

ITEM No ...5.....

REPORT TO: CITY GOVERNANCE COMMITTEE – 18 AUGUST 2025

REPORT ON: NEIGHBOURHOOD SERVICES PLAN 2023-2027 - ANNUAL PROGRESS REPORT 2024/25

REPORT BY: EXECUTIVE DIRECTOR NEIGHBOURHOOD SERVICES

REPORT NO: 232-2025

1.0 PURPOSE OF REPORT

- 1.1 To provide Committee with an annual update showing progress as of 31st March 2025 for the Neighbourhood Services Plan which was agreed by the Neighbourhood Services Committee on the 12 June 2023.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Committee note the Service Plan update appended to the report.

3.0 FINANCIAL IMPLICATIONS

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

4.0 BACKGROUND

- 4.1 Report No 116-2023 presenting the Service Plan for Neighbourhood Services for the period 2023 – 2027 was approved at the Neighbourhood Services Committee of the 12 June 2023 (Article III of the minute of this meeting refers). The Service Plan outlines the strategic direction for Neighbourhood Services for the period covering financial years 2023/24 up to 2026/27 and outlines key priorities and improvements which the service intends to deliver, based on financial and employee resources which are expected to be available. It also provides details of the service's key responsibilities and identifies the key actions to be undertaken to meet these priorities, as well as the performance indicators which will be used to monitor progress.
- 4.2 This report provides an update on the performance indicators and actions under each priority theme in Neighbourhood Services Service Plan for the period up to 31st March 2025. In each theme, where required, the report identifies further improvement activity to achieve the targets and actions in the plan.
- 4.3 Neighbourhood Services is responsible for Housing and Construction Service, Communities, Community Safety and Environment Service.

5.0 PERFORMANCE AND PROGRESS

- 5.1 The Neighbourhood Services' annual progress report shows the Service is focused on tackling its key priorities as well as contributing to those agreed in the Council Plan and City Plan.
- 5.2 The summary of Neighbourhood Service Plan performance confirms that over 70%, 27 of the performance indicators are on or within 5% of the target at the year end.
- 5.3 The best performing indicators at the year end point are: -
- Percentage of registered private sector properties managed by an Accredited Landlord or Letting Agent
 - Average length of time taken to complete emergency repairs

- Percentage of tenancy offers refused during the year
- Number of people consulted on Community Planning issues
- Number of Dundee Citizens engaged in CLD Programmes

The indicators needing further improvement are: -

- Street Cleanliness Score - Streets cleaned to an acceptable standard
- Average number of days taken to re-let properties
- Average time taken to complete non-emergency repairs
- Reduce the number of occupational health surveillance appointments not attended

5.4 No actions were overdue in this reporting period and 3 actions have completed during this period. These are:

- Develop youth activities via CLD youth workers teams
- Maximise participatory budgeting in all forms
- Target work to the most disadvantaged communities including focused local fairness initiatives in Linlathen and Stobswell West

All actions scheduled to have been completed up to this reporting period have been completed. 100% of actions are noting 50% or more progress.

5.5 In addition to the performance indicators included in the Service Plan, it is recommended that supplementary indicators be incorporated to provide a more comprehensive overview of service performance. Performance in relation to these additional indicators will be presented in subsequent updates. The supplementary indicators are as follows: -

- Average case duration for those assessed as homeless or threatened with homelessness
- Number of cases awaiting discharge of statutory duty
- Number of breaches of the unsuitable accommodation order
- Number of households in temporary accommodation at end of period
- Percentage of homeless or potentially homeless applicants securing permanent accommodation
- Number of homeless applications
- Net cost of waste collection per premise
- Net waste disposal cost per premise

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

6.0 POLICY IMPLICATIONS

6.1 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.

7.0 CONSULTATIONS

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

8.0 BACKGROUND PAPERS

8.1 None.

Tony Boyle
Executive Director of Neighbourhood Services

Date: 23 July 2025

Neighbourhood Services

Service Plan 2023-2027

Annual Report



Foreword

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, community facilities and building a strong sense of pride and satisfaction across the city.

