

ITEM No ...6.....

REPORT TO: NEIGHBOURHOOD SERVICES COMMITTEE – 22nd AUGUST 2022
REPORT ON: NEIGHBOURHOOD SERVICES SERVICE PLAN 2021-24 – ANNUAL PROGRESS REPORT
REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES
REPORT NO: 201 - 2022

1. PURPOSE OF REPORT

- 1.1 To provide progress report on the Service Plan for Neighbourhood Services for the period 2021-22.

2. RECOMMENDATIONS

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

3. FINANCIAL IMPLICATIONS

- 3.1 There are no direct financial implications arising from the approval of this report.

4. BACKGROUND

- 4.1 In March 2021, elected members endorsed the Council's Performance Management Framework (Article V of the minute of the meeting of Policy & Resources Committee on 8 March 2021, Report No: 66-2021 refers). This framework was reviewed following the recent Best Value Review and sets out the arrangements for performance management across the Council.

- 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, Environment and Construction Services.

- 4.3 Report No [161-2021](#) presenting the Service Plan for Neighbourhood Services for the period 2021/2024, was approved by the Neighbourhood Services Committee on 7 June 2021. 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.

- 4.4 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. Any relevant actions from the Covid-19 Recovery Plan for Neighbourhood Services have been incorporated into this plan (Article XIV of the minute of the meeting of Policy & Resources Committee on 24 August 2020, Report No: 185-2020 refers). These 11 priorities for Neighbourhood Services outlined in the Council Plan 2017-2022 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 social rented and 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

4.5 The Neighbourhood Services Service Plan incorporates performance information for each specific service area. These performance indicators and key projects support the 11 NS priorities and include the following items:

- key performance indicators and projects already agreed by the Council in the Council Plan, City Plan, Fairness Commission Action Plan and Covid-19 Recovery 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).

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

4.7 The report attached as Appendix 1 is the annual progress report in relation to this Service Plan and it covers performance for all of financial year 2021/22. It provides an update on the performance indicators and actions under each priority theme in the plan and, where required, identifies further improvement activity to achieve the targets and actions in the plan.

5. 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.

5.2 The content of this report was previously considered in report (161-2021) and remains valid. The original report was subject to an Integrated Impact Assessment. An appropriate senior manager has checked and agreed with this assessment. For follow-ups relating to initial reports agreed prior to 22/8/22 a copy of the Integrated Impact Assessment is available on the Council's website at www.dundeecity.gov.uk/iia. For follow-ups relating to initial reports created after this date, a copy of the Integrated Impact Assessment is included as an Appendix to that initial report

6. CONSULTATIONS

- 6.1 The Council Leadership Team have been consulted in the preparation of this report and agree with its contents.

7. BACKGROUND PAPERS

- 7.1 None.

Elaine Zwirlein
Executive Director of Neighbourhood Services

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Glossary of Terms

ANPR Cameras	Automatic Number Plate Recognition Cameras
Asset Transfer/Community /Asset Transfer	The transfer by lease, ownership or other management arrangement of land or buildings currently owned by the Council
DHSCP	Dundee Health & Social Care Partnership
DNA's	Did not attend
EPDR's	Employee Performance & Development review
ESOL	English for speakers of other languages
FTE	Full time equivalent (employees)
H&S	Health and Safety
LEZ	Low Emission Zone
LMG's	Local Management Group
Network Flats	Dispersed homeless accommodation
RAMS	Risk Assessment Monitoring System (Health and Safety)
Reactive repairs	Repairs to council houses which are not part of a planned maintenance schedule
RHS	Royal Horticultural Society
R RTP	Rapid Rehousing Transition Plan
Void/Void Property	A council house which is empty and awaiting repairs or available to let

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Executive Summary

To increase the rate of improvement in the Council and Service Plans the service will support a transition to ensuring performance indicators are capable of monthly and quarterly monitoring as current plans rely too heavily on indicators that are only updated after the year end.

