of-hours service has been introduced along with a 24-hour hotline and website. Victim support and mediation services have been provided.
- Tackling the problem of noisy neighbours will be given a further boost when the Environmental Health department's new Night Time Noise Team becomes operational in early June 2006. A nine strong team will investigate complaints such as loud music, noisy DIY and similar neighbourhood unwanted noise. Working seven days a week between 7pm and 3am the



team will give a speedy response to concerns raised by residents, while the Police and other agencies will cover the remaining hours.

- A newly built Women's Refuge for seven households was completed in partnership between the Council, Abertay Housing Association and Communities Scotland. The refuge was handed over to Dundee Women's Aid in December 2004.
- A working group of officers from the Council and Housing Associations has been created to implement a Common Housing Register for Dundee.
- The Housing Department launched a Private Landlord Accreditation Scheme which will assure standards of housing management and repair for this sector. Landlords sign up to a code of standards for the quality of accommodation and its management and maintenance.
- A total of £8million has been allocated by the Scottish Executive to tackle derelict land. The funding has been used to support housing development, encouraging developers to build where they would previously have been reluctant to invest, as well as improving the environment and providing open space.
- Over 800 new owner occupied houses have been granted planning permission in the last 2 years.



Promoting equality and social inclusion: We will give strong support to see further improvements in the range of services provided for older people, people with disabilities, families, children, and others

- The Leisure and Communities Department has established an Equality and Diversity Partnership.
- The Dundee Healthy Living Initiative, launched in 2003 to tackle health inequalities, has been highly effective in reaching 'hard to reach' groups.
- The Council endorsed the 'Madrid Declaration' on equality for people with disabilities, and is pro-actively addressing the requirements of the Disability Discrimination Act.
- A new Disability Network has been established to involve people with disabilities and their carers in the planning and delivery of services.
- The number of wheelchair accessible taxis in the city has greatly increased.
- The multi-agency panel to deal with racist incidents was re-launched.
- A joint protocol was developed between Housing, Social Work and NCH to ensure appropriate assessment and care for homeless young people.
- The new £1.25million Oakland day care centre has been developed for older people and a £2.8million replacement for Menzieshill House was officially opened. Refurbishment of Turriff House and the children's residential unit The Junction were also completed, while planning began on a replacement for Janet Brougham House.
- Free access to the internet and e-mail is available, along with free training on how to use computers. Across the city, 200 computers with broadband connection in libraries and learning centres have over 15,000 log-ins each month.
- The Council's Employment Disability Unit continued its excellent work in finding jobs for people with disabilities. This joint initiative with Angus and Perth and Kinross Councils is a leader in this specialist activity.



- There were 13,809 hits on The Corner's website by the end of March 2005. Between 850 and 1,000 young people continue to access The Corner's health and information services each month, while 1,421 young people per month participated in activities at The Shore in the year to March 2005.



- A new drug treatment and testing order service has been established in partnership with NHS Tayside. Early indications are that the service is valued by the courts and making a positive impact on drug-related offending.
- An action plan to help carers was agreed, including improved assessments, involvement in strategic planning and availability of support.
- In the past 3 years, the Social Work Department Welfare Rights Service has generated over £6.5m for Dundee citizens as a result of successful claims and appeals for welfare benefits. The service has also arranged or debt repayments of over £3.7m. Staff from Council Tax, benefits and welfare rights mounted a week long awareness drive in 2006 to promote take-up.
- Annual Electric Blanket safety checks for elderly residents are carried out by Environmental Health and Trading Standards.
- Trading Standards Officers have recently commenced the first test purchasing programme of its kind in the city - working with children to help reduce sales of tobacco to persons under 16. This follows a change of policy from the Crown Office, with the Lord Advocate allowing the use of young people to help catch unscrupulous retailers who are willing to sell cigarettes to children. The programme was carried out with assistance from the Education Department, and volunteers were sought from Dundee's secondary schools.
- Public Accessibility Assessments of all Council buildings, excluding schools, will be completed by April 2006.
- The Council has agreed that the registration process for same-sex couples under the Civil Partnership Act should, if requested, take the form of a civil partnership ceremony, much in the same manner as a civil wedding.
- The Discovery Credit Union now has 1378 members, with an additional 633 junior savers since the initiative branched out to primary schools through the 'Save By The Bell' scheme.