Sustainability and a commitment towards increasingly enhancing biodiversity and environmental quality are key to our service delivery. By leading the way through ambitious initiatives such as the low emission zone, we are setting a benchmark that we hope others will follow. By working together with the private and voluntary sectors across the city we can all adopt more sustainable practices. Our Waste and Recycling Strategy sets out our plans to maximise recycling and minimise general waste.

Neighbourhood Services together with its strategic partners have ambitious plans to decarbonise and improve the energy efficiency of our existing housing stock as set out within the Housing Energy Efficiency and Net Zero Strategy 2023-2027. The Service is also committed to increasing the supply of affordable housing across the city through the Strategic Housing Investment Plan and Local Housing Strategy. These plans address housing need, to ensure that affordable new build housing meets high standards in terms of energy efficiency while reducing the impact of residential accommodation on the climate. New build social rented accommodation meets 'Net Zero' guidance in terms of improved energy efficiency and moving towards the decarbonisation of residential accommodation using alternatives to fossil fuel for heating.

Dundee has well established processes for locality planning to facilitate work between community planning partners and communities. There is a Local Community Planning Partnership (LCPP) covering each of the eight wards of the city. These LCPPs are one of our key mechanisms for empowering communities with local people sitting alongside service providers as equal partners taking collective action. People who know their own communities best, people who have lived experience of using services and local workers who have built up relationships in those communities, work together to ensure the community's voice is heard and that local people are at the heart of actions taken to reduce inequalities in their neighbourhoods.

The framework for community participation and Participatory Budgeting (PB) will deliver active participation of citizens in local decision making. The Council has used a range of ways to support local community engagement and local community planning; community involvement and engagement activities underpin these plans. Our Engage Dundee model commits to holding city wide engagement every two years as well as ongoing engagement, consultation and working with communities at a local level.

Neighbourhood Services will continue to review the needs of employees in adapting to challenging legislative and resource constraints through our Workforce Plans. We will continue to work with our employees, partners, Government and communities to deliver on the key priorities in this Service Plan.

Tony Boyle – Executive Director of Neighbourhood Services.

Achievements

Under the direction of the Service Plan, Neighbourhood Services has continued to deliver strongly against strategic objectives. A summary of some of the key achievements by each service across Neighbourhood Services is described below: -

2.1 Environment

2.1.1 Biodiversity and Greenspace: -

- Completion of the Lawn Tennis Association funded upgrading of all Dundee's parks, tennis courts and the partnership agreement between the Council and Tennis Scotland, which will increase participation via programmes e.g. 'tennis for free'.
- Since April 2024, Dundee's two Countryside Rangers have led 100 events involving over 1,500 children and adults.
- Completion of city centre tree survey and open space audit.
- Appointment of contractors working to remove trees most affected by Ash Dieback.
- One of Dundee's most popular and biodiverse woodland sites, Templeton Woods, has benefited from approximately £100,000 improving access for visitors by upgrading the car park and planting 2,200 native trees.

2.1.2 Bonnie Dundee was awarded a Silver Gilt Medal at the 2024 RHS Britain in Bloom UK Finals. This accolade recognises the city's outstanding horticultural achievement, environmental responsibility and community participation. Judges noted "the volunteering movement across the city was very impressive" and that it was good to see "the Council coordinating activity with a strong strategic vision" with regards to ongoing development within the city.

2.1.3 Capital projects in parks and open spaces included upgrades at Stobsmuir Ponds, introducing new planted 'floating islands' as well as enhancements to the Discovery Rose Garden. New biodiverse planting at Dryburgh Gardens Sheltered Housing has been introduced as well as new planting areas at Windmill Gardens to enhance the Broughty Ferry Active Travel Project.

2.1.4 Planting on roundabouts along Riverside Drive was upgraded improving sightlines and enhancing this key gateway route into the city.

2.1.5 Continued improvement of the overall recycling rate, as the Waste Strategy Action Plan progresses.

2.1.6 Residual waste going to landfill has reduced from 2% to 1.5%.

2.1.7 Successful bid to the Scottish Government's Recycling Improvement Fund as a contribution to the costs of upgrading the Council's two recycling centres at Baldovie and Riverside.

2.1.8 Launch of Mobile Waste App (initial uptake of over 11,500 users) with a sustained communications plan to help householders identify what goes in each bin as well as setting reminders for collections and signposting them to information and advice in relation to recycling and re-use.

