

**ITEM No ...4.....**

**REPORT TO:** CITY GOVERNANCE COMMITTEE – 22 JANUARY 2024  
**REPORT ON:** NEIGHBOURHOOD SERVICES PLAN 2022-2027 - MID-YEAR PROGRESS REPORT 2023/24  
**REPORT BY:** EXECUTIVE DIRECTOR NEIGHBOURHOOD SERVICES  
**REPORT NO:** 19-2024

**1.0 PURPOSE OF REPORT**

1.1 To provide Committee with a mid-year update showing progress so far during 2023/24 for the Neighbourhood Services Plan which was agreed by the Council in June 2023.

**2.0 RECOMMENDATIONS**

2.1 It is recommended that Committee notes the progress being made and remits the report to the Scrutiny Committee for further consideration.

**3.0 FINANCIAL IMPLICATIONS**

3.1 None.

**4.0 BACKGROUND**

**Overview of the Service**

4.1 Neighbourhood Services is responsible for the management and maintenance of housing and the environment, waste management, supporting people to develop their communities and keeping people safe and healthy. Quality of life for the citizens of Dundee is one of our key priorities and Neighbourhood Services has overseen the transformation of communities with new housing, schools, community facilities and building a strong sense of pride and satisfaction across the city.

4.2 Neighbourhood Services provides a professional integrated service that brings together a wide range of services. They include management and maintenance of housing and the environment, waste management, supporting people to develop their communities and keeping people safe and healthy.

4.3 Neighbourhood Services has the most diverse and wide-ranging contact with Citizens of all Council Services with a very great amount of direct customer contact. With nearly 1000 employees and gross revenue expenditure of over 90 million pounds per year Neighbourhood services:

- collects domestic waste from over 74,000 householders,
- provides housing and associated services to over 12000 tenants,
- approximately 3,000 young people taking part in community learning and development youth learning programmes

4.4 The new Council Plan 2022-2027 was agreed by the Policy and Resources Committee on 5 December 2022 (article II of the Minute of Meeting of this committee refers). The Neighbourhood Services Plan 2023-2027 sets out how Neighbourhood Services will contribute to the Delivery of the Council Plan in addition to meeting its own service priorities.

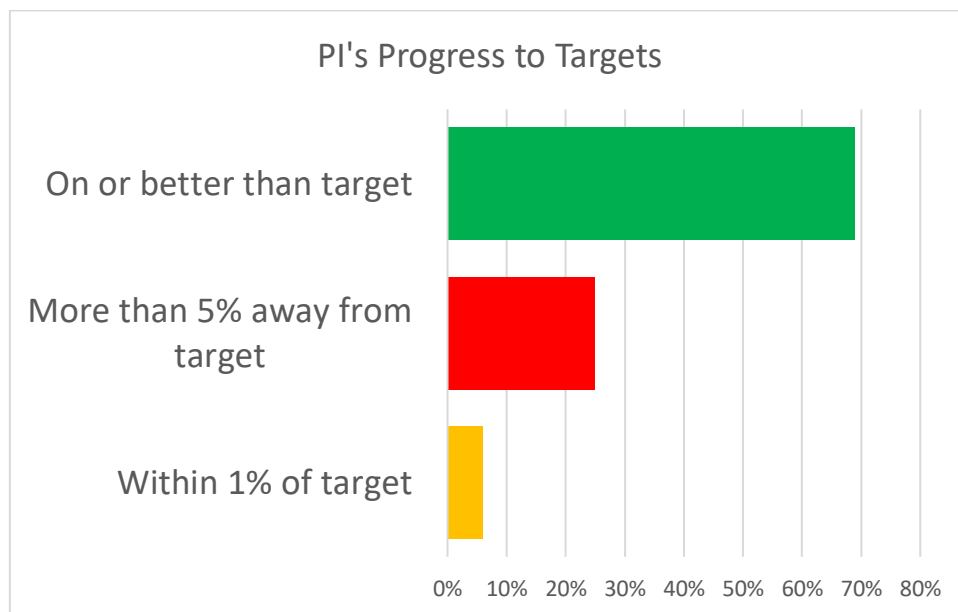
4.5 Committee agreed the Neighbourhood Services Plan on 12th June 2023 (Article III of the Minute of Meeting of the Neighbourhood Services Committee refers). The Council's Performance Management Framework sets out that Committee will receive a six-month progress report also (Article III of the Policy and Resources Committee of 20 August 2018 refers).

