

ITEM No ...11.....

REPORT TO: CITY GOVERNANCE COMMITTEE – 19 AUGUST 2024

REPORT ON: NEIGHBOURHOOD SERVICES PLAN 2022-2027 - ANNUAL PROGRESS REPORT 2023/24

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 169-2024

1.0 PURPOSE OF REPORT

1.1 To provide Committee with an annual update showing progress as of 31st March 2024 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 significant amount of direct customer contact. With nearly 1,000 employees and gross revenue expenditure of over 90 million pounds per year Neighbourhood Services:

- collects domestic waste from over 76,000 householders,
- provides housing and associated services to over 12,000 tenants;
- approximately 3,000 young people take part in community learning and development youth learning programmes space
- Maintains the city's various publicly accessible greenspaces which comprises 41% of Dundee overall.

- 4.4 The 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 This annual progress report for 2023/24 provides elected members with:
- an appraisal of progress in dealing with the priority areas of concern highlighted in previous updates; and
 - updates the Committee on any newly completed actions in the plan, any becoming overdue since the half yearly report or falling due in the next six-month period.

Overview of Progress against the Service Plan

- 4.7 Most PI's are meeting their targets and remedial action is being taken to address areas of concern. 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: 73% of actions are already noting 50% or more progress.

Highlights of Significant Progress and Notification of Areas for Concern

- 4.8 Areas where Neighbourhood Services have made significant progress against targets and actions in the Service Plan include:
- There has been widespread involvement across council service in citizen involvement in setting priorities and deciding on spend. Our Participatory Budgeting work is inclusive of the following three key principles of Partnership: partnership, delegated power or citizen control. There has been involvement at community level through the disbursement of the Community Regeneration Fund (CRF). There has been a focused approach on key areas of the city such as the city centre, schools' streets and a wide programme of community involvement around environment and green space which were highlighted as a priority in the development of Dundee's locality plans.
 - Overall, there has been involvement from a broad range of services with different methods for engagement and deliberation used, e.g., online, face-to-face, focus groups, workshops and large-scale community consultations.
 - The Dundee Low Emission Scheme was introduced on 31 May 2022 after receiving Scottish Ministerial approval. The two-year grace period from enforcement of the Scheme ended on 30 May 2024 with Penalty Charge Notices for driving a non-compliant vehicle in the LEZ have been enforced from that date.
 - The number attending community centres continues to be high in part due to an emergence of family focussed work, particularly around food and themes of empowerment. Centres are also increasingly being used as community hubs to host health related programmes such as vaccinations and clinics.

- The Community Empowerment Team continue to involve and engage the citizens of Dundee in issues of importance in their community including consultations such as Engage Dundee and the Rent Consultation but also including events about what would improve life in Ardler, St Marys and Kirkton, consultation on active travel in Lochee and community safety in Stobswell.
- The transformation of organic materials processing at Riverside composting facility during 2023/2024 with the service taking delivery of a green waste shredder. This has allowed a revenue saving to be realised of £50k per annum from 2024/25.
- 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 the implementation of projects which improve biodiversity on nature conservation sites.
- Dundee successfully retained all 7 Green Flag Awards in 2023/24 for; Barnhill Rock Garden, Slessor Gardens and Waterfront Place, Dundee Law, Templeton Woods, Baxter Park, Trottick Mill Ponds LNR and Riverside Nature Park. The Council are working with the Friends of Magdalen Green to submit a future application for an 8th Green Flag.
- The 'Bonnie Dundee' entry into the City category of Beautiful Scotland 2023 successfully retained a Gold Medal and was announced as category winner. In addition, Dundee City Council was awarded the Wright Sustainability Award which is a judges' discretionary award presented to the local authority that demonstrates best practice in sustainability, relating to the Beautiful Scotland campaign aims. Following this success, Dundee was nominated by Keep Scotland Beautiful, as Scotland's representative, to take part in the RHS Britain in Bloom 2024 UK Finals.
- Broughty Ferry Beach retained its Scotland's Beach Award, award for the 2023 bathing season. In addition, the Designated Bathing Water retained an "Excellent" classification.
- Overall, the LEAMS street cleanliness score increased by 0.2% to 86.4% from 2022/23, Neighbourhood Services will continue to strive to improve this score throughout 2024/25, supported by the £200,000 additional revenue funding to support street cleaning across the city. This includes a range of activities that will positively contribute to the City's environment including the recruitment of additional seasonal environment staff and supporting ongoing community clean up works.
- Council officers have attended Water Safety Scotland workshops to share best practice on water safety and in progressing the 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. During 2023/24 a total of 68 litter picks happened which is an increase on 2022/23 which was 59. The figure provided is for known litter picks registered with DCC Environment and Keep Scotland Beautiful and does not include litter picking by groups or individuals who carry out work without engaging with DCC or Keep Scotland Beautiful. Therefore, the actual figure is likely to be higher.

