

ITEM No ...5...

**REPORT TO: COMMUNITY SAFETY & PUBLIC PROTECTION COMMITTEE AND
NEIGHBOURHOOD SERVICES COMMITTEE - 19 NOVEMBER 2018**

REPORT ON: NEIGHBOURHOOD SERVICES SERVICE PLAN 2018-22

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 350-2018

1.0 PURPOSE OF REPORT

1.1 To present the Service Plan for Neighbourhood Services for the period 2018-2022.

2.0 RECOMMENDATIONS

2.1 It is recommended that elected members approve the attached service plan.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no direct financial implications arising from this report.

4.0 BACKGROUND

4.1 This Service Plan reflects the next tier of the performance management framework and addresses the key outcomes in the City Plan 2017-26 and Council Plan 2017-22 where Neighbourhood Services are responsible to deliver actions or achieve targets towards improving various outcomes.

4.2 Neighbourhood Services is a strategic service area that has responsibility for a wide range of functions organised into the service areas of Housing and Communities, Community Safety and Protection and Environment.

4.3 The plan summarises what each of the service areas do, their key performance indicators and priority projects and describes how the 11 priorities for Neighbourhood Services outlined in the Council Plan 2017-2022 will be delivered. It also includes Neighbourhood Services actions required under the City Plan for Dundee 2017-2026 and the Fairness Commission Action Plan 2016. These priorities are detailed below:

- Reducing levels of anti-social behaviour
- Creating stronger, more resilient, influential and inclusive communities and neighbourhoods
- Improving the life chances for people of all ages through learning, personal development and active citizenship
- Keeping people safe and protected from health hazards
- Providing a fair trading environment for consumers and businesses
- Improving the housing quality of private sector tenants especially the elderly and those vulnerable to adverse living conditions
- Leading the city in safeguarding the environment and enhancing health for current and future generations
- Recycling waste to meet Scotland's zero waste ambitions
- Providing sustainable waste management systems which comply with national policy and legislation and achieve Scottish government targets
- Implementing air quality strategies supporting cleaner air for Scotland
- Managing our public open spaces and outdoor sporting and recreational facilities

4.4 The Neighbourhood Services (NS) Service Plan introduces additional (to the plans referred to above) performance measures for each specific service area. These performance indicators and key projects support the 11 NS priorities and are designed to accompany and compliment the first tier performance measures. These include the following:

- Key performance indicators and projects already agreed by the Council in the Council Plan, City Plan and Fairness Commission Action Plan.
- Additional measures to the above so that all Neighbourhood Services indicators are contained within a performance framework.
- Quality performance indicators from the Local Government Benchmarking Framework (LGBF). It should be noted that satisfaction performance indicators are based on the results of the Annual Citizens Surveys except where otherwise described.

4.5 The plan therefore links Council priorities with service area activities and the associated performance measures and projects. A number of performance indicators results are marked as not available. This denotes performance indicator information which is not available because:

- It is a new performance indicator where there is no historical data.
- Information is not yet available for the current Neighbourhood Services structure.
- Current results have yet to be published (such as the Annual Citizens Survey for this year).
- Data collection systems are being reviewed.

4.6 Upon approval by committee of the attached plan, the performance indicators, targets and actions will be monitored through the Council's performance management monitoring system. Lead officers will update this system with the latest performance figures and updates on delivery of actions within prescribed timescales. This aids performance management and the production of monitoring reports including:

- Regular reviews by the Neighbourhood Services Management Teams;
- Corporate reports covering the Council Plan, City Plan and Local Government Benchmarking Framework (LGBF); and
- Reports to the committees of Neighbourhood Services and Community Safety and Public Protection.

5.0 POLICY IMPLICATIONS

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

6.0 CONSULTATIONS

6.1 The Council Management Team have been 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

25th October 2018

Neighbourhood Services

SERVICE PLAN

2018 - 2022



Dundee City Council
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FOR THE FUTURE**

ITEM No ...5...

OVERVIEW OF NEIGHBOURHOOD SERVICES

Neighbourhood Services is a strategic service area that has responsibility for a wide range of functions organised into the service areas of Housing and Communities, Community Safety and Protection and Environment. Neighbourhood Services aims to respond to people's needs and deliver best value, fairness and sustainability by creating stronger, more resilient, influential and inclusive communities and neighbourhoods. Our aim is to work closely with our partners and communities to create thriving neighbourhoods and improve the quality of life for the people living in them.

Purpose of the Neighbourhood Services –Service Plan 2018 to 2022

This plan describes how the 11 priorities for Neighbourhood Services described in the Council Plan 2017 – 2022 (and repeated in the panel below) will be achieved. It also includes Neighbourhood Services actions required under the City Plan for Dundee 2017 -2026 and the Fairness Commission Action Plan 2016. These plans provide a first tier of performance indicators and key projects for Neighbourhood Services.