4.6 The mid-year progress report for 2023/24 provides elected members with:

- an opportunity to appraise the Committee on progress in dealing with the priority areas of concern highlighted in the annual reports.
- update the Committee on any newly completed actions in the plan, becoming overdue since the annual report or falling due in the next six-month period.
- update on progress so far during 2023/24.

### Overview of Performance Indicators in the Service Plan

4.7 Most PI's are meeting their targets at the half year point and remedial action is being taken to address areas of concern. There are 9 performance indicators where data is only available annually or is unavailable at this time but full year performance will be reported to the Council after the end of the financial year.



### Overview of actions in the Service Plan

4.8 The Neighbourhood Services Plan actions have due dates up to April 2027. When updating the action plan, lead officers for these actions are asked to note a percentage of completion of the action they are responsible for. The information below offers some assessment of the rate of progress being made since the commencement of the plan in June 2023.

- No actions have been completed although it is still year one of the plan.
- 69% of actions already noting 50% or more progress.
- No actions are due to be completed by April 2024.

## Highlights of significant progress and notification of areas for concern

### 4.9 Areas where Neighbourhood Services have made significant progress against targets and actions in the Service Plan include:

- The percentage of Council budget allocated by participatory budgeting processes has had an increase and is on target to reach 100% next year. 100% equals the 1 % of the Council budget target referred to in the Best Value Review report as agreed with COSLA for all local authorities to aim for.
- Between the 1st of April and the 30th of September 2023 there were 231,958 attendances at local community centres across the city, far exceeding our half-yearly target of 166,500. The increase in use of centres can be attributed to the ongoing community response to the cost-of-living crisis and an increase in provision supporting children, young people and families which highlights the importance of these spaces run in partnership with local people.
- In the 6 regeneration areas CLD partners have been pulled together as ADP sub-groups under the LCPP to distribute up to £12k in each community. The purpose is to reduce inequalities around substance misuse as per the city plan. The impact of that money will be reported by ay 2024.
- The Dundee and Angus ESOL learner survey was completed in May 2023. This was the fifth year that providers had worked together to collectively evaluate provision with learners. 221 Adult learners from across the partnership took part this year (an increase from 147 in 2022) reflecting the high numbers of Ukrainian Citizens arriving in the city, with 75% of respondent learning English for less than a year. All survey respondents said they enjoyed learning English and described how learning English supports integration goals such as employment and further learning.
- The % of household waste landfilled for Dundee City Council in 2022 has now been verified by SEPA and has reduced to 2%, which is below the national average for Scotland.
- Dundee City Council continues to be below the median and Scotland wide average for both the cost of waste collection and disposal per premise.
- The transformation of organic materials processing at Riverside composting facility during 2023/2024 with the service taking delivery of a green waste shredder.
- The development of a Waste and Recycling Mobile Application which is set to launch in 2024.
- During 23/24, the implementation of Dundee's Biodiversity Action Plan has progressed significantly with the award of £171,000 from the Scottish Government's Nature Restoration Fund. This and additional revenue funding have supported projects to be brought forward which improve biodiversity on nature conservation sites.
- The Green Flag Award results were announced in July, the award was retained by all seven sites which are entered into the scheme.
- In September 2023, Dundee's entry into Beautiful Scotland, known as 'Bonnie Dundee', received a retained a gold medal level for the third year running and was announced as winner of the City category. In addition, Dundee City Council were awarded the Wright Sustainability Award for the second year running, this is a judges' discretionary award presented to the local authority that demonstrates best practice in sustainability, relating to the Beautiful Scotland campaign aims.