- The Council continues to progress with the 2020 to 2025 Waste Strategy Action Plan, and this will include a review of the impacts ahead of the development of the 2025 to 2030 Action Plan. The overall recycling rate continues to improve and now included outputs from the residual waste treatment facility. Landfill rates remain at an all-time low with less than 2% of all residual waste going to landfill and the remainder being used to provide energy through the Council's energy from waste facility.
- Completions for social rented house building were 264 in 2023/4 (194 Housing Association, 70 Dundee City Council) which is the highest since 2008/9.. This is well in excess of the target of 200 and will contribute positively to meet housing need in Dundee. This will improve access to social housing in the city and a number of new houses have been provided to suit clients with particular housing needs.
- Within Housing and Construction, during 2023/24:
 - 2842 emergency jobs were completed.
 - 47026 response repairs were completed.
 - 1215 relet jobs were completed.
- Housing and Construction have 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 within the limits of cost, technology. This will involve exploring 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.
- During the 23/24 Intake year, Construction Services provided Apprenticeship opportunities for twelve young persons and adopted five trade apprentices who had been made redundant from their previous employers. Ten apprentices completed their apprenticeship and progressed to full time employment with Construction Services.

4.9 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.




Tony Boyle
Executive Director of Neighbourhood Services










Date: 24 July 2024













Appendix1 - The Neighbourhood Services Plan Progress report










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







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

Status	Performance Indicator	23/24 Value	23/24 Target	Short Term Trend	Long Term Trend	Notes
Communities, Safety and Protection Indicators						
	Number of attendances by young people engaged in Diversionary Learning Programmes.	40,069	40,000			Diversionary programmes are mainly delivered in the evening out-with school hours and provide constructive learning and engagement opportunities for young people, that are free and within their own communities. They take place Monday – Friday across communities that have high levels of poverty or anti-social behaviour. Programmes are far more than just activities providing young people with something to do, they are often the first place young people encounter Youth Workers. In the last year there were 40,069 attendances by 2,269 young people highlighting the growing need for young people to have access to free, local opportunities, particularly in areas of high deprivation.



	Number of targeted groupwork sessions	6,056	8,000			<p>Targets set previously were Covid recovery (2,000) the target for 23/24 was a ambitious stretch target (8,000) with a 300% increase. We are on track to meet this in 24/25.</p> <p>This targeted group work is supporting community groups to operate as lead partners in our locality approach to meeting our city plan ambitions including the reduction of inequalities in income and health and our net zero targets. It would include supporting food larders, local substance misuse and recovery groups and community gardens.</p> <p>The targeted group work with young people is supporting closing the poverty related attainment gap by supporting school curriculum in community settings and supporting young people to stay in education by working on their mental health and relationships with their peers and educators</p>
	Number of learners receiving individualised support to reduce risk and support positive outcomes	972	630			Across the service we are seeing high numbers of local people looking for support on a one-to-one basis - whether that is help with reading, writing, numbers or digital skills or young people requiring support outside the classroom or local activists who require support for their role as a local leader. One to one support when given is always time limited with the focus of helping the CLD participant to build their capacity to engage in group activities in their own community.
	Number of Recovery & Resilience Sessions (Capacity Building)	2,585	1,900			We are supporting families to articulate and work on the most important issues to them through our partnership with What Matters 2 You . Successful pilots have taken place in Kirkton and Charleston which will be extended to Whitfield, Linlathen, Ardler and St Marys in 2024. Participants report life changing impacts due to their




