

**REPORT TO: CITY DEVELOPMENT COMMITTEE – 23 SEPTEMBER 2013**  
**REPORT ON: CITY DEVELOPMENT DEPARTMENT SERVICE PLAN REVIEW**  
**REPORT BY: DIRECTOR OF CITY DEVELOPMENT**  
**REPORT NO: 389-2013**

**1 PURPOSE OF REPORT**

1.1 This report reviews the performance of the City Development Department in relation to its Service Plan 2012.

**2 RECOMMENDATION**

2.1 The Committee is recommended to note the contents of the City Development Department Service Review.

**3 FINANCIAL IMPLICATIONS**

3.1 All actions are within the Department's approved budget.

**4 BACKGROUND**

4.1 The Department has made the following improvements or sustained good performance level in its priority performance indicators.

- City centre retail unit vacancy rates (improved)
- Number of full time equivalent jobs created in existing small and medium sized enterprises through Business Gateway support (improved)
- Number of businesses assisted to trade outwith Scotland (improved)
- Number of business tourism events secured (improved)
- Percentage of category 1,2 and 3 potholes repaired within target time (sustained)
- % of staff completing EPDR process bi-annually (improved)

4.2 The following indicators have shown a decline in trend and will be the subject to detailed performance review in the period ahead

- Number of job outcomes achieved by Dundee Employability Pipeline
- Gross jobs created through e-zone

4.3 The table below presents the Department's top priority performance indicators:

Definition	2011/2012	2012/13	Target	Improvement Status
City Centre Retail units vacancy rate (%)	15.2	13.6	13.0	▲
FTE jobs created in existing Small to Medium Enterprises (SME) through Business Gateway Support	425	461	425	▲
New business start-ups supported by Business Gateway	253	303	253	▲
No. of Business Tourism events secured	24	32	39	▲
Road safety statistics to meet Scottish Government's improvement targets – average number seriously injured	56.6	47.0	32.3	▲
Public perception of Dundee (on scale of 1-10)	6.31	6.88	7.00	▲
Average number of weeks to make decision on householder developments	6.7	6.5	8	●
Percentage of the road network that should be considered for maintenance treatment as determined by the Scottish Road Maintenance Survey RCI Statutory KPI	27.7	27.7	27.7	●
Percentage of street lighting repaired within 7 days	94%	96%	100%	●
Travel signal maintenance (KPI) % of traffic signals repaired in 48 hours	99.8%	98.4%	99.9%	●

Status Yearly & Long term trend: ▲ = >5% improvement, ● = maintained, ▼ = >-5% deterioration

4.4 The Department's key achievements during the year were:-

- Waterfront Project – Demolition of the main Tay Road Bridge ramps was completed and all the concrete crushed and re-used within the new structure. The demolition of Tayside House is nearing completion. The purchase of the

Hilton Hotel and Gala Casino were concluded and demolition works on these 2 buildings and the former Olympia Leisure Centre are programmed to start shortly.

- The new Olympia pool and leisure complex opened to the public in June 2013. The facility comprises a divisible 50m pool, wave pool, toddler pool and 'state of the art' water shoot flumes incorporating hologram imaging and sound. The multi-storey car park provides for 500 parking bays, electric vehicle charging points and incorporates a retail development opportunity.
- Whitfield Regeneration – the construction of 'The Crescent' community hub, a new building that will provide health, social work and community facilities as well as shops, is underway and will be completed in autumn 2013.
- Lochee Regeneration – the redevelopment of the Highgate continues with the first phase demolition now complete and second phase has commenced. The Farmfoods store has now opened.
- City Square – Environmental works are completed. The works created a new plaza paved area incorporating a new drainage system, water and electrical supply points to serve market stall provision and events, hard and soft landscaping with new seating and street trees, waterproofing to the City Square structural slab above the underground garage and refurbishment and replacement of the street lighting.
- Linlathen East Bridge – This Category A listed structure built in 1796 was completely restored. Design works were undertaken and the project received a Civil Engineering Saltire Award for Conservation and a Historic Bridge and Infrastructure Award from the Institution of Civil Engineers
- Parking – new payment systems for Pay & Display meters were introduced, allowing payment by cash and card for all parking in the city. Pay on Foot in multi-storey car parks allows payment by cash and card for the majority of parking in the City.
- Dundee Economic Summit - the second annual summit was held in June and attracted over 250 public and private sector delegates to the Bonar Hall.
- Youth Unemployment - £646,000 of European Social Fund and Scottish Government money was secured to support 240 young people to enter employment as part of Youth Employment Scotland's Employee Recruitment Incentive scheme.