- Dundee currently has 12 groups entered the It's Your Neighbourhood scheme which are supported as required by DCC but operate independently, this includes community gardens, school Eco-groups, and Friends of Parks groups. The 2023 results were announced in December, all 12 groups received an Outstanding level of achievement, the top tier of achievement, and a 9 received a Certificate of Distinction for groups which have consistently grown and improved over the years of taking part.
- Work to improve the appearance of the citywide and city centre public realm and streamline the maintenance schedule is progressing well. This is being carried out via multiple methods including, bin and street furniture audits, the roll out of larger bin units to reduce emptying whilst increasing capacity, partnership work with Criminal Justice Service teams to tackle litter hotspots and ongoing review of route monitoring.
- DCC officers have attended Water Safety Scotland workshops to share best practice on water safety in progressing development of a water safety policy. In addition, linking with the Tay Estuary Water Sports Hub via the Beach Management Group to engage with water users as required and continue a successful working relationship with the RNLI Lifeguard team.
- Continued support for community litter picks and promotion of initiatives such as Clean Up Scotland, Upstream Battle, Source 2 Sea Week, and the Great British Beach Clean. Dundee hosted the launch of Source-2-Sea Week in September outside the V&A Dundee. There have been 44 known litter picks since the beginning of this financial year, in addition to those carried out on a regular basis by individuals and groups who have adopted an area in their local community.
- The household waste recycling rate for Dundee City Council has now been reported by SEPA as 33.8% for calendar year 2022 and confirms an improvement from the previous year. SEPA is also further reviewing Dundee's overall recycling rate to include additional metals recycling from MVV Environment Baldovie Limited (MEB) Energy from Waste residues. This will further improve the 2022 rate once the amendment has been confirmed by SEPA and will be updated in future reports.
- Completions for social rented house building is progressing well and the target for completions set in the Council plan will be exceeded by a considerable amount by the end of 2023/24. This will improve access to social housing in the city and a number of new houses are being provided to suit clients with particular housing needs.
- Housing and Construction are in the process of rolling out Wi-Fi for Sheltered Lounges over 2023/24 which will be of benefit to service users and staff.
- Housing and Construction have recently completed an Energy Efficiency and Net Zero Strategy with the aim to ensure that our housing stock meets, or can be treated as meeting,
  - EPC band B (Energy Efficiency rating), or is as energy efficient as practically possible,
  - by the end of December 2045 and within the limits of cost, technology, and
  - necessary consent. And to explore all options and where viable, install alternative.
  - heat solutions with a view to decarbonising heat sources across the Housing.
  - portfolio, ensuring best value for the Council and tenants.

4.10 The Neighbourhood Services Plan Progress report is set out in appendix 1 of this report.

## **5.0 POLICY IMPLICATIONS**

- 5.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services, or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

## **6.0 CONSULTATIONS**

- 6.1 The Council Leadership Team were consulted in the preparation of this report and are in agreement with its contents.

## **7.0 BACKGROUND PAPERS**

- 7.1 None.







Elaine Zwirlein  
**Executive Director of Neighbourhood Services**

DATE: 29 December 2023







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## Appendix1 - The Neighbourhood Services Plan Progress report

Each of the tables below shows an indicator on progress toward target and a describing performance. A key for **Performance Indicators** can be seen below:
















	On target		Improving
	Within 5% or close to Target		Deteriorating
	More than 5% away from target		No Change


















### NS Performance Indicators Requiring Half Yearly Updates
















Status	Performance Indicator	23/24 Half Yearly Value	23/24 Half Yearly Target	Short Term Trend	Long Term Trend	Notes
	Number of attendances by young people engaged in Diversionary Learning Programmes.	22,667	10,000			Attendances at CLD Youth Work Diversionary opportunities reflects large numbers attending local evening provision in areas of the city with highest SIMD including North East Campus, Hilltown Community Centre, DISC, Kirkton Community Centre. Young people are offered access to free activities including Football, Arts groups, drop-in Girls and Boys groups. Existing diversionary programmes will be further enhanced by provision supported by the new Community Support and Youth Diversionary Fund which has recently been released.
	Number of targeted groupwork sessions	1,163	2,000			Targeted group work sessions are lower this quarter as expected - reflecting different ways of working over the summer period. For example, we have seen a significant increase in the amount of individualised support offered to CLD participants (CLD005) while regular CLD groups were in their summer break.



