						participation in the work which is improving family relationships and has given them the confidence to run their own provision for other families in the community.
	Number of people attending community centres	460,110	333,000			The number attending community centres continues to be high in part to an emergence of family focussed work, particularly around food and themes of empowerment. Centres are also increasingly being used as community hubs to host health related programmes such as vaccinations and clinics. The number of people attending food larders and community cafes remains high.
	Number of people consulted on Community Planning issues	10,729	4000			The Community Empowerment Team continue to involve and engage the citizens of Dundee in issues of importance in their community and city wide. There was an increase of above 250% in the number of citizens engaged in community planning activity. This was in part due to city wide consultations such as Engage Dundee and the Rent Consultation but also locally including events about what would improve life in Ardler, St Marys and Kirkton, consultation on active travel in Lochee and community safety in Stobswell.
	Number of Dundee Citizens engaged in CLD Programmes	4861	5000			Targets set previously were Covid recovery (3,000) the target for 23/24 was a stretch target (5,000) with a 40% increase. While we have not met the target (4,861), we have an improvement plan in place and are on track to meet this in 24/25.
	Percentage of Dundee Citizens from SIMD 1&2 (20% SIMD Rank) engaged in CLD learning programmed activities	56.8%	60%			The CLD service targets its resources to Dundee's priority communities, with a target that 60% of CLD participants be from SIMD1 & 2 communities. While we have not met the target (57.8%) we will continue to focus our work in 24-25.

						A number of factors affect this figure, for example, in 23-24 the ESOL team continued to support a high number of displaced Ukrainian people living in city centre hotels and the community health team target their work to people affected by health inequalities, regardless of where they live.
	% of communicable disease cases and outbreaks investigated within 48 hours of being brought to our attention	100%	100%			Fifty-five Communicable disease notifications were received within the last period up to 17/04/24 where contact was made or attempted and an investigation was then carried out within 48 Hours of being brought to our attention. There was one notifiable outbreak recorded in this period of time. Due to a change in investigation procedures, we also received an additional 6 notifications which were investigated by Tayside Health Board rather than ourselves due to the nature of the reported communicable disease.
	Number of antisocial behaviour complaints	1,302	1,587			Work is ongoing to continue to reduce the number of reports of antisocial behaviour. This includes a high level of preventative measures, early intervention and engagement, and working collaboratively with both internal and external partners.
	Percentage of food safety inspections completed for risk rated food premises, as per the Food Safety Scotland's Food Law Code of Practice (Scotland).	97%	87%			817 Food Law Rating System programmed inspections were carried out this year. 22 of these were inspections that were carried out after the due date therefore the inspection rate was 97%.










	Percentage of serious health & safety accidents receiving a response within 48 hours	100%	97%			Neighbourhood Services – Environmental Health is the enforcing authority for health and safety legislation for a range of sectors including offices, retail, hospitality and leisure premises. Notification of 65 notifiable accidents were received in 2023/24. 63 were responded to within 48 hours of being notified to the team.
	Percentage of registered private sector properties managed by an Accredited Landlord or Letting Agent	31%	25%			This figure represents a slight increase of from the previous year. The PSSU team will continue to encourage landlords and agents to achieve the criteria for Accreditation and to register.