Service Priorities

- 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

Reducing levels of anti-social behaviour

Action We Have Taken

During the pandemic lockdown we saw an increase in the level of reported anti- social behaviour. the first 6 months in 2020/21 saw 1032 reported cases. This was an exceptional period due to people being largely confined to their homes

The figure for the first 6 months of 2021/22 is 855 which is a 17% reduction and is lower than both 2018/19 and 2019/20

A recent pilot of a Noise App was successfully completed and the App is now live. The App is a new tool at the Team's disposal to try to deliver better outcomes for citizens suffering noise nuisance.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
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	Number of antisocial behaviour complaints	1,522	1,587		Note that total number of cases received annually is 1522. This is based on 1437 new cases reported plus 197 instances of cases being re-opened. Less 72 which were cancelled and less 40 referred to another agency.
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Areas for Improvement:

To improve our response to noise complaints where direct evidence is required, and following a successful pilot, the recent purchase and use of a Noise App will allow us to deliver a better service for citizens suffering noise nuisance. The app allows complainants to use their own smart devices to record noise at a calibrated level that can then be provided to the ASB Team. This will help improve efficiency and turnaround times.

Creating stronger, more resilient, influential and inclusive communities and neighbourhoods

Action We Have Taken

The tenancy sustainment figure measures for tenancies terminated in the previous year, the percentage of tenancies that have been sustained for greater than 1 year. This is the best performance to date, and worth noting, that within the homeless group, the percentage of tenancies sustained is the highest in Scotland.

The Scottish average for 2020/21 was reported as 90.89%, the figure for the year up to the end of September 2021 in Dundee was 96.37%. This has helped to be achieved by team members from Tenancy & Estates Team working closely with our Lettings and Housing Options Team at pre-allocation stage, attending the viewing, carrying out a support needs assessment whilst signing the Tenancy Agreement. At this time, applications for Community Care Grants and other welfare benefits can be submitted where appropriate. A Red, Amber or Green (RAG) Assessment is also undertaken, and this helps influence future contacts with the new tenant, and determines what other help or support is required to sustain the tenancy. Within the service we also have our registered Housing Support Team who deliver support to tenants across the city.

The annual rent consultation was carried out for 2021/22 with a high level of engagement. In preparation for 2023/24, the annual rent priorities survey is underway and is being delivered via an online and telephone survey as well as a face to face event on 13th August 2022. This will inform our priorities within the annual rent consultation later in the year.

Community Learning & Development's, Community Empowerment Teams and Community Health Team, along with partner agencies, conducted Engage Dundee 2020, a city-wide whole population piece of engagement work that complimented other surveys undertaken during lockdown e.g. Fairness Commission. The information gathered from all of the surveys undertaken was used to inform the questions in Engage Dundee 2021. Using an adapted form of the Place Standard Tool, Engage Dundee 2021 was a city-wide exercise carried out in June-July 2021 to ask Dundee Citizens for building back better. Local Community Planning Partnerships work to address local needs and aspirations in each of the 8 multi member wards. LCPP's help drive the community empowerment by supporting local people to work in partnership with services to address these local issues.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
	Number of learners receiving individualised support to reduce risk and support positive outcomes	567	630		This work has been restricted by Covid recovery guidance
	Number of people attending community centres	169,543	70,000		Community centres were at the heart of Covid response and recovery providing emergency food access, support for wellbeing and vaccines. In line with Scottish Government guidance, we provided a community response to the additional harms of Covid around health and wellbeing, social isolation and young people's mental health. This resulted in a higher than anticipated attendance at centres in the past year
	Number of people consulted on Community Planning issues	3,365	2,500		Citizen engagement and consultation is a key part of recovery and engagement to identify recovery priorities and to develop new community plans has been a key feature of this work
	Number of initial enquiries & pre-applications for Asset Transfer	9	8		This Performance Indicator highlights the number of initial enquiries and pre-applications from groups and organisations for Asset Transfer.
	Percentage of new tenancies sustained for more than one year	94.5%	90%		Tenancy sustainment performance remains above target currently at 94.5%, this recognises the impact of having a focused sustainment team within the service.