- 2.1.9 Litter Picks: A total of 77 registered litter picks took place throughout the year; these involved an estimated 1,377 participants over an estimated 1,426 volunteer hours.
- 2.1.10 DCC Community Clean Ups: These targeted days of action were delivered in the Linlathen, Strathmartine, Stobswell West and City Centre areas using a partnership approach. Lunchtime volunteer sessions at the City Centre Community Clean Up saw 33 volunteer hours over 3 days by DCC staff, Elected Members and staff from local businesses.
- 2.1.11 Play Area Improvements: As part of an ongoing programme of renewals and upgrades, over £400,000 has been invested in play areas in the North East, Lochee and East End wards during 2024/25.

Housing & Construction

- 2.2.1 In 2024/25, a total of 341 social housing completions were achieved across the city in partnership with our Registered Social Landlords, the highest number of completions for several years. All of these new homes have met or surpassed the current building regulations and meet the Energy Efficiency Standard for Social Housing, ensuring that our tenants live in warm, affordable homes.
- 2.2.2 The Rapid Rehousing Transition Plan (RRTP) highlights that in a very challenging housing environment nationally, efforts and innovation of our teams and across sector have impacted positively on people experiencing homelessness. Whilst pressure on the homeless service has increased, the service has continued to ensure it meets its legislative duty by providing temporary accommodation to everyone who needed it in 100% of cases. Progress includes: -
- The service has 'flipped' 203 temporary furnished properties to permanent accommodation.
 - Tenancy Sustainment for homeless households permanently rehoused is currently 90.97%.
 - 1061 households were assisted to secure permanent accommodation during 2024/2025
 - There has been a 13% drop in the number of children associated with households accommodated in temporary accommodation by Dundee City Council.
- 2.2.3 On the 13/05/2024, Housing and Construction Services presented the Relet and Repairs Recovery Plan to the Neighbourhood Regeneration, Housing and Estate Management Committee. The Plan set out to reduce the number of void properties from 545 to 200 within 20 weeks. This was achieved by 21/10/2024 and the number of void properties reduced to 199.
- 2.2.4 Some of the works carried out by Housing and Construction Services in this period include:
- 48,366 reactive repairs completed
 - 1,222 mainstream properties and 319 network properties prepared for relet.
 - 11,254 Gas Safety Checks completed on time
 - 2144 Electrical Safety Inspections
 - 170 major and 270 minor disabled adaptations were complete
 - Capital Improvements including Window Replacement, Roof Replacement, Kitchen, Heating and Boiler Replacements to over 500 properties.

2.2.5 A Survey of Tenants and Residents (STAR) was completed in 2023 to report in the return on the Scottish Social Housing Charter for 2024 onward (the survey is required every three years). The Service presented an overview of the results to the Housing Best Value Review Group. Key areas of improvement included: -

- Overall service satisfaction, 83.2% of tenants surveyed were satisfied – an improvement on last survey (2021) which was 80.8% and better than the council average
- Percentage satisfied with quality of home was 83.3% compared with 76.4% in 2021.
- % satisfied with opportunities to participate in decision making was 82.2% compared with 66.6% in 2021.
- The percentage of people satisfied with their most recent repair in the past 12 months was 86.0%, compared to 78.9% in 2021.

2.3 Communities, Safety & Protection

2.3.1 Community centres saw substantial engagement, with 428,000 visits recorded over the year.

2.3.2 Wide-reaching community involvement was promoted, with 708 people contributing to Local Community Planning and 2,668 generating ideas for capital investment through the new Neighbourhood Capital Fund—1,724 of whom were young people.

2.3.3 Supported by The Hunter Foundations and BBC Children in Need, our partnership with What Matters To You (WM2U) led by Children and Families, supported by Communities has shifted from service provision to empowering families and young people through Values Based Leadership Experiences with Columba1400. This led parents and youth to take leadership roles in their schools and communities, launching initiatives like a parental peer support group in Fintry, family activity groups in Charleston, a men's group in Kirkton, opportunities for young people at DISC in Stobswell, and transition support at Greenfield Academy. Youth Work teams delivered targeted support, notably through the "Imagine A Man" training, fostering positive male role models and open dialogue among young people.