	Number of learners receiving individualised support to reduce risk and support positive outcomes	863	630			An increase in 1:1 support delivered this quarter, reflecting different ways of working during the summer period. For details of programmes delivered see CLD005a (adults) and CLD005b (young people).
	Number of Recovery & Resilience Sessions (Capacity Building)	1,282	950			Support to a large number of groups who are responding to issues around food poverty e.g. growing groups and food larders.
	Number of people attending community centres	231,500	146,500			<p>We are continuing to see centres used as vaccination centres, food larders and warm spaces which is driving high footfall.</p> <p>The increase in use of centres can be attributed to the ongoing community response to the cost-of-living crisis and an increase in provision supporting children, young people and families.</p> <p>We are also seeing new groups set up with a wellbeing focus. Including activity funded by LCPP ADP monies.</p>
	Number of people consulted on Community Planning issues	4348	1250			We routinely consult with communities on a range of community priorities. The high figures here reflect a significant amount of work done through the two local fairness initiatives in Linlathen and Stobswell West where we have consulted with communities on what would make the biggest impact on their lives. This will be followed by actions to address these issues.
	Number of Council and Registered Social Landlord new housing completions	89	200			The rate of completions is being maintained despite difficult market conditions (inflated costs for materials and labour).












	% of communicable disease cases and outbreaks investigated within 48 hours of being brought to our attention	100%	100%			85 Communicable disease notifications received within the last period up to today 16/10/23 where contact was made or attempted and an investigated was then carried within 48 Hours of being brought to our attention where applicable. There were no outbreaks recorded in this period. Due to a change in investigation procedures, we also received an additional 8 notifications which were investigated by Tayside Health Board rather than ourselves due to the nature of the reported communicable disease.
	% of gas safety certificates obtained within 12 months	100%	100%			Legislative requirements are being met and we will ensure that 100% certification is maintained.
	% of reactive repairs carried out within timescales	80.23	93%			This PI has been impacted by a backlog of repairs owing to skills shortages and difficulties with materials/supplies. Remedial action is being taken including a recruitment Drive. Sub- Contractors packages of work being sent out, over-time working and review of relets team.
	Number of antisocial behaviour complaints	1,470	1,587			Figures show a continuing downward trend in relation to reports of antisocial behaviour. There is a significant amount of partnership work undertaken to intervene in cases of antisocial behaviour and to prevent antisocial behaviour within communities.
	% of lets to statutory homeless households	58%	75%			The majority of lets continue to be to homeless applicants. The proportion of mainstream lets (excluding Sheltered lets) to homeless applicants was just under 60%. The new build developments should help directly through lets to homeless applicants and indirectly through lets to transfer applicants which will create other voids to be let to homeless applicants. The Rapid Rehousing Transition Plan target is 55% for 2023/2024.

	Average length of time taken to complete emergency repairs	4.56	6			Average time taken is 4.56 Hrs which is better than target.
	% of reactive repair jobs completed right first time	78.35%	85%			For the most part, this measure represents the proportion of jobs completed within the target time. The latest figure represents an improvement over last year.
	Average number of days taken to re-let properties	94.76	45			Continuing improvements being made in service.
	% of lets to BME groups (Quarterly and Yearly)	3.1%	3.3%			8 Lets to BME applicants in this period.
	% of tenancy offers refused during the year	38.2%	47%			350 Refusals / 917 offers x 100 = 38.2%
	Percentage of new tenancies sustained for more than one year	89.53%	90%			Currently near to target of 90%, continue to monitor performance.









	% Gross rent arrears	10.66%	6.4%			Focus remains to assist current tenants to sustain their tenancies and prevent homelessness. The cost-of-living crisis continues to exacerbate the financial pressures faced by those living in our properties. Every effort is made to ensure income for these tenants is maximised and they are supported to remain in their tenancies. Use of the Council's Tenant Hardship Fund and Discretionary Housing Payments is prioritised to support tenants.
	Number of Dundee Citizens engaged in CLD Programmes	2717	1250			CLD staff are working with high numbers of people across adult learning, community health, youth work and community empowerment.
	Percentage of Dundee Citizens from SIMD 1&2 (20% SIMD Rank) engaged in CLD learning programmed activities	57.2%	60%			In this quarter: <ul style="list-style-type: none"> <li>• 62% of youth work participants were from SIMD 1 &amp; 2 communities.</li> <li>• 58% of CLD participants in community empowerment team programmes are from SIMD 1&amp;2 communities.</li> <li>• 47% of adult learning participants are from SIMD 1&amp;2 communities.</li> </ul>
	Average time taken to complete non-emergency repairs	13.62	9			Average days to complete remained high however operational changes were still in place along with the use of local contractors ensure these were being carried out as quickly as possible.
	Average FTE sick days lost per FTE Employee in Neighbourhood Services	17.3	10			There has been a decrease in the number of days lost per FTE for All Employees compared to previous months.