This Neighbourhood Services (NS) service plan introduces additional (to the plans referred to above) performance measures for each specific service area. These performance indicators and key projects support the 11 NS priorities. They are designed to accompany and compliment the first tier performance measures.

The performance framework consist of:-

- Key performance indicators and projects already agreed by the Council in the Council Plan, City Plan and Fairness Commission Action Plan.'
- Additional measures to the above so that all Neighbourhood Services are contained within a performance framework
- Quality performance indicators from the Local Government Benchmarking Framework (LGBF). It should be noted that satisfaction performance indicators are based on the results of the Annual Citizens Surveys except where otherwise described.

The plan therefore links Council priorities with service area activities and the associated performance measures and projects.

A number of performance indicators are marked as N/A. This denotes performance indicator information which is not available because:-

- It is a new performance indicator where there is no historical data
- Information is not yet available for the current NS services structure
- Current results have yet to be published (such as the Annual Citizens Survey for this year)

- Data collection systems are being reviewed

Monitoring and review

Performance will be monitored by:-

1. Regular reviews by the Neighbourhood Services management teams,
2. Corporate reports covering the Council Plan, City Plan and the LGBF,
3. Reports to the committees of Neighbourhoods Services and Community Safety and Public Protection.

Neighbourhood Services Priorities

1. Reducing levels of anti-social behaviour
2. Creating stronger, more resilient, influential and inclusive communities and neighbourhoods
3. Improving the life chances for people of all ages through learning, personal development and active citizenship
4. Keeping people safe and protected from health hazards
5. Providing a fair trading environment for consumers and businesses
6. Improving the housing quality of private sector tenants especially the elderly and those vulnerable to adverse living conditions
7. Leading the city in safeguarding the environment and enhancing health for current and future generations
8. Recycling waste to meet Scotland's zero waste ambitions
9. Providing sustainable waste management systems which comply with national policy and legislation and achieve Scottish government targets
10. Implementing air quality strategies supporting cleaner air for Scotland
11. Managing our public open spaces and outdoor sporting and recreational facilities

Neighbourhood Services-Service wide performance indicators and projects

There are a number of indicators and projects, mainly around governance, human resource management and Health & Safety which we will monitor and aim to improve across the whole of Neighbourhood Services. Performance indicators and targets for these measures and specific projects can be seen in the tables below:

Key Performance Targets and performance indicators (PIs)	2016/17	2017/2018 Actual	Target 2017/18	Target 2019/20
Staff Absence Levels				
Average FTE sick days lost per FTE Employee	Not available	Not available	10 days	10 days
Health & Safety – Reduction in number of days lost due to health & safety incidents	277	241	241.5	218 days
Reduce the level of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reportable accidents	10 days	10 days	10 days	9 days
Reduce the number of occupational health surveillance appointments not attended	39 days	54 days	53 days	48 days
Percentage of staff receiving an Employee Performance & Development Review within 12 months	Not available	Not available	100%	100%

KEY Projects	Expected Outcome	Completion Date
Develop the Healthy Working Lives initiative across Neighbourhood Services to gain the Silver award	Improved health opportunities for employees	December 2019
Complete an Annual Assurance Statement for health & safety risk assessments completed within their review period	Risk assessments are up to date within the review period	June annually

HOUSING & COMMUNITIES

Housing overview

Housing along with Communities contributes generally to all 11 Neighbourhood Services priorities and Housing more specifically to priorities 2 and 3.

The service area brings together services that play a vital role in the lives of many people.

Housing deliver services to over 12,000 council houses including Repairs and Maintenance, Housing Options & Lettings and Tenancy Estate Management. We also aim to facilitate the building of 1,000 new units of affordable housing by April 2021 sustaining and regenerating communities by providing good quality housing that is affordable and energy efficient.

Main activities:

- Provide housing which is high quality, affordable and efficient to heat.
- Work with the Scottish Government and partner agencies to maximise affordable housing provision within the city.
- Ensure that Council housing stock is maintained to the Scottish Housing Quality Standard (SHQS) and meets the Energy Efficiency Standard for Social Housing (EESH) targets
- Prevent and reduce homelessness through early intervention.
- Tackle homelessness by implementing our 'Not Just a Roof' Housing Options and Homelessness Strategy - Rapid Rehousing transition planning and Housing First.
- Implement tenancy sustainment and estate management strategies so that estates are well managed
- Work with Community Safety and Protection to tackle anti-social behaviour and improve community safety.