Status	Action	% Progress	Notes & History Note
	Complete the annual rent consultation exercise	Completed	The rent consultation for 2022-23 has been completed and the rents and service charges were agreed by Committee in January 2022.
	Develop/review departmental systems for monitoring and reviewing service user feedback and implementing improvements	75%	A review of systems for monitoring feedback was held back during Covid-19 restrictions. A revised report had been prepared and will be considered by the Neighbourhood Services Management Team in the summer of 2022
	Refugee Programme - expectation is that approx. 4-6 families to arrive each year once normal services resumed	Completed	Additional requirements now added for Ukraine situation
	Implement city wide engagement strategy including 3-year cycle of Engage Dundee – Local Community Plans – Engage Dundee – Plan reviews	80%	Local Community Plans for 2022-2027 now in final stages of completion to go to committee alongside City Plan in September/October
	Currently engaging with Dundee Association of Local Management Group to develop the service recovery plans their programmes in community centres, once all services can open.	Completed	Community centres are now fully open to the public. £60,000 of Community Resilience Funding has been spent for LMGs to develop taster programmes to support people back. Footfall in centres now back to approaching pre-pandemic levels.

Areas for Improvement:

Action: Review & Update the process for Community Asset Transfer - As part of the community wealth building initiative, the Community Asset Transfer (CAT) process will be reviewed and updated to make the process more accessible and easier for community groups to initiate

Action: Engage with Dundee Association of Local Management Group to develop the service recovery plans - Local Management Groups (LMG's) of community centres are undertaking a marketing exercise to highlight these valuable facilities within local communities, with a view to increasing footfall.

Improving the life chances for people of all ages through learning, personal development and active citizenship

Action We Have Taken:

Whilst adhering to Scottish Government's guidance regarding COVID 19, throughout the lockdown period, a small number of community centres were open to provide crisis support to communities and to support food larders. As community centres opened following the lifting of lockdown, they have continued to provide a vital resource to communities, with the numbers attending being above the six-monthly target.

Diversionsary Youth Work Programmes: Despite the pandemic, the number of young people attending Diversionsary Learning Programmes continues to rise. Programmes are open to all young people but resources are focussed in those communities which are at most risk of anti-social behaviour. Young people participate in activities which they enjoy whilst providing skills for life & work. Underpinning these Diversionsary Learning Programmes is support for young people experiencing difficulties/issues, particularly as a result of the pandemic e.g. support with mental health issues.

Adult Learning staff (Literacies & ESOL) continued throughout the pandemic to offer 1x1 support to learners using social media. Limited Learning programmes continued either online or with workers producing learning packs which were bespoke and delivered to the homes of learners. This contact was vital for those experiencing challenges throughout the pandemic e.g. social isolation, mental health issues.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
	Number of attendances by young people engaged in Diversionsary Learning Programmes.	19,367	12,000		We have returned to regular Diversionsary evening activity programme leading to increased attendance
	Number of targeted groupwork sessions	2,851	1,000		Recovery of targeted group work restrictions for vulnerable groups were lifted
	Number of Recovery & Resilience Sessions (Capacity Building)	1,895	1,000		Target exceeded for 2021/22. This work is raising capacity of communities to be resilient by supporting work such as food larders, mental health and wellbeing and locality approaches to drug and alcohol support

Status	Action	% Progress	Notes & History Note
	Review of ESOL & Literacies Team as part of service re design.	Completed	Review of Literacies Team has been undertaken, with findings and recommendations to be translated into improvement actions.

Areas for Improvement:

Action: Review of ESOL & Literacies Team as part of service re design - Literacies Improvement Actions will be incorporated in the new Literacies Team Plan.

Keeping people safe and protected from health hazards

Action We Have Taken

Attention to investigation of communicable diseases has been thrown into high visibility during the pandemic. Despite considerable pressure on the team 100% of cases have been investigated and the service is coping admirably.

Funding from the Alcohol and Drug Partnership. This will be used to develop and implement local actions which support the key objectives of Recovery Friendly Agenda and Sub-groups have been formed to progress ideas and actions.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
	% of communicable disease cases and outbreaks investigated within 48 hours of being brought to our attention	100%	100%		100% achieved in each of the 4 quarters for 21/22

Status	Action	% Progress	Notes & History Note
	The Recovery Friendly agenda is taken forward in local communities in a safe manner and includes new actions relevant to the impact of the pandemic on people in recovery	Completed	Funding has been allocated to every Local Community Planning Partnership, following a successful funding proposal to the Alcohol and Drug Partnership. This will be used to develop and implement local actions which support the key objectives of Recovery Friendly Dundee and will be done in partnership between local people and services. Sub-groups, which are led by Communities Officers, have been formed to progress ideas and actions. In determining priorities in each area, the findings from the Recovery Friendly Dundee Public Attitudes and Solutions survey will be drawn upon.