	Reduce the number of occupational health surveillance appointments not attended	24	48			Over year to 30 <sup>th</sup> September 2023 – 24 did not attend appointments. Construction – 8 Environment – 16
	Health & Safety – Reduction in number of days lost due to health & safety incidents	168	218			168 days lost year to date 30 <sup>th</sup> September 2023.
	Number of clean ups/litter picks recorded citywide (maintain/increase)	44	52			Since April 2023, there have been 44 known litter picks in addition to those carried out on a regular basis by individuals and groups who have adopted an area in their local community. This PIs on track to maintain or increase over the next six months.
	Number of 'Friends of Parks Groups' (maintain / increase)	9	9			Current number is 9, which is on track to maintain/ increase over the next six months.
	Maintain or increase the number of Keep Scotland Beautiful (KSB) Green Flag awards achieved	7	7			Current number is 7, which is on track to maintain over the next six months. Green Flags are awarded every summer. Dundee successfully retained all 7 Green Flags in 2022 for; Barnhill Rock Garden, Slessor Gardens and Waterfront Place, Dundee Law, Templeton Woods, Baxter Park, Trottick Ponds and Riverside Nature Park. The Council are working with Friends of Magdalen Green to submit a future application for an 8th Green Flag in 2025.
	Number of KSB, 'It's Your Neighbourhood' groups reaching the outstanding level (maintain / increase)	12	12			Current number is 12, which is on track to maintain over the next six months.

	<p>Street Cleanliness Score - Streets cleaned to an acceptable standard</p>	<p>86.2</p>	<p>94%</p>			<p>The KSB Litter Local Environmental Audit and Management System (LEAMS) monitors issues such as litter in partnership with Scotland's local authorities at a random selection of sites across Scotland every year. Whilst the aspirational target is 94%, Dundee's current score for 22/23 is 86.2. This includes large mechanical and small compact sweeping routes and manual patrol beats. Initial work commenced earlier this year focusing on major sweeping of all main arterial routes citywide. This will continue into 2024, alongside targeted community clean-ups and a number of other actions to tackle litter citywide under the 'Take Pride in your City' campaign, including hiring of a Desk Scrubber and employment of temporary street scene staff.</p>
	<p>Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry)</p>	<p>1</p>	<p>1</p>			<p>Scotland's Beach Award, administered by Keep Scotland Beautiful, is awarded in May each year. Broughty Ferry beach successfully maintained its award in 2023 and is on track to be maintained for 2024.</p>
	<p>Retain the Keep Scotland Beautiful (KSB) City Category</p>	<p>1</p>	<p>1</p>			<p>The 'Bonnie Dundee' entry into the City category of Beautiful Scotland 2023 successfully retained a Gold Medal and was announced as winner of the City category. This success was a result of continued efforts by the Bonnie Dundee volunteers in collaboration with the Council and other partners. In addition, Dundee City Council was awarded the Wright Sustainability Award for the second year in a row, this is a judges' discretionary award presented to the local authority that demonstrates best practice in sustainability, relating to the Beautiful Scotland campaign aims.</p>

### **Neighbourhood Services Performance Indicators – Annual Updates Only**



The following performance indicators are available only as annual updates and will be reported in the full year Service Plan performance review.



Performance Indicator	2023/24 Target	Short Term Trend	Long Term Trend	Notes
Percentage of food safety inspections completed for risk rated food premises, as per the Food Safety Scotland's Food Law Code of Practice (Scotland).	87%			This is a new PI and data is not yet available. A report will be available for the year end.
Percentage of serious health & safety accidents receiving a response within 48 hours	97%			There were 56 reported accidents during 2022/23, and all were assessed within time.
Percentage of tenants satisfied with the overall service provided by their landlord	90%			A new STAR survey is currently being carried out and results should be available in January 2024 for the next NS plan update and Housing Charter return.
Percentage of tenants satisfied with the overall quality of home	88%			A new STAR survey is currently being carried out and results should be available in January 2024 for the next NS plan update and Housing Charter return.