Key Performance Targets and performance indicators (PIs)	2016/17	2017/18 Actual	Target 2017/18	Target 2019/20
Percentage of tenants satisfied with the overall service provided by their landlord (Indicator from the Scottish Social Housing Charter)	89.34%	90%	87%	90%
Percentage of tenants satisfied with overall quality of home (Indicator from the Scottish Social Housing Charter)	88%	91%	88%	91%
Number of Council and Registered Social Landlord new housing completions	138	62	200	600
% of gas safety certificates obtained within 12 months	98.9%	99.42%	99.9%	100%
Percentage of new tenancies sustained for more than one year	91%	86.87%	90%	90%
% of lets to statutory homeless	42.3%	40.52%	45%	45%
Average length of time taken to complete emergency repairs	14.12hrs	8.91hrs	6hrs	6hrs
% of reactive repairs completed within timescales	75.61%	86.83%	82%	85%
% of reactive repair jobs completed right first time	73.68%	85.79%	82%	85%
Average days taken to re-let properties	50.65 days	50.26 days	50 days	45 days
% of lets to BME groups	3.3%	3.7%	3.3%	3.3%
% of tenancy offers refused during the year)	50.1%	48.85%	47%	45%
%Gross rent arrears	6.2%	6.98%	6.4%	6.4%
% of rent lost through properties being empty	1.34%	1.53%	1.5%	1.4%
% of properties at or above NHER / SAP levels *	100%	100%	100%	100%
Average time to complete non-emergency repairs	11.56 days	4.1 days	9 days	9 days
Percentage of Council dwellings that are energy efficient (ESSH)	69%	71.6%	75 %	100%

Key Projects	Expected Outcome	Completion Date
Review temporary accommodation to ensure it meets changing needs going forward	Introduce “Housing First and Rapid Rehousing” and put in place the necessary revised types and numbers of temporary	April 2019
Complete Rapid Rehousing Transition Plan (RRTP)	Reduce and prevent homelessness	December 2018

*NHER is the National home Energy rating and SAP is the Standard Assessment Procedures

Communities Overview

Community Learning and Development (CLD) supports disadvantaged or vulnerable groups and individuals of all ages. We focus on bringing about change in the lives of individuals and communities by engaging in learning, personal development and active citizenship.

This service plays a lead role in supporting the engagement of all communities in the future delivery of public services. This role includes improving life chances and developing resilient and influential communities. Tenant Participation is a statutory requirement carried out by the Community Regeneration Team.

Communities are responsible for services including Youth Work & Adult Learning, Community Regeneration and Community Partnerships. The service also has a link to the Health and Social Care Partnership through the Community Health Inequalities Team.

The service wishes to build on the success of the “Dundee Decides” exercise by increasing the number of citizens and organisations engaged in Local Community Planning Partnerships (LCP’s).

Main activities:

- Leading on empowering local communities including involvement in service design and delivery.
- Providing learning and social development work with individuals and groups in communities, with a particular focus on learning for adults, learning with young people,
- Reducing health inequalities.
- Creating a strong network of community facilities across the city by, for example, local management of community centres.
- Local Community planning

- Asset transfer and Participatory Budgeting

Key Performance Targets and performance indicators (PIs)	2016/17	2017/18 Actual	Target Year 2017/18	Target 2019/20
Number of Dundee Citizens engaging in Community Learning & Development (CLD) Programmes	6872	6842	7028	7184
Percentage of Dundee Citizens from SIMD 1 & 2 actively engaged in CLD	54%	49.8%	60%	65%
Number of adult learners engaging in CLD	3826	3902	3567	3800
Number of young people engaging in CLD Programmes	3801	3427	3000	3000
Percentage of young people from SIMD 1 & 2 engaging in CLD Programmes	Not available	Not available	50.8%	53%
Number successfully completing accredited awards *	Not available	Not available	840	900
Number of volunteers supporting CLD Programme delivery	Not available	Not available	280	300
Number of adults & young people engaged in CLD Employability Programmes	Not available	Not available	1215	1500
Number of adults & young people engaged in CLD Health & Wellbeing Programmes	Not available	Not available	2431	2800
Number of Health, Wellbeing & Inequalities training session delivered.	Not available	Not available	16	16
Number of young people engaged in Diversionary Learning Programmes	2000	1634	1600	1700
Number of people consulted on Community Planning issues	Not available	Not available	8000	8000
Number of Local Community Planning Partnerships	8	8	8	8
Number of Community Representative Structures e.g. Community Councils, LCPP's, Dundee Youth Council, Tenants Groups, Community Centre Management Groups, Community Regeneration Forums	Not available	Not available	30	30
Number of Asset Transfers Completed	Not	Not	5	10

	applicable	applicable		
Number of people attending Community Facilities	409,000	395,058	400,000	420,000
Number of Community Facilities run in partnership with local management groups	Not available	Not available	6	6
Number of people attending Community festivals, Galas & Cultural Events	Not available	Not available	2500	4000
Number of groups receiving capacity building support (long term and short term)	Not available	Not available	210	210

*For example, Duke of Edinburgh's Award, Youth Achievement Awards, SQA modules, Adult Achievement Award, Royal Environmental Health Institute of Scotland Elementary courses