Areas for Improvement

None

Providing a fair-trading environment for consumers and businesses.

Action We have Taken

Consumer protection continues to be a priority within the service and we hope to have a revised operational plan available soon which will guide the service as we progress to move away from lockdowns and will consider increases in online consumer activity.

Status	Action	% Progress	Notes & History Note
	Produce a detailed operational plan incorporating projects to meet statutory requirements. (Consumer Protection Partnership)	Completed	Currently working on completing 22/23 Operational Plan

Areas for Improvement

None

Improving the housing quality of social housing and private sector tenants especially the elderly and those vulnerable to adverse living conditions

Action We have Taken

At various times during the Covid-19 pandemic the repairs service, including work in void properties, was restricted to emergency repairs only for long periods of time across various lockdowns, in line with Government guidance. This, coupled with higher than usual levels of absence among the workforce, generated a significant backlog of work. In addition, market conditions have changed and demand for qualified tradespeople is high, meaning wages in the private sector are high and making recruitment in the public sector difficult. Supply chain disruption has also restricted the availability of materials. Inevitably, this means that reported performance in terms of time taken to complete emergency and non-emergency repairs, and days to let void properties, is worsening.

Construction Services is working with colleagues to review structures and processes, seeking efficiencies in order to clear the backlog and improve performance. This has included recruitment, apprentice intake and engagement with sub-contractors. Work is underway to introduce new computer systems and modern technology aimed at improving customer service and efficiency. In the first quarter of 2022, resources have targeted work in void properties successfully managing to reduce the level of properties Void. The Housing and Construction Service whilst continuing to focus on voids is diverting resources to work through outstanding works within the reactive repairs service

The review of Year 2 RRTP has concluded and the annual report was been submitted to Scottish Government and Neighbourhood Services Committee. The monitoring report submitted to Neighbourhood Services committee highlights the activities which the Local Authority has undertaken to achieve the actions set out in Year 2 of the Rapid Rehousing Transition Plan including:

- The allocations target for the Homelessness category had to be increased to 75% (from 55%) to reflect the recovery from Covid-19 and its impact on the RRTP.
- Dundee's target for the creation of Housing First Pathfinder tenancies by the end of the pathfinder was 100. An additional 36 Tenancies were created in Year 2 meaning there were 80 tenancies at the year end. The mainstreaming of the service then became the priority for delivery moving into the final 6 months of the Pathfinder. The Housing First Service was mainstreamed in 2021/22 in partnership with DHSCP and 3rd Sector partners.
- For those threatened with homelessness, Dundee City Council's Homefinder Service delivered the Rent Deposit Guarantee Scheme and Rent in Advance Scheme to improve access to the private rented sector by allocating funding from RRTP.
- Commissioning of the Homeless Prevention Pilot in partnership with Shelter Scotland. The purpose being to take a proactive approach to working with tenants across all tenure to prevent build-up of rent arrears and reduce risk of homelessness which supports both RRTP and the Ending Homelessness Action Plan.
- In partnership with Action for Children, the RRTP funded the delivery of Youth Housing Options and Family Sustainment Service.
- In December 2021 RRTP funding was made available to support people who were homeless and rough sleeping over the winter months through support providers in the Third Sector including Eagle Wings, Churches in the West and Shelter.
- The development of Community Capacity Sessions to be delivered by Housing Options and Shelter Scotland with a focus on Housing Rights Awareness. The delivery of these sessions has been delayed by Covid-19 but will be delivered throughout year 3.

Since the introduction of Universal Credit there has been a steady increase in rent arrears. Tenants are gradually changing over from housing benefit to UC and this will further increase rent arrears and impact on workload.

Covid had and still has an impact on increasing arrears. Services are working together to support tenants in relation to managing debt, maximising income and supporting tenants to make applications to Hardship Fund, Discretionary Housing Payment and Tenants Grant where appropriate. Early

intervention is being encouraged for tenancy officers to engage with tenants where their arrears are increasing.

The new CX rent system was implemented in January 2021 which led to staff working/training on a new system. All staff concerned were homeworking and working in isolation which has prolonged training and efficiencies of the system.