2.3.4 The Community Health Advisory Forum organised a city-wide Cost of Living event to address financial challenges faced by residents, influencing local strategic planning. The group was excited to be asked for a representative to attend the Child Poverty and Inequalities Strategic Leadership Group, providing a direct link to the implementation of Dundee's City Plan.

2.3.5 Kirkton Community Centre SCIO were supported to bring in £1.5 million of funding of Levelling Up Monies to support their ambition to build a community enterprise centre on the site of the old Kirkton community centre. The service has supported local community groups to bring in a further £409,000 of external funding for local initiatives.

2.3.6 Ongoing support was provided by the Humanitarian and English for Speakers of Other Languages (ESOL) Teams to newcomers through resettlement and English language programmes, helping them build new lives in Dundee.

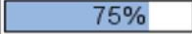
Performance Indicators Status Explained -

Key Performance Targets: ● On target ▲ Close to target ● More than 5% away from Target

Short/Long Term Trends - ▲ Improving ▬ No Change ▼ Getting Worse

Short term trend data is analysed by frequency as noted on the indicator e.g., an indicator with monthly data will be compared with the previous month

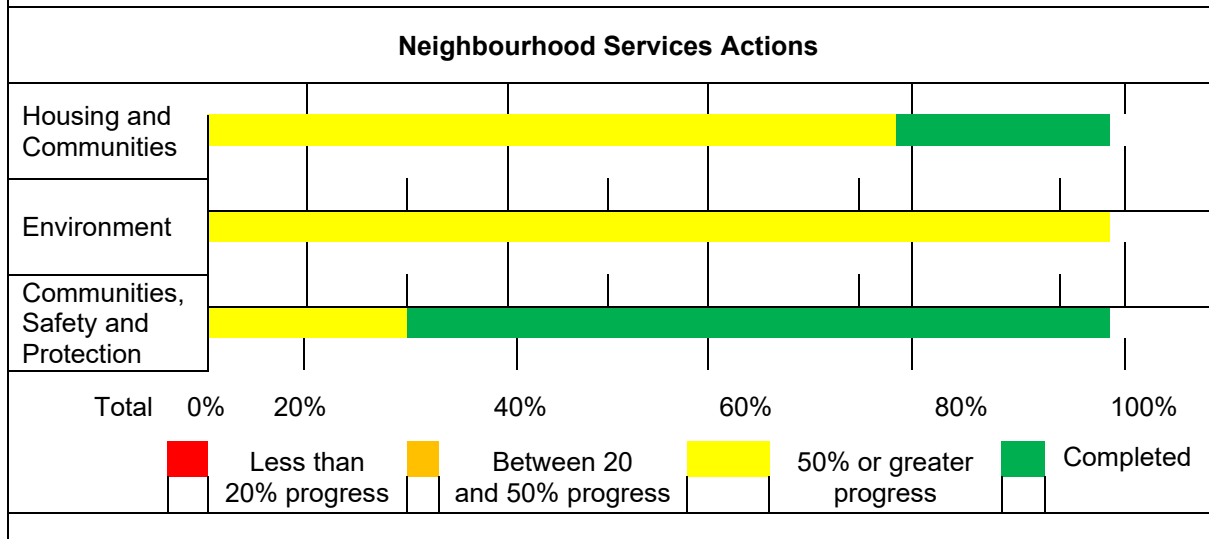
ACTION LEGENDS EXPLAINED

Status	Progress Bar	Due Date
		31- Mar 2027
Green tick shows that the action has been completed. A green triangle means the planned action has started, an officer is assigned to lead it and there is an update within the timeframe the officer has been asked to update e.g. quarterly. A red symbol indicates that the action is overdue.	The officer assigned to lead / report on the action is asked to provide a self-assessed percentage complete when providing an update. A high percentage is taken to mean there is a plan and the structures, systems and resources are to a reasonable extent in place to deliver it. Complete usually means the improved or new policy, product or process is now embedded and adopted as business as usual in the relevant operations.	Agreed either in the plan approved by committee or by the assigned officer when being set up in the monitoring system. Read in conjunction with progress.