Communities, Safety and Protection Actions
















Status	Action	% Progress	Due Date	Notes
	Establish a Low Emission Zone in Dundee 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.	100%	Completed	This action was confirmed as complete on the 30 th of May
	Increase community use and ownership of Council owned assets	70%	March 2027	This work has now been embedded in the Land & Asset Pillar of Community Wealth Building. A trial "quick win" process has resulted in two recommendations for transfer in 3 months as opposed to 0 in the previous 3 years.













	Develop youth activities via CLD youth workers teams	75%	March 2025	CLD Youth Work teams have continued to develop youth activities in all areas of the city. We will review position going forward to ensure we are delivering relevant youth work programmes that meet the needs of young people and the communities in which they live.
	Target work to the most disadvantaged communities including focused local fairness initiatives in Linlathen and Stobswell West	85%	March 2025	<p>The Linlathen Fairness Initiative is now well embedded with a detailed action plan for improvement and a community group having been established. Funding has been awarded to allow participants to attend a value Based Leadership Experience course.</p> <p>In Stobswell the initial engagement is now complete. Initial work has been started to target housing repairs and other issues in a specific close.</p>
	Maximise participatory budgeting in all forms	90%	March 2027	<p>There has been widespread involvement across council services in citizen involvement in setting priorities and influencing/deciding on spend. Our Participatory Budgeting work has been inclusive of the three key principles of Partnership: delegated power or citizen control. There has been involvement at community level though community control over the disbursement of the Community Regeneration Fund (CRF). There has been a focused approach on key areas of the city such as the city centre, schools' streets, environmental and green space which were highlighted as a priority area improvement in the development of Dundee's locality plans. The Drugs and Alcohol partnership tested the allocation of a devolved locality budget to each of the eight-ward based Local Community Planning Partnerships. This was very positively evaluated and is being continued in 2024/25</p> <p>Overall, there has been involvement from a broad range of services with different methods for engagement and deliberation used, e.g., online, face to face, focus groups, workshops and large-scale community consultations.</p>




Housing Indicators

Status	Performance Indicator	2023/24 Value	2023/24 Target	Short Term Trend	Long Term Trend	Notes
	Number of Council and Registered Social Landlord new housing completions	264	200			Completions for social rented house building were the highest since 2008/9. This is well in excess of the target of 200 and will contribute positively to meet housing need in Dundee. This will improve access to social housing in the city and a number of new houses have been provided to suit clients with particular housing needs.
	% of gas safety certificates obtained within 12 months	99%	100%			Through our checks we identified that a gas safety check had been missed. As a result, we carried out a full audit on all gas safety checks from March 23, when the original one was identified, until November 23. We also carried out a full review of our gas safety processes across both Housing and Construction.
	% of reactive repairs carried out within timescales	79.29%	93%			A Service Improvement Plan has recently been introduced for repairs and voids, Service managers from both Housing and Construction Services have been working together to implement this. There is a distinct shift in resources from Construction Services to concentrate resources to housing repairs, this increased resource will see a drop in jobs already in the system and in turn will show improved performance in the average time to complete non-emergency repairs.



	% of lets to statutory homeless households	59%	55%			<p>The majority of Lets continue to be to homeless applicants. The number of lets to homeless applicants increased on last year and maintaining the target will achieve a balance of lets across different housing needs. Note that we have been working to the target set in the Rapid Rehousing Transition Plan target which was 55% for 2024/2025</p>
	Average length of time taken to complete emergency repairs	4.4	6			<p>A Service Improvement Plan has recently been introduced for repairs and voids, Service managers from both Housing and Construction Services have been working together to implement this. There is a distinct shift in resources from Construction Services to concentrate resources to housing repairs, this increased resource will see a drop in jobs already in the system and in turn will show improved performance in the average time to complete non-emergency repairs. this will also have a bearing on the emergency repairs, it should be noted that although emergency repairs at present satisfactory, there should be a notable improvement in the future.</p>
	% of reactive repair jobs completed right first time	79%	85%			<p>This measure is of jobs completed on time and without subsequent complaint or rework.</p> <p>A Service Improvement Plan has recently been introduced for repairs and voids, Service managers from both Housing and Construction Services have been working together to implement this. There is a distinct shift in resources from Construction Services to concentrate resources to housing repairs, this increased resource will see a drop in jobs already in the system and in turn will show improved performance going forward in the average time to complete non-emergency repairs.</p>