4.5 On reviewing the service plan the department aims to ensure improvement on the following

- Employability pipeline performance
- Number of people supported into self-employment through e-zone

## 5 POLICY IMPLICATIONS

5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact

Assessment and Risk Management. An Equality Impact Assessment has been carried out and is attached to this report.

## **6 CONSULTATIONS**

- 6.1 The Chief Executive, the Director of Corporate Services and Head of Democratic and Legal Services have been consulted and are in agreement with the contents of this report.

## **7 BACKGROUND PAPERS**

- 7.1 City Development Department Service Plan 2012-17.

Mike Galloway  
Director of City Development

Evelyn Trickett  
Support Services Manager

MPG/EWT/ES

12 September 2013

Dundee City Council  
Dundee House  
Dundee

## DUNDEE CITY COUNCIL

Equality Impact Assessment ToolPart 1 Description / Consultation

Is this a <b>Rapid</b> Equality Impact Assessment (RIAT) ?	YES NO Please circle
Is this a <b>Full</b> Equality Impact Assessment (EQIA)?	YES NO Please circle
Date of assessment <b>10/09/13</b>	Title of document being assessed: City Development Service Plan Review
Committee report number - 389-2013	
1) This is a new policy, procedure, strategy or practice being assessed (If yes please tick box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed
2) Please give a brief description of the policy, procedure, strategy or practice being assessed.	The actions in the City Development Service Plan are being monitored for progress.
3) What is the intended outcome of this policy, procedure, strategy or practice?	The initiatives taken by the department align with the outcomes in the Single Outcome Agreement and contribute to improved outcomes for Dundee citizens as per Service Plan.
4) Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	City Development Service Plan 2012-17, Council Plan 2012-17 and SOA
5) Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.	No, however the priorities in the Council Plan are heavily informed by community engagement and recorded in local community planning processes.
6) Please give details of council officer involvement in this assessment. (E.g. names of officers consulted, dates of meetings etc)	The Management Board of the Department were consulted on this assessment.
7) Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy?  (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	No

**Part 2** Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Part 3 Impacts/Monitoring**

<p>1) <b>Have any positive impacts been identified?</b> (We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>If yes please give further details: Positive impact on employability within the City, the provision of amenities and services through our professional services, the development of the City's Waterfront and infrastructure to attract the V&amp;A.</p>
<p>2) <b>Have any negative impacts been identified?</b> (Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>If yes please give further details  No</p>
<p>3) <b>What action is proposed to overcome any negative impacts?</b> eg involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. see Good Practice on DCC equalities web page</p>	<p>Please give further details  N/A</p>
<p>4) <b>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</b> (If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>If yes please give further details</p>
<p>5) <b>Has a 'Full' Equality Impact Assessment been recommended?</b> (If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required) Seek advice from your departmental Equality lead.</p>	<p>If yes please give further details</p>
<p>6) <b>How will the policy be monitored?</b> (How will you know it is doing what it is intended to do? eg data collection, customer survey etc.</p>	<p>Please give details This is the monitoring document of the original Service Plan</p>

**Part 4 Contact information****Name of Department: City Development.****Type of Document**

Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input checked="" type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other	<input type="checkbox"/>

**Contact Information**

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Signature of author of the policy:	Evelyn Trickett	Date 10/09/13
Signature of Director/Head of Service area:	Mike Galloway	Date 10/09/13
Name of Director/Head of Service:	Mike Galloway	
Date of Next Policy Review	September 2014	