Best and Worst Performance Indicators

Best Performing Indicators		Percentage of registered private sector properties managed by an Accredited Landlord or Letting Agent Average length of time taken to complete emergency repairs Percentage of tenancy offers refused during the year Number of people consulted on Community Planning issues Number of Dundee Citizens engaged in CLD Programmes
Worst Performing Indicators		Street Cleanliness Score - Streets cleaned to an acceptable standard Average number of days taken to re-let properties Average time taken to complete non-emergency repairs Reduce the number of occupational health surveillance appointments not attended

What Action Will We Take?



Actions which have been completed in the year 2024/25:

Maximise participatory budgeting in all forms.

Develop youth activities via CLD youth worker teams.

Target work to the most disadvantaged communities including focused local fairness initiatives in Linlathen and Stobswell West

Actions which are currently overdue:

No actions are currently overdue



Communities, Safety and Protection

Communities, Safety and Protection Performance Indicators

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
	Number of attendances by young people engaged in Diversionary Learning Programmes.	36,160	40,069	19,325	38,588	40,000			Diversionary programmes are in place Monday to Friday, targeted at local community wards with the highest needs. This gives young people the opportunity to access a positive learning opportunity each evening and divert some away from possible anti-social/offending behaviour.
	Number of targeted groupwork sessions	7,760	6,056	3,180	6,818	8,000			The communities service continues to offer high numbers of targeted group work support to adults and young people across the city. While we have seen an increase in 2024/2025, we have not met our target annual target. However, we have seen an increase in the number of adults and young people accessing individual support from CLD staff suggesting changing priorities across communities.
	Number of learners receiving individualised support to reduce risk and support positive outcomes	863	972	754	919	900			The communities service has seen an increase in the number of young people and adults accessing individual support to improve outcomes. This takes the form of • One to one ESOL or literacy support to adults who want to improve their reading, writing, spelling, numeracy, or digital skills, • Young people referred by education and other partners who need additional support to address challenges to learning such as family or social issues, help them to build confidence, meet goals and progress to other learning. • Local community members being supported to take action in their area or help around governance or taking on a committee role.

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
✓	Number of Recovery & Resilience Sessions (Capacity Building)	1,731	2,585	1,217	2,139	1900	↓	↑	The targets have been exceeded for this period owing in part to the significant increase in family empowerment work supported by What Matters to You (WM2U). A number of groups are being supported through AGMs and development sessions to look at organisational governance and this will be a priority over 25/26
✓	Number of people attending community centres	331,151	460,110	237,945	428,768	333,000	↓	↑	Community Centres continue to be the focus of a huge amount of anti-poverty work and, increasingly, family empowerment work. Community cafes are an area of growth and Warm Spaces continued to be offered in 24/25
✓	Number of people consulted on Community Planning issues	3,454	10,729	6,108	12,201	4,000	↑	↑	We have seen very high numbers of local people consulted on community priorities for the Neighbourhood Capital Fund. In addition, the numbers of consultation in part due to the expansion of WM2U in Whitfield to compliment the consultation carried out in Charleston and Kirkton. School holiday programmes were also run across the city during the summer months providing the opportunity to engage with large numbers of families about issues important to them.
✓	Number of Dundee Citizens engaged in CLD Programmes	4,808	4,861	3610 (corrected)	5,369	5,000	↑	↑	The consistent high numbers of young people and adults engaged in CLD activities suggests a growing interest and participation in lifelong learning and community empowerment. Involvement in CLD is leading to increased social cohesion, community involvement, and an awareness of various programmes and initiatives across the city.
⚠	Percentage of Dundee Citizens from SIMD 1&2 (20% SIMD Rank) engaged in CLD learning programmed activities	57.18%	56.8%	60.6%	58.5%	60%	↑	↑	The communities service continues to target our CLD offer to Dundee's priority communities and with other disadvantaged groups with a focus on reducing the impacts of poverty and inequality and building stronger empowered communities.
✓	% of communicable disease cases and outbreaks investigated within 48 hours of being brought to our attention	100%	100%	100%	100%	100%	▬	▬	67 Communicable disease notifications received within the last period up to today 17/01/25 where contact was made or attempted and an investigated was then carried within 48 Hours of being brought to our attention where applicable. There were no outbreaks recorded in this period of time.