	Average number of days taken to re-let properties	96.06	45			Days to let considerably higher than target due to backlog of voids. This causes both a delay in new voids being relet and average rising as long-term voids are relet. Void improvements plan approved in May 2024 to provide additional resources to address backlog.
	% of lets to BME groups (Quarterly and Yearly)	2.1%	3.3%			The ethnicity question on the housing application form is not mandatory and many applicants do not indicate their ethnicity which suggests an element of under recording. There were 19 lets to known minority ethnic applicants from a total of 990 lets.
	% of tenancy offers refused during the year	37.5%	47%			The percentage of tenancy offers refused has bettered the target. Every effort is made to minimise refusals through a housing options approach and regular reviews of applications.
	Percentage of new tenancies sustained for more than one year	88.9%	90%			To improve performance in tenancy sustainment, the Tenancy and Estates Services is in the process of a Service redesign. The Service redesign will result in smaller and more manageable area housing patches that will allow Tenancy Officers to support tenants to sustain their tenancies.
	% Gross rent arrears	10.7%	6.4%			Corporate Services are responsible for collecting arrears and the Neighbourhood Services continue work together with them. We do this by focusing on ensuring tenants are supported to maintain on going rent charges by promoting Discretionary Housing Payments and Tenant Hardship Fund alongside collaborative working with advice services to maximise income.

	Average time taken to complete non-emergency repairs	13.79	9			A Service Improvement Plan has recently been introduced for repairs and voids, Service managers from both Housing and Construction Services have been working together to implement this. There is a distinct shift in resources from Construction Services to concentrate resources to housing repairs, this increased resource will see a drop in jobs already in the system and in turn will show improved performance going forward in the average time to complete non-emergency repairs.
	Percentage of tenants satisfied with the overall service provided by their landlord	83.2%	90%			Satisfaction has improved since the last STAR Survey (Survey of Tenants and Residents) which is independently commissioned every three years. We compare well with our peer group (medium sized local authorities) which was 81.8% for 2022/23. Comparison figures are not yet available for 23/24 as the regulator does not publish the full figures until late August
	Percentage of tenants satisfied with the overall quality of home	83.2%	88%			Satisfaction has improved since the last STAR Survey (Survey of Tenants and Residents) which is independently commissioned every three years. We compare well with our peer group (medium sized local authorities) which was 79.6% for 2022/23 Comparison figures are not yet available for 23/24 as the regulator does not publish the full figures until August Tenancy officers will be carrying out satisfaction surveys at new tenant visits which will give a more regular satisfaction information for the service to focus action upon.
	% of Rent due lost through properties being empty	2.16%	1.5%			A Relets and Recovery Plan was approved in May 2024. This proposes various service improvements and increased resources for Housing and Construction Service to address the backlog of voids. It is intended this will reduce void levels back to pre-covid levels.













	Percentage of council dwellings that are energy efficient (EESH)	89.8%	95%			Due to the number of void properties being processed, the number of energy performance certificates carried out at void stage has increased, reducing the number of assumed fails and instances of missing data
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Housing Actions










Status	Action	% Progress	Due Date	Notes
	Maintain momentum in energy efficiency and wall insulation programmes to reduce fuel poverty for children and families	60%	March 2027	As reported to committee on 13 May (sourcing strategy report 128-2024), the 3 phases of the Linlathen Retrofit project are to be tendered via the Scotland Excel Energy Efficiency Contractors framework designs are being drawn up to include not only Structural Insulation, but new windows, Solar PV and Battery Storage if feasible.
	Build affordable houses that meet community needs	45%	March 2027	<p>Completions for social rented house building were the highest since 2008/9. This is well in excess of the target of 200 and will contribute positively to meet housing need in Dundee. This will improve access to social housing in the city and a number of new houses have been provided to suit clients with particular housing needs.</p> <p>(This equates to 45% progress toward the target of 1000 houses over five years set in the Council Plan).</p>