KEY Projects	Expected Outcome	Completion Date
Work with schools to provide enhanced provision to support S1-S3	Increased levels of confidence and improve mental health & wellbeing within this age group	December 2019
Develop and implement volunteer opportunities for young people	Increased levels of confidence and improve mental health and wellbeing within this age group	March 2022
Introduce and promote the use of social media for Community consultation	A growing sense of place and delivery of local improvements by participating and empowered communities	March 2022
Relaunch local community planning partnerships	A growing sense of place and delivery of local improvements by participating and empowered communities	April 2019
Develop a framework for evaluating Community Planning outputs	A growing sense of place and delivery of local improvements by participating and empowered communities	December 2019
Increase Community Asset Transfer	Increase in community bodies involved in asset transferor participation requests	April 2020
Develop a plan and framework for participation requests	A growing sense of place and delivery of local improvements by participating and empowered communities	December 2018
Pilot and mainstream participatory budgeting	Increase number of Dundee citizens engaged in Participatory budgeting	April 2020

ENVIRONMENT

Environment overview

The Environment service aims to enhance the quality of life of all our citizens and make Dundee a great place to live, work and visit.

The service manages and develops Dundee's public physical environment and fosters civic pride by encouraging all to care for Dundee's outstanding environment.

It also covers all aspects of waste strategy and policy. This includes maximising recycling to achieve local and national targets set out in the Zero Waste Plan, Household Waste Recycling Charter and Associated Code of Practice.

Under a partnership with Angus Council, the service is now responsible for the management of the Dundee and Angus Residual Waste Partnership. This multi million pound contract was agreed in November 2017 and covers a 28 year period during which residual waste will be treated through a waste to energy plant. A newly constructed plant will generate heat and electricity for neighbouring companies contributing towards city wide carbon reduction targets and future district heating networks. In addition to securing employment, the contract also provides a range of community benefits to both authorities such as apprenticeships, support for local businesses and contributes to environmental initiatives and strategies

Main activities – Waste Management

- Provide an efficient waste collection, recycling and disposal service
- Encourage householders to maximise recycling in the city
- Implement a long term strategic waste to energy solution for the city

Main activities – Environment

- Efficiently manage and develop the Council land asset and associated facilities.
- Deliver well governed, vibrant, efficient and effective services which maximise the quality and bio-diversity of open spaces, parks, streets and other assets under the Division's control.
- Deliver a dignified and efficient bereavements service and provide for future need for burial grounds

- Promote and increase participation in outdoor sport and physical activity with strategic partner's from foundation to excellence level through the management and development of facilities
- Encourage community/stakeholder ownership and involve citizens in their neighbourhoods, including parks, streets and open space.
- Provide advice to independent community growing projects
- Deliver Dundee's Cycling Strategy which will improve health and encourage sustainable travel

Key Performance Targets and performance indicators (PIs)	2016/17	2017/18 Actual	Target 2017/2018	Target 2019/20
Percentage of household waste recycled or composted	34%	36.5%	40 %	48%
% of household waste landfilled	6.2%	6.2%	7%	6.5%
Annual Citizens Survey - Percentage of adults very satisfied or fairly satisfied with refuse collection	99%	Not available	99%	99%
Street cleanliness score- Streets (A and B) cleaned to an acceptable standard	92%	89.3%	94%	94%
Percentage of adults very satisfied or fairly satisfied with the cleanliness of streets	94%	Not available	95 %	97%
Percentage of Dundee citizens very satisfied or fairly satisfied with quality and maintenance of & open spaces	98%	Not available	99 %	99%
Percentage of residents who were very satisfied or fairly satisfied with the natural environment in the neighbourhood	100%	Not available	100%	100%
Percentage of residents who were very satisfied or fairly satisfied with areas for children to play outside	87%	Not available	90 %	93%
Percentage of residents who felt that their neighbourhood was a very good or fairly good place to live.	97%	Not available	98%	99%
Increase the number of Keep Scotland Beautiful (KSB) Green Flags awards achieved.	5	6	6	6
Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry)	1	1	1	1
Retain the KSB City Category Award	1	1	1	1
Percentage of racist or offensive graffiti cleaned within target time of 24 hours from complaint received	Not available	Not available	98%	98%

KEY Projects	Expected Outcome	Completion Date
Deliver new Waste to Energy Plant	A modern energy from waste plant which will generate electricity and steam for local use whilst meeting the Scottish Government's Zero Waste priorities.	Dec 2020
Advance communication and behavioural change in promoting recycling.	Improved recycling rates	Dec 2022
Review and advance the Take Pride in Your City campaign	More individuals and groups making a difference in neighbourhoods, parks and open space on littering, dog fouling, fly-tipping, discarded chewing gum	Dec 2020
Continue to develop the six community gardens and allotments	Meet the Fairness Commission objective to combat poverty through action to reduce poverty in Dundee by addressing; Stigma and Social Inclusion; Work and Wages; Reducing the Education Gap; Benefits, Advice and Support; Housing and Communities (including food and fuel poverty); and Improving Health.	March 2022
Develop and implement the Biodiversity Duty Delivery report	The plan aims to enhance and maintain Dundee's biodiversity through:- <ul style="list-style-type: none"> • Identified Locally Important Nature Conservation Sites and wildlife corridors • Partnerships; awareness raising; community engagement. 	April 2019

COMMUNITY SAFETY & PROTECTION

Community Safety and Protection delivers a wide range of services to keep people who live in, work in and visit Dundee safe and healthy. These cover the functions of Environmental Health, Trading Standards and Private Sector Housing.