- The Council led on development of a new protocol for protecting vulnerable adults from abuse, mistreatment and neglect. The protocol will be used by the Council, Police, Health Service and other agencies to guide inter-agency procedures and help staff assist vulnerable people.
- A new system was launched to provide information about bus services to people with sight impairments. Special audio units, activated by smartcards, have been installed at key bus stops to give the details of departures.
- A Financial Inclusion Action Plan for Dundee has been agreed with the Scottish Executive, securing £900,000 over 2 years.
- A joint protocol has been adopted by the Council, NHS Tayside, Tayside Police and voluntary organisations to ensure that agencies work together to address the needs of children and young people affected by substance misuse.
- The Social Work Department has played a lead role in establishing a steering group to progress the aims of the national Choose Life Strategy in order to proactively improve the approach to suicide prevention.
- Dundee City Council contributed to NHS Tayside's meeting its target for delayed discharge for the April 2006 census.
- The Social Work Department has aligned Children's Services Care and Assessment Teams with secondary school cluster areas and their primary school feeder areas. This will ensure that vulnerable children are offered a level of service appropriate to need and that this service is delivered by the right service at the right time.
- A new handyperson support service for older people was piloted in co-operation with Care and Repair, Housing, the Fire Service and Health and Safety.
- Considerable work has been undertaken to support the infrastructure and sustainability of Out of School Childcare. A new Business Management Tool has been developed and a first group of 8 Clubs implemented this to improve their financial, capacity building and staff deployment system. A key focus has been to support the skills development and status of Club Supervisors and reduce the demands on parent led management committees.



- The delivery of Dundee's Sure Start Strategy has continued, co-ordinated by the Education Department and involving a range of partners in Social Work, Leisure and Communities Health and the Voluntary Sector. Key development areas have included:
 - physical activity programmes for children aged 0-3 with additional support needs.
 - services for children aged 2 at Woodlea Childrens' Centre
 - appointment of a Sure Start Speech and Language Therapist

- The Early Years Parents' Services Initiative collaborates with staff from education, social work, leisure and communities, health and the voluntary sector to provide a range of services to involve and engage parents. Key achievements have included:
 - Ardler Village Shop to provide school clothing, baby wear and safety equipment
 - St Andrews Project in partnership with a city centre church group to provide support for young mums and their children
 - Expansion of Baby Rhyme Time Sessions and the introduction of Toddler Rhyme Time
 - Development of family sessions within nurseries
 - Development of Health Resource Boxes for use in nurseries and centres to support health promotion
 - A Dad's Project to involve young children and their Dads in a range of activities including photography.

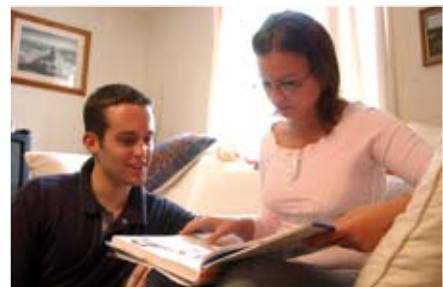


Partnership Working: We are committed to partnership working and the process of community planning. Joint planning between the public, voluntary and private sectors will be continued through the Dundee Partnership

- The Community Plan for 2005-2010 was launched in June 2005. The Plan continues to address the key themes identified in the first community plan, which are also reflected in the Council Plan for 2003-2007.
- The Dundee Partnership held its first Community Planning Conference in June 2005. At the conference, the Partnership announced the winners of its first award scheme, recognising the contribution which community groups are making towards issues under all the community planning themes.
- The Partnership adopted a Community Involvement Agreement, and held successful Forum events focussing on health inequalities, anti-social behaviour, population and enterprise.
- The Dundee Partnership agreed a joint change management project with the Improvement Service which will develop a new model for delivering greater added value through partnership working across strategic themes.
- A partnership agreement with Dundee University's Geddes Institute will result in the Dundee Partnership receiving independent monitoring and evaluation and will contribute to continuous improvement.
- Community representation on the Dundee Partnership has increased with members attending on behalf of the community and voluntary sectors, equalities groups, community councils, the Dundee Civic Forum and Community Regeneration Forums.
- The Dundee Partnership was one of the first three community planning partnerships in Scotland to have its Regeneration Outcome Agreement approved.
- Through Community Regeneration Forums, local people are playing a key role in decisions regarding regeneration funding. No other area in Scotland has a more strongly developed commitment to community decision making.