	Integrated Housing Management System (IHMS)	50%	December 2024	A review of progress to date is in the process of being commissioned.
	Modernisation of Construction Services	65%	December 2024	A review of progress to date and integration with the Integrated Housing Management System is being taken forward.
	Complete the annual rent consultation exercise	50%	March 2027	The rent consultation for the increase in rents in 2024 has been completed on schedule with a response rate of 18.6%. (This action is marked as 50% complete as it is an annual event measured over the four years of the Council Plan)
	Review Not Just a Roof Housing Options and Homelessness Strategic Plan 2016 – 2021	100%	Completed	This action has now been completed and we have now moved on to the Rapid Rehousing Transition Plan. Since the end date of the plan, together with the Dundee health and Social Care Partnership we have been working within the parameters of the Rapid Rehousing Transition Plan which is taken to Committee annually.


Environment Indicators




Status	Performance Indicator	2023/24 Value	2023/24 Target	Short Term Trend	Long Term Trend	Notes
	Number of clean ups /litter picks recorded citywide (maintain/increase)	68	52			Litter picks are supported and encouraged city wide as part of the Council's Take Pride in Your City campaign, the 2023/24 total of 68 litter picks is an increase on 2022/23 which was 59. The figure provided is for known litter picks registered with DCC Environment and Keep Scotland Beautiful, this does not include litter picking by groups or individuals who carry out work without engaging with DCC or KSB so the actual figure is likely to be higher.
	Number of 'Friends of Parks Groups' (maintain / increase)	9	9			In 2023/24, there were 9 Friends of Parks groups. The Council will continue to support existing groups and to encourage the development of new groups where appropriate.
	Maintain or increase the number of Keep Scotland Beautiful (KSB) Green Flag awards achieved	7	7			Green Flag Awards are awarded every summer. Dundee successfully retained all 7 Green Flags in 2023/24 for; Barnhill Rock Garden, Slessor Gardens and Waterfront Place, Dundee Law, Templeton Woods, Baxter Park, Trottick Mill Ponds LNR and Riverside Nature Park. The Council are working with the Friends of Magdalen Green to submit a future application for an 8th Green Flag.
	Number of KSB, 'It's Your Neighbourhood' groups reaching the outstanding level (maintain / increase)	12	12			<u>It's Your Neighbourhood</u> is a community environmental improvement initiative managed by Keep Scotland Beautiful in partnership with the RHS. The volunteer-led community groups which enter are awarded one of five

						certificate levels, the highest being Outstanding level. 12 groups from Dundee entered in 2023/24, all received an outstanding level certificate. 10 of these groups also received a Certificate of Distinction which are awarded to groups who have consistently grown and improved over the years of taking part.
	Street Cleanliness Score - Streets cleaned to an acceptable standard	86.4%	94%			A dedicated plan was progressed throughout 2023/24 which targeted priority locations, hotspots and routes across the city. While Dundee's overall LEAMS score increased by 0.2% to 86.4% from 2022/23. Environment will continue to strive to improve this score throughout 2024/25, supported by the £200,000 additional revenue funding to support street cleaning across the city. Additional monitoring/ development work will be undertaken this year to ensure all street scene activity is fully co-ordinated including community litter picks. Under the strategic theme of Local Environmental Quality, litter management will be a focus within the new Take Pride in Your City Action Plan 2024-26, which will be reported later in 2024.
	Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry)	1	1			Scotland's Beach Award, administered by Keep Scotland Beautiful, is awarded in May each year. Broughty Ferry beach successfully maintained its award in 2023/24.