Community Safety and Resilience are responsible for the Community Safety Wardens service and the Antisocial Behaviour team. This service also co-ordinates the Council's civil contingencies and resilience role.

All our regulatory services provide advice and information to their clients. Enforcement action is covered by a range of local and national policies and codes of practice.

Regulatory Services overview

Food Health & Safety

This team carries out two main statutory duties for the Council:

As the city's Food Authority the service implements UK and EU law official food controls.

As the enforcing authority for Health and Safety at Work legislation the team carries out interventions to protect employees and the public in the private services sector. Activities covered includes catering, warehouses, entertainment, recreational and cosmetic services to list a few. (N.b. the Health& Safety Executive is responsible for the enforcement of health and safety legislation in workplaces such as hospitals, factories, local authorities, and agriculture and construction sites.)

The team provides an advisory and regulatory service for community and public events such as concerts and festivals. The welcome increase in such events in recent years has placed additional demands on the service.

Main activities:

- Delivery of a food hygiene and food standards inspection programme for all food businesses in Dundee
- Reacting quickly to actual or potential food poisoning outbreaks and food alerts.

- Taking action to tackle food crime
- Checks on ensuring food is what it is claimed to be (labelling, sampling etc.)
- Investigating consumer complaints.
- Provide a food safety and standards advisory service to all council food operations

Health and safety at work etc.

Main activities:

- A programme of annual workplace visits on e.g.-
 - Gas appliances in caterers
 - Nurseries and Care homes
 - Piercers, tattooists and sun bed parlours
 - Events and Festivals
 - Workplace transport
 - Systems checking for legionella and asbestos
- Respond quickly to notifications of workplace/service related infectious diseases
- Investigate serious workplace accidents
- Investigate complaints from the public and employees
- Offer advice and guidance on complying with legislation

Key Performance Targets and performance indicators (PIs)	2016/17	2017/18 Actual	Target 2017/18	Target 2019/20
Percentage of serious health & safety accidents and incidents receiving a response within 48 hours	98%	97%	97%	97%
Percentage of communicable disease cases and outbreaks investigated within 48 hours of being brought to our attention	100%	100%	100%	100%
Percentage of food safety and food hygiene complaints and advice requests receiving a response within 48 hours	96.14%	97%	97%	97%
Percentage of food premises deemed to be broadly compliant	84.45%	88.2%	90%	92%

KEY Projects	Expected Outcome	Completion Date
Comply with the Food Standards Scotland (FSS) codes of practice and achieve satisfactory results in FSS food service audits	FSS and consumers are assured that Dundee City Council has adequate arrangements and resources to carry out its food safety and standards obligations.	December 2022
Review service arrangements for ensuring safe and legal events	Ensure all events both large and small comply with environmental health legislation	April 2019
Carry out an annual programme of health & safety interventions	Improved standards of health and safety in the premises visited	December 2022

Environmental Compliance

The Environmental Compliance team have a key role in controlling and influencing the physical and living environments and how these affect those who live and work in the city.

The team aim to achieve an early resolution of complaints reported or of problems detected by proactive monitoring to avoid an escalation or worsening conditions.

Main activities:

- Fly tipping and litter
- Domestic and trade waste storage and presentation
- Smoking prohibition
- Monitoring standards in alcohol licensed premises
- Civic licensing standards including taxis
- Tackling domestic anti-social noise
- Port health inspections
- Coordinating training for environmental health students/ trainee graduates.

Key Performance Targets and performance indicators (PIs)	2016/17	2017/2018 Actual	Target 2017/18	Target 2019/20
Average time between time of complaint and attendance on site for domestic noise complaints dealt with under Part V of the ASB (S) Act 2004	0.3 hours	0.4 hours	0.5 hours	0.5 hours
Service Area - % of environmental incivilities (fly-tipping, litter etc.) complaints receiving a response within 48 hours (2 working days)	Not available	Not available	95%	95%
Service Area -% of alcohol licensing applications for which comments or observations provided within statutory time period (21days)	Not available	Not available	100%	95%

KEY Projects	Expected Outcome	Completion Date
Monthly commercial business premises programme of waste 'duty of care' compliance checks combined with Smoking Prohibition compliance monitoring	To ensure businesses have appropriate waste disposal contracts in place and thereby reduce the likelihood of fly tipping by business operators	Subject to Quarterly Annual Review
	To ensure that those responsible for wholly or substantially enclosed premises where the public have access have a smoking prohibition policy in place and manage compliance	March 2022
Weekly litter awareness patrols	To deter littering in public areas	March 2022
Inspections of licensed premises	To proactively monitor compliance with licence conditions both mandatory and local. To instigate appropriate action to resolve any non-compliances found. Thereby improving and maintaining standards of licensing compliance throughout the City	March 2022

Arrange for the twice monthly Taxi/Private Hire car knowledge tests	To accommodate persons making application for a Taxi driver badge or Private Hire badge	March 2022
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Environment and Public Health

Environmental issues such as air quality, contaminated land and noise are important in all aspects of city life. These are particularly important when planning for the future. The work of the team is a combination of fulfilling that proactive role, combined with speedy interventions to solve local environmental conditions.