% of Rent due lost through properties being empty	1.5%			This is an annual indicator collected for the Annual Return on the Scottish Social Housing Charter. Work is ongoing by teams in housing and construction to reduce voids.
Percentage of council dwellings that are energy efficient (ESSH)	90%			EPC assessments increasing. Capital programmes on site includes energy improvement measures to our stock.
% of household waste landfilled	7%			% of household waste landfilled for 2022 has now been verified by SEPA and has reduced to 2%, which is below the national average for Scotland.
Percentage of registered private sector properties managed by an Accredited Landlord or Letting Agent	25%			Continued engagement with landlords via media such as the regular Landlords Newsletters provides a positive participation with the accreditation scheme.
Percentage of household waste recycled or composted	36.4%			The household waste recycling rate for Dundee City Council has now been reported by SEPA as 33.8% for 2022, although this is an improvement from the previous year, Officers are currently engaging with SEPA to include additional metals recycling from the Energy from Waste residues which will further improve this rate once the amendment has been reviewed and accepted.


## NS Actions






Each action contained within the Service Plan can be seen in the table below. The table contains and assessment of progress toward completion in the target timescale





<b>Status</b> 	The green arrow indicates that the action has started and at the point of assessment is expected to be completed within timescale
<b>Status</b> 	The amber spot indicates that the Action is behind schedule.
<b>% Progress</b>	This is an assessment made by the lead officer of the amount of progress of the action toward completion.





Status	Action	% Progress	Due Date	Notes
	Establish a Low Emission Zone in Dundee by 2020 to contribute to the broader city objectives and the vision to create a healthy, vibrant and attractive city by protecting public health through improving air quality.	80%	31 Mar 2024	The Dundee Low Emission Scheme was introduced on 31 May 2022 after receiving Scottish Ministerial approval for the proposed scheme. A two-year grace period from enforcement of the LEZ requirements is in place until 30 May 2024. The installation of on-street enforcement infrastructure, signage and back-office enforcement systems are set to completed prior to enforcement commencing, with aspects such as LEZ road-markings and automatic number plate recognition (ANPR) camera installations already completed.
	Manage waste sustainably by reducing, reusing, recycling and recovering waste to improve resource efficiency whilst working towards a circular economy.	35%	31 Mar 2032	The Waste Team has been working on a number of activities since the last update to help reduce waste and increase recycling.  There has been a review of the signage at our household waste recycling centres with a range of new signs being designed and installed to help site users maximise the recycling and re-use of the materials they bring on



				<p>site, a waste analysis was undertaken in June to establish the most up to date composition of our household waste to inform future policy decisions and gauge the effectiveness of our current system and we are in the process of designing a mobile App for launch later this year, to help householders identify what goes in each bin as well as setting reminders for collections and signposting them to information and advice in relation to recycling and re-use.</p> <p>The team have also been participating in the Dundee Climate Fund preparations with colleagues from the Council's Sustainability Team and will be supporting the screening of applications and funding recommendations going forward.</p>
	<p>Provide further opportunities for pedestrianised areas, pocket-parks and support empowered communities to be partners and leaders on local plans and initiatives to develop biodiversity, local food growing and community spaces.</p>	35%	31 Mar 2027	<p>This action promotes further development of pedestrianised areas (former roads now restricted to pedestrians) alongside other initiatives that transform spaces from car to community, social and biodiversity use. The transformation of Union Street into a welcoming and vibrant pedestrianised area continues to be led by Unesco City of Design, who are currently encouraging further engagement in the codesign process. In addition, elected members recently agreed environmental improvements at three locations along Perth Road at Sinderins, Pennycook Lane and Millers Wynd. Working with LACD and V&amp;A Dundee, the Council is progressing plans for a COVID19 memorial garden at the junction of Moncur Crescent. In addition to the above, the action recognises the ability of supported communities to be partners and leaders on local plans and initiatives which diversify greenspaces. To that extent Local Community Planning Partnerships (LCPP) have actions in their Local Community Plans to focus on the opportunities that local green and open spaces present locally which further the wider biodiversity and community food growing aspirations of the city. All LCPP areas are in the process of making a focus of this by bringing together local people, organisations and council officers to share good practice and further the actions in their local plans. The Dundee Community Food plan continues to be drafted. Organisations in Dundee's Community Growing Network have benefitted from the Dundee Climate Fund, further expanding their reach and impact in the city.</p>