- £4.73 million of Community Regeneration Funding was spent in the first year of implementing the Regeneration Outcome Agreement in priority areas.
- The base line survey of Community Regeneration Areas in December 2005 found that 86% of residents were satisfied with the quality of services, facilities and the environment in their neighbourhoods.
- Local Neighbourhood Partnership Networks now include representation from NHS Tayside and Tayside Police, and in some cases social housing landlords – a strong basis for taking forward local community planning.
- Most construction contracts are now carried out on a partnering basis, increasing satisfaction with the finished product, and the Council has led the way in promoting this strategy throughout Scotland.
- A Partnership Agreement has been established between all departments and Dundee Contract Services for the provision of repairs and small works, designed to improve efficiency in the maintenance of Council properties.
- Dundee Partnership for the Environment has entered into partnership with Greenspace Scotland, the first area in which this has happened.
- Sustain Dundee was awarded two Scottish Executive Action Grants in 2005 for environmental and biodiversity initiatives.
- Dundee Sun City is a partnership between Dundee City Council, SCARF, Dundee University, Abertay University, SET, Dundee College and Housing Association. The aim of the partnership is to promote energy efficiency and use of renewable energy sources in Dundee and Tayside. From this a new company, Solar Cities Scotland, has been formed to promote energy efficiency and use of renewable energy sources throughout Scotland, with Dundee as the flagship and a model of excellence.
- A free food safety training scheme is provided by the Environmental Health and Trading Standards Department, in partnership with Dundee College. This initiative provided food hygiene training to over 4,000 catering workers representing 620 caterers between February 2002 and April 2005. In the summer of 2005 CookSafe courses were launched offering training in food safety management. Up until March 2006 over 1,200 candidates had attended.
- Successful bids for specialist food hygiene projects have been made by environmental Health and Trading Standards. In 2004/5 £10,000 was granted for food hygiene education in the Urdu



speaking community. This year a further £10,000 has been awarded to pilot a total approach to food for community/voluntary sector activists.

- DUNCAN (The Dundee Co-ordinated Anti-Crime Network) was developed in partnership with Tayside Police and private businesses to tackle city centre crime and has now extended into local communities across the city. The network also now incorporates the 'Little and Lost' scheme and the city's new parking attendants. Dundee's efforts to create a 'crime-free' shopping environment were rewarded with the prestigious Safer Shopping Award from the British Retail Consortium.
- Dundee became the first city in the UK to have CCTV on all buses operating locally, as a result of a partnership involving the Council, Scottish Executive, Tayside Police and three bus companies.
- A new 3 year Joint Health Improvement Plan has been produced in partnership with NHS Tayside. The Council also helped to established, and is formally represented on, the new Dundee Community Health Partnership.
- The Dundee Literacies Partnership (a sub group of the Dundee Community Learning and Development Partnership, involving key stakeholders in the learning industry) successfully gained a further two years funding from the Scottish Executive to support the delivery of literacies learning programmes for 2006-2008.
- The successful partnership with Dundee College to provide outreach learning opportunities is being extended to include the universities.
- The Employment Disability Unit won the ESF award for best practice in partnership in Scotland.
- The Environmental Health and Trading Standards department continues to successfully operate the only local authority managed vehicle inspection unit in UK. Set up in 2001, the Unit operates across Scotland providing a facility for local authorities to regulate motor dealers, helping ensure only fit and safe vehicles are supplied to consumers. In the past year the Unit has also helped with vehicle safety events in Dundee, Aberdeen and South Ayrshire, in partnership with Police and Fire authorities, to raise awareness with local motorists.