The team leads the Corporate Air Quality Steering Group in tackling elevated levels of pollutants such as nitrogen dioxide (NO₂) and particulate matter (PM₁₀, PM_{2.5}) through the Local Air Quality Management regime. This compliments the actions within the Scottish Government's strategy, Cleaner air For Scotland, and it's vision to make Scotland's air quality the best in Europe.

The team provides a Pest Control Service to help prevent disease and nuisance by treating and providing advice, controlling insect and rodent infestations and to help resolve and prevent problems caused by seagulls and pigeons

Main activities:

- Air Quality monitoring and assessment including the submission annually of the Air Quality Progress Report to the statutory consultees
- Performing a lead role in the Corporate Air Quality Steering Group
- Dealing with air pollution complaints (domestic, commercial and industrial).
- Remediating land that meets the definition of contaminated land in terms of Part IIA of Environmental Protection Act 1990.
- Investigating and resolving of a wide range of complaints of statutory nuisance (noise intrusion, drainage problems, light nuisance, offensive odours, water penetration etc.) that could give rise to a public health risk.
- Protect residential amenity and the environment through the planning process in respect of noise, contaminated land and air quality and odour.
- Provide a wide range of proactive pest control treatments and advice
- Deal with dog fouling, stray dogs and with dogs deemed to be "out of control"
- Raise awareness of the dangers in the home and provide information on making homes safer.

Key Performance Targets and performance indicators (PIs)	2016/17	2017/2018 Actual	Target 2017/18	Target 2019/20
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% of pest control complaints receiving a response within 5 days.	Not available	Not available	97%	97%
% of public health complaints (general) receiving a response within 48 hours	97.5%	99.2%	98%	98%
Number of public health complaints resolved as a % of those investigated	98%	98.4%	98%	98%
% of stray dog complaints receiving a response within 48 hours	Not available	Not available	Not available	100%
% of dog fouling complaints responded to within 72 hours	Not available	Not available	Not available	99%
Domestic noise complaints (Non Part V Anti-social Behaviour etc. (Scotland) Act 2004 average response time (in hours)	5.6	5.0	9	9

KEY Projects	Expected Outcome	Completion Date
Implement the Cleaner Air for Scotland – The Road to a Healthier Future Strategy (CAFS). (CP)	Work with partners to deliver actions contained within this strategy and assist the Scottish Government with the review of CAFS	December 2020
Working with City Development to deliver the 2017 Programme for Government commitment of introducing a Low Emission Zone in Dundee	Working alongside the Council’s City Development service and key stakeholders as a part of the Dundee Low Emission Zone Delivery Group to identify the most appropriate design for the low emission zone and introduce this as per the appropriate legislation once finalised.	December 2020

Trading Standards

The Trading Standards service plays a key role in our local community: helping consumers, tackling unfair and unsafe trading practices and providing support for business. This work takes place in both the physical and online market place. The goal is maintaining a ‘level playing field’ for business, and the consumer protection for individuals.

Regulation work falls into four main categories: Metrology (weights and measures), Fair Trading, Product Safety and Animal Health & Welfare. This work fulfils a number of statutory duties placed on the Council.

Main activities:

- Risk assessed statutory inspections to Dundee businesses.
- Investigating consumer complaints in relation to Trading Standards enforced legislation
- Ensuring consumers and business are protected from misrepresentation involving goods and services. Areas include pricing, descriptions, trademarks and counterfeiting.
- Providing a weights and measures calibration service for local businesses traceable to National Standards.
- Routine intelligence lead projects to enforce consumer protection legislation in relation to the sale of goods and services.
- Regulate the safety of goods available for supply to consumers and the registration of dangerous substances e.g. petroleum spirit.
- Regulate the sale of age restricted products (including tobacco and nicotine vaping products but not alcohol).
- Regulate the health and welfare of animals locally. This includes the control of animal feedstuffs and fertilisers. This covers animal movements, diseases, emergency planning, controls at the port and airport, as well as the investigation of the illegal importation and sale of animals in the area.
- Providing a consumer advice service including civil complaint resolution.
- Provision of business advice on legislation to aid competitiveness/compliance levels.
- Provides advice and intervention to Dundee businesses who are the victims of misleading/comparative advertising.
- Raise awareness levels to the various forms of scams and take appropriate enforcement action.
- Run the Dundee Trusted Trader scheme to provide an alternative for consumers contracting with rogue doorstep traders and improve business standards locally.