	Deliver the action plan to reduce waste, and reuse or recycle more	45%	31 Mar 2027	The Council currently has a comprehensive list of 41 actions that form part of the Waste Strategy 2020-25 and a number of these actions have already been delivered along with the monitoring and delivery of further actions which address waste reduction, re-use & repair and recycling improvements and the progress of these actions will be shared as an update on a regular basis via the reporting portal.
	Maintain momentum in energy efficiency and wall insulation programmes to reduce fuel poverty for children and families	60%	31 Mar 2027	Redesign and costing exercises completed and committee recently approved the external wall insulation programme for Fleming Gardens, Glenprosen, Lawton and Linlathen Phase 1. An internal wall insulation pilot was also approved for us to evaluate this route as a possible future option also.
	Maximise participatory budgeting in all forms	90%	31 Mar 2027	Our agreed approach to PB, building on lessons learned from Dundee Decides, is that PB need to be embedded across different services and budgets.
	Increase community use and ownership of Council owned assets	60%	31 Mar 2027	Commitment to overhaul DCC's community ownership and lease system was agreed as an action from the BVAR follow up. It is anticipated that this should come to committee in early 2024.
	Build affordable houses that meet community needs	45%	31 Mar 2027	There have been 89 completions to September 2023 and the target of 200 completions will be considerably exceeded by the year end.

	Develop youth activities via CLD youth workers teams	75%	31 Mar 2025	We have 3 youth work team working in Dundee East, West and Central delivering youth activities across areas with highest SIMD.
	Target work to the most disadvantaged communities including focused local fairness initiatives in Linlathen and Stobswell West	80%	31 Mar 2025	Community engagement in the format of Narrative Inquiries now completed for both wards. A Narrative Inquiry is a community engagement exercise where peoples lived experience of their community is used to identify community priorities.
	Review management of risk assessment process including development of inventory and completion of Annual Assurance statements	80%	31 Mar 2023	Significant progress is noted in this area, with all frontline environmental risk assessments relating to waste, street scene and grounds maintenance up to date and being regularly monitored and reviewed through the development of a Risk Assessment Management Schedule (RAMS) monitoring tool. This is also being developed and planned more widely within Regulatory, Construction and Community Safety, in the current annual programme, as part of the wider management of risk assessments across the many diverse operational and technical services managed within Neighbourhood Services. Outstanding actions remain to develop and implement RAMS for Regulatory (developed but not implemented), Construction (being developed) and Community Safety Resilience (not started). This work is included in the health and safety team's action plan for 2023-24.
	Integrated Housing Management System (IHMS)	50%	31 Mar 2024	Good progress has been made over last few months. From cycle 1 modules we are now live with Tenancy Supports, Estates, Information management and Feedback

	Modernisation of Construction Services	65%	31 Mar 2024	Device Roll out underway to all trades and due to conclude end of October.
	Complete the annual rent consultation exercise	50%	31 Mar 2027	The annual rent consultation started on 1st November 2023 and will close on 23rd December. Proposals for the rent increase for 2024/5 will be presented to Committee in January 2024.
	Review Not Just a Roof Housing Options and Homelessness Strategic Plan 2016 – 2021	60%	31 Dec 2023	We are still working with our Rapid Rehousing Transition Plan and are in the final year of this. All learnings from this will inform the new strategic plan which will be delivered by the end of the year 2023.
	Review revised Waste Charter Code of Practice once published & conduct impact/cost-benefit analysis	25%	31 Dec 2026	The Council has responded to the Circular Economy (CE) Bill consultation and Financial Memorandum that refers to the design and implementation of the Revised Charter and Code of Practice and the next stage is with the Scottish Government pending the approval of the CE Bill.