In an effort to reduce rent arrears staff are actively trying to engage with tenants and assist them with completing Discretionary Hardship Payments and Tenant Grant Fund Applications. £63,000 of tenant grant funds are waiting to be offset against tenant arrears. A 2-year contract with Mobysoft RentSense has been agreed and is being implemented to help assist and maximise revenue.

Early intervention is being encouraged for tenancy officers to visit rising arrears balances and assist with issues, completing grant applications, etc.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
	% of reactive repairs carried out within timescales	82.3%	93%		Restrictions to the service during lockdowns, coupled with higher than usual levels of absence and difficulty obtaining materials created a backlog of works and a worsening of reported performance
	% of lets to statutory homeless households	63.9%	75%		% of Lets include mainstream and sheltered lets - % of homeless applicants requesting sheltered low and turnover high
	Average length of time taken to complete emergency repairs	6.67	6		Restrictions to the service during lockdowns, coupled with higher than usual levels of absence and difficulty obtaining materials created a backlog of works and a worsening of reported performance
	Average number of days taken to re-let properties	124.47	45		During the first lockdown all resources targeted network flats to support the Homeless service. Subsequent restrictions to the service during lockdowns, coupled with higher than usual levels of absence and difficulty obtaining materials created a backlog of works and a worsening of reported performance

	% Gross rent arrears	10.36%	6.4%		As result of the Covid Pandemic, recovery actions for rent arrears were relaxed. Scottish Govt advised Local Authorities not to take recovery action and there was a ban on evictions. In August 21 the eviction ban was lifted however, as a result of this delay/ban the arrears levels have risen.
	% of Rent due lost through properties being empty	2.77%	1.5%		Void levels throughout the year remained higher than anticipated due to the impact of the pandemic on our ability to carry out our Relet function. Our focus is now on working with partners in Construction to address the backlog and reduce void times.
	Average time taken to complete non-emergency repairs	8.08	9		Although the service has remained under pressure as noted above, the service has managed to stay within target however, we do anticipate this will rise for a period as we work through the backlog.

Status	Action	% Progress	Notes & History Note
	Complete the Annual Return on the Charter (ARC) for the Scottish Housing Regulator	Annual Return Completed	The Annual Return on the Charter is complete and was submitted to the Scottish Housing Regulator for 31st May 2022
	Support the delivery of ultrafast broadband to all council tenants in partnership with the private sector	26%	The service is continuing to work with colleagues in City Development and within the sector to enable access for installations to Council properties.

	Implement a roadmap for recovery to allow for the safe reopening of sheltered complexes across the City.	Completed	In accordance with National and H&S Guidelines, the Sheltered Service has reopened complexes. The service has continued throughout lockdown to deliver support and advice remotely using the technologies installed across this service and in tenants' properties.
	Undertake a risk-based assessment of Dundee City Council new build programme for affordable housing.	Completed	This has been carried out in partnership with colleagues in City Development for programmed and pipeline sites
	Undertake a review as part of the Rapid Rehousing Transition Plan of the impact of Covid-19 for Temporary Accommodation	90%	Ongoing as part of the 5-year RRTP Plan
	Review Not Just a Roof Housing Options and Homelessness Strategic Plan 2016 – 2021	60%	Due to changes in staffing, the review of the 'Not Just a Roof Housing Options and Homelessness Strategic Plan 2016-2021' has been delayed but will be carried out by the end of 22/23.
	Undertake a review of Year 2 - Rapid Rehousing Transition Plan and reflect the impact on the strategic plan due to Covid-19	99%	Monitoring continues and reporting to Scottish Government and Committee is in place on an annual basis.

Areas for Improvement:

A 2-year contract with Mobyssoft RentSense has been agreed and has been implemented to help assist and maximise revenue.

Early intervention is being encouraged for tenancy officers to visit rising arrears balances and assist with issues, completing grant applications, etc.

Housing and Construction Services continue to work through the backlog of Void properties. Progress and outcomes will be reported to Housing Best Value Group.

Leading the city in safeguarding the environment and enhancing health for current and future generations incorporating the principles of climate change adaptations and the Dundee city climate action plan.