Key Performance Targets and performance indicators (PIs)	2016/17	2017/2018 Actual	Target 2017/18	Target 2019/20
Percentage Consumer Complaints completed within 14 days	81.7%	83%	80%	80%
Percentage business advice requests completed within 14 days	88%	97.8%	95%	95%
High risk premises enforcement programme percentage completed (TS)	100%	100%	100%	100%
Percentage of customers satisfied or very satisfied with	95%	100%	95%	95%

the service they receive (TS Satisfaction survey)				
Percentage of Tobacco Sellers test purchased	10.4%	10.2%	10%	10%
Percentage of tobacco sellers given advice	21.2%	77.4%	20%	20%
Percentage of Nicotine Vapour sellers test purchased	Not available	Not available	10%	10%
Percentage of Nicotine Vapour sellers given advice	Not available	Not available	20%	20%

KEY Projects	Expected Outcome	Completion Date
Develop the APSE Trading Standards Performance Network	Agree in conjunction with APSE a series of benchmarking statistics so reasonable comparisons with similar local authorities can be made ('family groups') and best practice identified.	March annually
Protect Dundee citizens from scams (doorstep callers/nuisance calls/junk mail/internet) – joint project with Community Safety	Through partnership work with Community Safety, Police Scotland, Health & Social Care, Third Sector and local banks raise awareness to scams locally and take necessary/proportionate enforcement action to minimise future harm. Explore mediums and increase promotional activities for the Trusted Trader scheme to provide alternatives to contracting with doorstep tradesmen.	March annually
Reduce the incidence of age restricted products getting into the hands of young people. To promote public health in Dundee through ensuring compliance with tobacco and e-cigarette/vaping legislation. This is to meet Scottish Government targets as they currently fund an officer to ensure this occurs.	Provide advice visits to 20% of retailers registered to sell tobacco and vaping products per annum. Carry out an underage test purchasing exercise at 10% of retailers registered to sell tobacco and vaping products per annum.	March annually
Produce a detailed operational plan incorporating projects to meet statutory requirements. The plan includes intelligence led projects designed to meet the changing needs of consumers/business and	Complete targets	March annually

reflects the Consumer Protection Partnership national priorities		
Create Regulatory Services customer satisfaction survey system.	Development of low cost digital customer satisfaction system.	March 2019

Private Sector Services

Dundee has over 17,000 registered private rented properties, owned by in excess of 10,000 landlords. As a university city, Dundee also has around 1,700 Houses in Multiple Occupation. Improving housing quality within the private sector is essential to improve the lives of private sector tenants.

A major issue is building conditions particularly with common repairs in the tenement stock. The ability to progress common repairs is often frustrated by the mixed ownership and tenures within the individual buildings coupled to a lack of factoring.

The team works closely with other services with a role in protecting private sector tenants such Environment Health, Environmental Compliance, Trading Standards, Building Standards and Environmental Services

Main activities:

- Providing advice and assistance for tenants and landlords
- Scheme of Assistance including Care & Repair
- Dundee Landlord Accreditation (DLA)
- Work to bring empty homes back in to proper use
- Provision of web based information including 'Under One Roof'.
- Support to enable private tenants to make Repairing Standard referral to the First Tier Tribunal and Third Party Referrals.
- Issuing of Rent Penalty Notices, where appropriate
- Referral of landlords to the Licensing Committee on grounds of fitness
- Referral of landlords to the Procurator Fiscal
- Enabling common repairs through application of Missing Share legislation
- Issuing of Work Notices and Maintenance Orders, where appropriate
- Provision of Advice and Assistance under the Scheme of Assistance to improve Private Sector Housing

Key Performance Targets and performance indicators (PIs)	2016/17	2017/2018 Actual	Target 2017/2018	Target 2019/20
Percentage of registered private sector properties managed by an Accredited Landlord or Letting Agent	Not available	Not available	25%	25%
Total number of accredited private landlords	162	148	170	187
Number of applications received under the Scheme of Assistance	1242	1521	1200	1200
Number of HMO Landlord Forums	1	0	2	2
Number of West End HMO Forums	1	0	2	2
KEY Projects	Expected Outcome			Completion Date
Appoint a Private Landlord Support Officer	Develop from the Pilot Project and enhanced Landlord Support service			December 2018

Community Safety & Resilience - Overview

Anti-social Behaviour

The Antisocial Behaviour Team responds quickly to complaints and supports the victims of antisocial behaviour. Multi-agency working is essential to preventing antisocial behaviour occurring, by educating and providing alternatives for those involved in antisocial behaviour. Appropriate legal action is taken where necessary to prevent antisocial behaviour. Early intervention is recognised as key to resolving antisocial problems and to avoid escalation of issues. This service is key to delivering the Neighbourhood Services priority of reducing levels of antisocial behaviour.