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
									Due to a change in investigation procedures, we also received an additional 8 notifications which were investigated by Tayside Health Board rather than ourselves due to the nature of the reported communicable disease. This Performance indicator will be transferred to City Development.
✓	Number of antisocial behaviour complaints	1,470	1,302	735	1,314	1,587	↓	↑	Whilst there has been a slight increase in the number of antisocial complaints in 2024/25 compared to the previous year, work is ongoing to reduce incidents of antisocial behaviour where possible. This includes a high level of preventative measures, early intervention and engagement, and working collaboratively with both internal and external partners. This target is continually reviewed and will reduce to 1432 for 2025/26.
✓	Percentage of food safety inspections completed for risk rated food premises, as per the Food Safety Scotland's Food Law Code of Practice (Scotland).	N/A	97%	N/A	96%	87%	↓	↓	During the period between 01/04/2024 and 31/09/2024, a total of 492 Food Law Rating Scheme programmed inspections were carried out, achieving an inspection rate of 98% so far this year. This Performance indicator will be transferred to City Development.
✓	Percentage of serious health & safety accidents receiving a response within 48 hours	100%	100%	N/A	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 retail premises. During the period between 01/04/2024 and 31/09/2024, a total of 28 reportable accidents were received. 100% of these were assessed and responded to within 48 hours. This Performance indicator will be transferred to City Development.
✓	Percentage of registered private sector properties managed by an Accredited Landlord or Letting Agent	31%	31%	N/A	30%	25%	▬	↑	Currently 30% which is a slight decrease from last year (1%). The number of accredited landlords has remained static however the number of registered properties has increased from last year. Landlord accreditation is a voluntary scheme run by Dundee Landlord Accreditation. This group of members is made up of

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
									volunteers from letting agents and private landlords across the sector. When landlords are accredited, they are agreeing to uphold a standard higher than the minimum and is good practice but not compulsory. Once accreditation is achieved, they go onto a database managed by Private Sector Services team.

Communities, Safety and Protection Actions

	Action	Progress Bar	Due Date	Latest Update
	Increase community use and ownership of Council owned assets	75%	31-Mar-2027	3 pre-applications for Community Asset Transfer and a full CAT request from Mid-Lin have been received. A task and finish group in Communities has been established to review the support materials
	Develop youth activities via CLD youth workers teams	100%	31-Mar-2025	Action Completed
	Maximise participatory budgeting in all forms	100%	31-Mar-2027	Action Completed
	Target work to the most disadvantaged communities including focused local fairness initiatives in Linlathen and Stobswell West	100%		Action Completed



Housing and Construction

Housing and Construction Performance Indicators

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
✓	Number of Council and Registered Social Landlord new housing completions	101	264	186	341	200	↑	↑	To the end March, there were 341 affordable housing completions including 23 market acquisitions by Dundee City Council. This is progressing well towards exceeding the annual target.
✓	% of gas safety certificates obtained within 12 months	100%	99%	100%	100%	100%	↑	↑	100% completed before the anniversary date.
⛔	% of reactive repairs carried out within timescales	78.87%	79.29%	81.96%	83.1%	93%	↑	↑	A backlog of non-urgent repairs has persisted but is reducing, and as we work our way through these older repairs, the proportion of jobs completed on time is improving. This year the service has completed 48,366 repairs.
✓	% of lets to statutory homeless households	53.5%	51.8%	71.9%	66.8%	55%	↑	↑	The majority of lets were made to homeless applicants whilst also addressing other allocation priorities such as management transfers, unsuitable housing conditions and throughcare protocols. Permanent lets to alleviate and prevent homelessness continues to be a priority to reduce pressures on temporary accommodation.
✓	Average length of time taken to complete emergency repairs	4.93(hrs)	4.4 (hrs)	4.17 (hrs)	4.14 (hrs)	6 (hrs)	↑	↑	The service continues to respond to emergency repairs well within the target of 6 hours and to date have completed over 2382 emergency repairs.
⚠	% of reactive repair jobs completed right first time	78.35%	79%	81.31%	82.63%	85%	↑	↑	This measure is of jobs completed on time and without subsequent complaint or rework. The Scottish Housing Regulator (SHR) is currently consulting on a replacement measure. For the year 2024/25 82.63% of reactive repairs