Action We have Taken

The Take Pride in your City campaign, has been reviewed during 2021/22 including the development of a renewed action plan progressed under the four existing strategic themes; Local Environment Quality, Recycling, City Centre and Businesses and Communications. The aim of the Campaign is to encourage positive changes to people's behaviour; improving the image of the city's environmental quality as an attractive place to live, work, shop and visit. Another key aim is to further enhance the positive progress already made, underpinned by three cornerstones of intervention to tackle litter and fly tipping: Information - ensuring effective and consistent messaging Infrastructure - improving the facilities and services needed to reduce litter and promote recycling. Enforcement - strengthening the deterrent of effective legislation. Actions have been extended to include wider topics, i.e. enhancing street scene resources, quality assessment, enforcement, greenspaces, marine environment, climate change, and the development of new localised campaigns. This action plan will be taken forward during 2022-24. A good example of an action is production of the, 'Take Pride in Your City' monthly bulletin, which continues to highlight Dundee's projects and encourage participation, including relevant articles and links which may be of benefit to developing community environmental projects.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
	Percentage of residents who felt their neighbourhood was a good place to live	98%	99%		The DCC Annual Citizens Survey was not conducted in 2020 or 2021 therefore the figures entered are from the latest survey which was conducted in 2019.

Status	Action	% Progress	Notes & History Note
	Review and advance the Take Pride in Your City campaign	Completed	An updated 2-year action plan has been developed under the four existing strategic themes. Actions have been extended to include topics such as; enhancing street scene resources, quality assessment, greenspaces and the marine environment, climate, and the development of new localised campaigns. The revised action plan will be taken forward over two years from 2022.

Recycling waste to meet Scotland's zero waste ambitions.

Action We have Taken

A number of key initiatives have been delayed due to the pandemic and the primary focus has remained on ensuring the consistent provision of waste collections for householders and businesses. The new MEB Baldovie energy from waste facility has now been fully commissioned and is operational. This is a key milestone in ensuring that Dundee now has a long-term residual waste treatment solution in place.

The Scottish Government and Zero Waste Scotland have still to consult on proposed revisions to the Household Waste Recycling Charter and the Council is unable to progress this action until the consultation and associated guidance are published.

The development of a re-use policy will also require wider engagement with the re-use community and internal stakeholders. This has been impacted by the pandemic and there will be an element of confidence building required to ensure that re-use is a safe and reliable option, going forward.

Pending policy changes such as the deposit and return scheme and associated impacts will form part of future work, predicated on further detailed guidance being issued by the Scottish Government.

Status	Action	% Progress	Notes & History Note
	Develop re-use policy	20%	Drafting of policy underway with assistance of Zero Waste Scotland to provide strategic context and access to additional information in relation to re-use and repair networks and development of the Circular Communities Scotland Network.
	Deposit Return Scheme – forecast effect on each waste stream including costs and benefits	10%	This will encompass a wider review of the waste management collection services and provide a revised statutory collection service whilst considering the impact of the DRS. Further details awaited from Scottish Government in relation to this initiative.
	Deliver a new Waste to Energy Plant	Completed	Building warrant and acceptance test issued on 20th of January 2022 indicating the completion of the project and the commencement of full services.
	Updated replacement and refurbishment programme for all recycling points	Completed	An initial programme of replacement and refurbishment for all recycling points is now complete. A further review will be developed during 2022.

Providing sustainable waste management systems which comply with national policy and legislation and achieve Scottish government targets

Action We have Taken

Progress against this priority has been positive, despite many challenges presented by the pandemic. A wide range of waste management actions including route re-development, fleet review and the revised programme for internal waste project have all met pre-defined timescales.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
	Percentage of residents who were satisfied with the cleanliness of streets	71.6%	72%		LGBF (Local government benchmarking forum) relates to values, remain at 2017 to 2020 value, as revised figure becomes available data shall be revised to reflect new value
	Annual Citizens Survey - Percentage of adults very satisfied or fairly satisfied with refuse collection	97%	99%		The annual citizen survey was not conducted in 2021, therefore the figures are from the latest survey, that was conducted 2019
	Street Cleanliness Score - Streets cleaned to an acceptable standard	88.9%	94%		Most recent results show a decrease and resources over this period due to Covid 19 sickness absences and related restrictions. KSB (Keep Scotland Beautiful) has indicated that this has been a common trend throughout Scotland, which shall result in the overall national average being reduced in this period