The fast paced development of social media is also a contributing factor in respect of how we communicate with service users and how this also impacts on antisocial behaviour, e.g. online bullying. The service aims to ensure we are able to communicate effectively and tackle issues arising through social media.

Main Activities:

- Respond to complaints of ant-social behaviour and take appropriate legal action
- Early intervention to resolving antisocial problems and to avoid escalation of issues.
- Support the victims of antisocial behaviour
- Deliver appropriate educational messages and seek alternatives activities for those involved in antisocial behaviour

Community Safety Team

Community Safety Wardens deal with a variety of topics. They deal with service requests from the public and agencies particularly Police Scotland. Dealing with low level antisocial behaviour calls made by the public allows Police officers to concentrate on more serious crimes

Main activities:

- Dealing with calls from the public about people causing annoyance
- Intelligence Led Tasking- acting daily on information from the Police
- Collection of Drug Paraphernalia
- Assisting Police Duty Sergeants in missing person searches

- High-Visibility Patrols of Hot Spot areas to provide a reassuring visual presence in areas throughout Dundee. This can have a positive impact on the fear of crime and act as a deterrent to Antisocial Behaviour.
- Report Environmental Issues to other Council services and Housing Associations. This includes assessing potential Fire Hazards, and liaising with Scottish Fire & Rescue.
- Education, door knocking and leaflet drop exercises to support community safety initiatives - e.g. in schools, sheltered housing complexes etc.
- Where appropriate record incidents on Body Worn Video Cameras, to act as a deterrent and to ensure both staff and members of the community are safer, as well as providing evidence if necessary.
- Respond to local issues relating to Community Safety raised by partners, elected members, residents, Local Community Planning Partnerships, etc.

Key Performance Targets and performance indicators (PIs)	2016/17	2017/2018 Actual	Target 2017/18	Target 2019/20
Number of antisocial behaviour complaints	1758	Not available	1750	1670
Satisfaction with antisocial behaviour service	60%	Not available	80%	80%
Percentage satisfied or very satisfied with the Community Warden Service	87%	Not available	90%	90%

KEY Projects	Expected Outcome	Completion Date
Education	To deliver relevant Community Safety messages to secondary pupils to encourage positive behaviour and to emphasize the consequences of being involved in antisocial behaviour	March 2022
Care leaver protocol	To ensure young people exiting care are sustaining tenancies.	March 2022
Reduce level of antisocial behaviour	Improve effectiveness of Multi-agency Tactical and Co-ordinating (MATAC) meetings	March 2026

FINANCE & SUPPORT SERVICES

Finance & Support Services provide a wide range of support for Neighbourhood Services including Service Planning, Performance Management, Service Improvement, Health & Safety and financial management.

Main activities:

Quality & Performance Monitoring:

- Preparation of service plans and reviews
- Co-ordinating and development of performance management systems
- Assist service in the development of improvement strategies using schemes such as:
 - Whole Systems Thinking – Systems Thinking Empowers People
 - Public Sector Improvement Framework
- Co-ordination of benchmarking activities generally and specifically with Association for Public Sector Excellence (APSE), the Local Government Benchmarking Framework (LGBF) and Scotland's Housing Network.
- Assist services in providing efficient and effective services and meeting the requirements of external scrutiny inspection bodies.
- Provide policy, research and development support including feedback service user experience
- Monitor complaints about services including corporate complaints
- Coordinate freedom of information requests
- The team supports developing quality assurance models.

Health & Safety

- the health and safety team assists services and the Executive Director in managing of health and safety at work for employees and those affected by our work activities
- Property inspection service for all Neighbourhood Services buildings

Finance & Support Services

- Providing financial services on setting and monitoring budgets and managing financial resources

Key Performance Targets and performance indicators (PIs)	2016/17	2017/2018 Actual	Target 2017/18	Target 2019/20
Percentage of new starts completing Neighbourhood Services induction process within 12 months)	Not available	Not available	100%	100%
Monitor the number of NS Staff having Employee Performance & Development Reviews within 12 months	Not available	Not available	100%	100%

KEY Projects	Expected Outcome	Completion Date
Publish an HRA Methodology	Improved customer satisfaction with communication and consultation	October annually
Organise the annual Council house rent and service charge	Improved customer satisfaction with communication and consultation	January annually
Develop and roll out Team Briefing Guidance across Neighbourhood Services	Improved staff satisfaction with communication in three yearly Employee Survey	January 2019
Oversee the implementation of the Employee Survey Action Plan for Neighbourhood Services to be implemented by management teams	Improved staff satisfaction with communications in the Employee Survey	March 2019
Complete the Annual Return on the Charter (ARC) for the Scottish Housing Regulator	Compliance with legislation	May annually
Develop/review departmental systems for monitoring and reviewing service user feedback and implementing improvements	Improved efficiency	December 2019