	Retain the Keep Scotland Beautiful (KSB) City Category	1	1			<p>The 'Bonnie Dundee' entry into the City category of Beautiful Scotland 2023 successfully retained a Gold Medal and was announced as category winner. In addition, Dundee City Council was awarded the Wright Sustainability Award which is a judges' discretionary award presented to the local authority that demonstrates best practice in sustainability, relating to the Beautiful Scotland campaign aims. Following this success, Dundee was nominated by Keep Scotland Beautiful to take part in the RHS Britain in Bloom 2024 UK Finals.</p>
	% of household waste landfilled	1.5%	7%			These figures are subject to final validation by SEPA, therefore figures may be subject to change.
	Percentage of household waste recycled or composted	36.6%	36.4%			These figures are subject to final validation by SEPA, therefore figures may be subject to change.




Environment Actions

Status	Action	% Progress	Due Date	Notes
	<p>Manage waste sustainably by reducing, reusing, recycling and recovering waste to improve resource efficiency whilst working towards a circular economy.</p>	<p>50%</p>	<p>March 2032</p>	<p>The Waste Team continues to work on a range of activities of to help reduce waste and increase recycling.</p> <p>The Mobile App has now been launched and is freely available to all residents across the city with an initial uptake of over 5,500 users, the App will 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 provided responses to the consultations and requests for additional information in relation to the Circular Economy Bill.</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>	<p>40%</p>	<p>March 2027</p>	<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&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>
	<p>Review revised Waste Charter Code of Practice once published & conduct impact/cost-benefit analysis</p>	<p>25%</p>	<p>December 2026</p>	<p>The Circular Economy Bill was approved on the 26th of June 2024 and development of the secondary legislation that will bring forward the Waste Route map and the associated revised Waste Charter will shortly commence. This action will be progressed once the details of the revised waste charter are published, although no date for this has been set.</p>
	<p>Deliver the action plan to reduce waste, and reuse or recycle more</p>	<p>55%</p>	<p>March 2027</p>	<p>The Council continues to progress with the 2020 to 2025 Waste Strategy Action Plan, and this will include a review of the impacts ahead of the development of the 2025 to 2030 Action Plan.</p>

				<p>The overall recycling rate continues to improve and now included outputs from the residual waste treatment facility.</p> <p>Landfill rates remain at an all-time low with less than 2% of all residual waste going to landfill and the remainder being used to provide energy through the Council's energy from waste facility.</p>
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Status	Performance Indicator	2023/24 Value	2023/24 Target	Short Term Trend	Long Term Trend	Notes
Indicators common across Neighbourhood Services						
	Average FTE sick days lost per FTE Employee in Neighbourhood Services	15.99	10			Focus group meetings are scheduled by Human Resources with Neighbourhood Services to discuss areas of absence, and hopefully give us a greater understanding of supports which can be provided. Also, within Construction, a post of Attendance Support Adviser has been created for a period of 18 months to support managers in tackling absences timeously and ensure early intervention.
	Reduce the number of occupational health surveillance appointments not attended	103	48			Line to line reporting information is now being more frequently updated with our Occupational Health provider to ensure that alerts for upcoming appointments are highlighted to the appropriate manager, to allow them to confirm these with employees and schedule the required time away from work activities.

	Health & Safety – Reduction in number of days lost due to health & safety incidents	259	218			The underlying trend is generally in line with levels experienced in previous years but has been affected by ongoing long-term absences. Interventions are ongoing to manage this across Neighbourhood Services.
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Actions common across Neighbourhood Services

Status	Action	% Progress	Due Date	Notes
	Review management of risk assessment process including development of inventory and completion of Annual Assurance statements	82%	December 2024	Work to review the risk assessment process across Neighbourhood Services continues and indeed will be an ongoing action, kept under constant review. Work to develop and implement RAMS for Regulatory, Construction and Community Safety Resilience service areas is being progressed by service management, advised and supported by Health & Safety colleagues.

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