Status	Action	% Progress	Notes & History Note
	Route re-development due to anticipated reduction in capability to achieve daily collection targets.	Completed	Waste collection services were re-prioritised to ensure collections have continued for all properties during the pandemic.
	Review of collection frequencies for general waste and recycling streams.	Completed	New policies covering side waste, multiple general waste bins and contamination have been progressed in 2021

	Review of fleet requirements once the effect of measures such as collection frequency changes, workload capability and social distancing arrangements are known. Determine the requirement for further additional modifications	Completed	Changes to collection methodology, fleet requirements and route assessments has enabled waste collection services to continue, largely uninterrupted throughout the pandemic. This remains under continuous review.
	Review revised Waste Charter Code of Practice once published & conduct impact/cost-benefit analysis	15%	Awaiting further progress from Scottish Government in relation to the ongoing evaluation of the current Charter. The release of an updated version of the Charter is unlikely to happen until the wider review of the waste management targets, policies and objectives is undertaken. This is currently part of the forthcoming Waste Targets Routemap consultation which also has still be to be released and this will continue to be reviewed regularly
	Revised programme for internal waste project covering remaining schools, offices and council building	Completed	Whilst this initial phase is complete, further work will be undertaken to develop recycling opportunities and awareness in schools, offices and council buildings from 2022.

Implementing air quality strategies supporting cleaner air for Scotland

Action We have Taken

The Dundee LEZ Scheme was submitted to Transport Scotland and Scottish Ministers in February 2022. The Scheme was approved by Scottish Ministers in May 2022 and introduced on schedule on 30 May 2022. Following a 2-year grace period, enforcement will begin on 30 May 2024. City Development are leading on installation of ANPR cameras and back office system for the scheme, which will be installed and tested prior to enforcement commencing.

Status	Action	% Progress	Notes & History Note
	Working with City Development to deliver the 2017 Programme for Government commitment of introducing a Low Emission Zone in Dundee	Completed	The Dundee LEZ Scheme was submitted to Transport Scotland and Scottish Ministers in February 2022. The Scheme was approved by Scottish Ministers in May 2022 and introduced on schedule on 30 May 2022. Following a 2-year grace period, enforcement will begin on 30 May 2024. City Development are leading on installation of ANPR

			cameras and back office system for the scheme, which will be installed and tested prior to enforcement commencing.
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Areas for Improvement: None

Managing our public open spaces and outdoor sporting and recreational facilities which supports our Biodiversity Action Plan and associated duties.

Action We have Taken

Progress on achieving environmental standards has been maintained or improved regarding Green Flag Status and beach awards.

Despite the COVID19 restrictions which resulted in the 2020 Beautiful Scotland Campaign being suspended, Bonnie Dundee were able to maintain their city centre plant displays and deliver a new project to encourage other groups and individuals to grow seeds during lockdown - Seeds of Hope. Bonnie Dundee was also recognised for its biodiversity work and received the NatureScot Pollinator Award from Beautiful Scotland.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
	Percentage of residents who were satisfied with areas for children to play outside	93%	93%		The DCC Annual Citizens Survey was not undertaken in 2020. A strategic review of play areas is underway to inform where available investment should be prioritised within wards.
	Percentage of residents who were satisfied with the natural environment in the neighbourhood	100%	100%		The DCC Annual Citizens Survey was not conducted in 2020.
	Percentage of residents who were satisfied with the quality and maintenance of open spaces	97%	99%		The DCC Annual Citizens Survey was not conducted in 2020.

	Increase the number of Keep Scotland Beautiful (KSB) Green Flag awards achieved	7	7		Additional Green Flag awarded to Riverside Nature Park in 2020/21. All Green Flag sites retained their award in 2021/22.
	Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry	1	1		Broughty Ferry Beach successfully retained its Scotland's Beach Award in 2021.
	Retain the Keep Scotland Beautiful (KSB) City Category	1	1		Despite the COVID19 restrictions which resulted in restricted volunteer activities in 2020/21, Bonnie Dundee volunteers were able to maintain their city centre displays, deliver a citywide project to encourage people to plant for pollinators, and take forward the Dundee entry into the Beautiful Scotland City category in collaboration with the Council and other partners. The 2021 entry received a Gold Medal and Bonnie Dundee were later awarded the RHS Growing Communities Discretionary Award for their work.