- The Dundee Trusted Trader Scheme was launched by the Environmental Health and Trading Standards department in March 2006. It aims to improve consumer confidence, promote good practice within local small businesses and protect from doorstep crime. The scheme is a local business partnership in which members adhere to a Code of Practice to demonstrate a commitment to improving standards of business operations and consumer care. Customer surveys are used to assess performance of participating companies and these are made available to all consumers. Since the service began, officers have dealt with over 200 enquiries.
- Dundee's Local Access forum brings together land managers, recreational users, community groups and individuals, to develop and advise on access throughout the city.
- A health walks networking group has been established, with officers from Dundee City Council, the University of Dundee, NHS Tayside and Paths to Health amongst others.
- The Count Me In Project is a partnership with the Clydesdale Bank. Through their sponsorship, Numeracy Bags for pre-school children are made available for loan from the city's libraries. The success of this project has led the bank to offer funding to support several new schemes extending similar provision to other age groups, including young adults.
- The Council has fully participated in the multi-agency contingency plans for pandemic flu.



The way we work: We believe the professionalism and experience of the City Council's staff is vital to the City's success. We will maintain the Council's no compulsory redundancy policy by continuing our policy of redeployment and training ensuring we retain high quality staff within the City Council

- The Council has maintained its no compulsory redundancy policy.
- Social Work have organised a range of information events and publications to encourage recruitment of quality staff, and have established a Social Care Training and Employment Academy which targets disadvantaged and socially excluded groups and promotes social care career opportunities.
- The Council continues to encourage training and professional development and to acknowledge success e.g. through award ceremonies for staff gaining vocational qualifications.
- Numerous training courses have been delivered by Personnel in the past 3 years to a total of 4550 employees over 5020 days, along with individual and team training solutions delivered in conjunction with departments. 1750 employees have had training on the Freedom of Information legislation, and over 1800 employees have completed the Online Diversity Training Package.
- Education Department staff are continuing to develop their ICT skills through the European Computer Driving License. To date 238 have completed ECDL, 182 are progressing through the course and 34 have gained the Advanced Certificate. In addition, over 400 additional teachers have registered an interest and although working through the course materials have not yet officially registered.
- All Council departments have now achieved the 'Scotland's Health at Work' bronze award, and a number of departments are working towards silver awards.
- Architectural Services won the Internal Team of the Year Award from the Association of Public Sector Excellence in 2003.
- Community Learning and Development in Kirkton and Central Dundee was inspected in December 2004. HMIe concluded that "Provision for community learning and development in Kirkton and Central Dundee was very good with some exceptional elements. The authority has significant strengths in all aspects of its work". All 32 indicators used were rated Good (10) or Very Good (22).



- 5 departments (Contract Services, Leisure and Communities, Personnel, Social Work and Waste Management) and 3 schools have achieved Investors in People accreditation.
- A Corporate Health and Safety Plan was approved in March 2004, and lone working guidelines were issued to all relevant employees.
- A number of initiatives have been taken to improve safety in the workplace, while co-ordinated action has been taken in relation to health and safety in Council buildings. In particular, a policy has been approved on the management of asbestos.
- The Council has enhanced its Smoking Policy, with support for smoking cessation as well as enforcement of policy on unofficial smoke breaks and smoking at entrances to Council buildings. A policy has been adopted which will protect social care staff from the effects of passive smoking.
- During 2004, Council employees completed a survey covering issues such as performance, supervision, teamwork, working conditions, training, communication and job satisfaction. Overall results were broadly similar to the last survey in 2001, though results varied between departments and grades and action plans have been developed to address any concerns.
- The Council has agreed a new "Customer First" strategy, which will include the continuing development of telephone contact centres, a new city centre one-stop-shop and more transactions using the website and smartcard.
- Environmental Health and Trading Standards has become accredited to the highest level of the Quality Mark Scotland standards in relation to its consumer advice service.
- The Council has agreed a timetable for the demolition of Tayside House by 2009 and relocation of 860 staff to the new 'Dundee House' in North Lindsay Street.
- The report on Dundee City Council's Audit of Best Value highlighted the Council's ambition for the city and its commitment to social and economic regeneration. The report also highlighted significant achievements in community planning and joint working.