Areas for Improvement:

None

Neighbourhood Services

Action We have Taken

Covid has had significant impact on Health and Safety and Wellbeing within the service and this is generally commensurate with impacts across the Council. However, health and wellbeing surveillance remains a high priority within the service and trends are monitored continuously, and action taken where appropriate.

	Performance Indicator	2021/22 Value	2021/22 Target	Short Term Trend	Notes & History Note
	Average FTE sick days lost per FTE Employee in Neighbourhood Services	20.43	10		Overall absence increased significantly in 2020/21 that will reflect the impact of Covid-19

	<p>Health & Safety – Reduction in number of days lost due to health & safety incidents</p>	<p>703.5</p>	<p>218</p>		<p>The value includes days lost from Construction Division, not previously included. Construction Division lost 458.5 days (one very significant absence resulted in 227.5 days lost, another absence resulted in 82 days lost).</p> <p>Waste also has a significant number of days lost - 214. However, 2 absences in Waste totalled 177 days lost (122 days and 55 days).</p> <p>Waste and Construction account for 672.5 days of the total of 703.5</p> <p>NS H&S Management Board continue to monitor H&S incidents, learning outcomes and implementation.</p>
	<p>Percentage of staff receiving an Employee Performance & Development Review within 12 months</p>	<p>24%</p>	<p>100%</p>		<p>Few EPDR's were recorded on the monitoring system for EPDR's. This doesn't necessarily mean they were not done. EPDR's will be reinstated in the summer of 2022 and the importance of completing them and updating the system will be reinforced</p>
	<p>Reduce the number of occupational health surveillance appointments not attended</p>	<p>102</p>	<p>48</p>		<p>OHIO health surveillance system now provides management information on DNAs for health surveillance reports. The value included is from May 2021. Going forward this information can now be provided. The above value includes DNA figures from Construction (not previously included).</p>

Status	Action	% Progress	Notes & History Note
	Review management of risk assessment process including development of inventory and completion of Annual Assurance statements	75%	Action is overdue for completion due to impact of global COVID-19 pandemic which meant the focus for health and safety and NS operational staff was controlling risks from COVID-19 in the workplace. As the pandemic comes to an end focus can return to completing this action (it should be noted that progress has been made towards completing this action during the pandemic). The outstanding actions are to develop and implement RAMS for Regulatory (developed but not implemented), Construction (being developed) and Community Safety Resilience (not started). It is anticipated that 31 March 2023 is an achievable completion date.

Areas for Improvement:

Action: Percentage of staff receiving an Employee Performance & Development Review within 12 months - Reviews will commence Summer/Autumn 2022 with the aim of completion by end of December 2022.

Improvement Action Plan

Action/PI Improved	Planned improvement activity	Target Completion Date
Action: Review & Update the process for Community Asset Transfer	As part of the community wealth building initiative, the Community Asset Transfer (CAT) process will be reviewed and updated to make the process more accessible and easier for community groups to initiate	March 2023
Action: Engage with Dundee Association of Local Management Group to develop the service recovery plans	Local Management Groups (LMG's) of community centres are undertaking a marketing exercise to highlight these valuable facilities within local communities, with a view to increasing footfall.	March 2023
Action: Review of ESOL & Literacies Team as part of service re design	Literacies Improvement Actions will be incorporated in the new Literacies Team Plan	March 2023

Action: Percentage of staff receiving an Employee Performance & Development Review within 12 months	Reviews will commence late 2021 with the aim of completion by end of December 2022	December 2022
Rent Arrears	<p>A 2-year contract with Mobyssoft RentSense has been agreed and implemented to help assist and maximise revenue.</p> <p>Early intervention is being encouraged for tenancy officers to visit rising arrears balances and assist with issues, completing grant applications, etc.</p> <p>Housing and Construction Services continue to work through the backlog of Void properties. Progress and outcomes will be reported to Housing Best Value Group.</p>	December 2022
Zero Waste Scotland	The Council will need to work closely with Zero Waste Scotland and other stakeholders to ensure that future policy changes and those delayed by the pandemic are actioned to maintain the planned activities for the coming year.	March 2023