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
									were considered right first time, reflecting the fact many repairs are being completed after the target date because of the repairs backlog. This can be further broken down and approximately 1% of repairs not complete right first time is due to recall works.
	Average number of days taken to re-let properties	104.4	96.06	92.9	79.76	45			Days to let continues to show an improvement in performance. This year's performance is mainly attributed to the implementation of the void recovery plan and the efforts of all teams involved. A number of long-standing voids were also let during this period which will help the longer-term trend.
	% of lets to BME groups (Quarterly and Yearly)	1.3%	2.1%	1.5%	1.6%	3.3%			This is not a mandatory question on the housing application and is dependent on applicants completing this section. Proportion of lets to Black Minority and Ethnic (BME) groups remains below target and there has been a small reduction in applications from BME applicants.
	% of tenancy offers refused during the year	47%	37.5%	34.1%	39.7%	47%			This is a strong performance with levels of refusals contributing to reductions in days to let. 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	89.53%	88.9%	89.36%	90.97%	90%			The service is maintaining tenancy sustainment levels despite increased levels of allocations to homeless households. Tenancy Sustainment for Homeless Households over the previous year is currently over 90%.
	% Gross rent arrears	11.71%	10.7%	9.59%	7.3%	6.4%			We are working with our colleagues in Corporate Services to reduce rent arrears. Rent arrears have reduced to 7.3%. The team continue to support tenants maintain their rent charge via Discretionary Housing Payments and Tenant Hardship Fund alongside collaborative working with advice services to maximise income.

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
	Average time taken to complete non-emergency repairs	15.8	13.79	16.32	15.67	9			Following a targeted approach to reducing relets, Construction Services is concentrating resources on 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. As the service completes older repairs then this will have the impact of increasing the average hours.
	Percentage of tenants satisfied with the overall service provided by their landlord	80.84%	83.2%	83.2%	83.2%	90%			An improved performance from 80.84% to 83.2%. The Service is reviewing the overall response from this Survey to further inform an improvement plan to continue improving performance.
	Percentage of tenants satisfied with the overall quality of home	76.45%	83.2%	83.2%	83.2%	88%			The STAR survey carried out at the end of 2023 showed an improved performance in terms of tenants satisfied with the overall quality of their home. To build on this performance, the Housing Service is due to carry out a 100% Stock Condition Survey which will further inform resource allocation within the Housing Capital Plan The Service has introduced satisfaction surveys at all new tenant visits so that satisfaction levels can be monitored during the 3-year star survey period
	% of Rent due lost through properties being empty	2.33%	2.16%	1.04%	1.77%	1.5%			This is a cumulative indicator and represents the amount of annual rent lost due to voids after 6 months. The void improvement plan significantly reduced the percentage of rent due lost through properties being empty. There is ongoing monitoring of voids performance by housing and construction teams.

Housing and Construction Actions

	Action	Progress Bar	Due Date	Latest Update
	Maintain momentum in energy efficiency and wall insulation programmes to reduce fuel poverty for children and families	60%	31-Mar-2027	As reported to the Neighbourhood Regeneration, Housing and Estate Management committee on 13 May (sourcing strategy report 128-2024), it sets out the 3 phases of the Linlathen Retrofit project which are to be tendered via the Scotland Excel Energy Efficiency Contractors framework. Designs are being finalised to include not only Structural Insulation, but new windows, Solar PV and Battery Storage if feasible.
	Build affordable houses that meet community needs	50%	31-Mar-2027	As at the end of financial year 2024/5 a total of 341 social rented houses were completed. This is well in excess of the Council Plan target of 200 units
	Integrated Housing Management System (IHMS)	50%	Revised Due Date 31-Jul-2026	I.T. development and implementation is ongoing. Project Plan is under review.
	Modernisation of Construction Services	50%	Revised Due Date 31-Jul-2026	Review of progress to date and options appraisal to identify optimal route to implementation of repairs by appointment commenced.
	Complete the annual rent consultation exercise	65%	31-Mar-2027	The rent consultation for the increase in rents in 2025/26 has been completed with a response rate of 18.6%.



Environment

Environment Performance Indicators

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
✓	Number of clean ups /litter picks recorded citywide (maintain/increase)	59	68	26	77	52	↑	↑	Litter picks are supported and encouraged city wide as part of the Council's Take Pride in Your City campaign, the 2024/25 total is 77 litter picks, which is an increase on the previous year. 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)	N/A	9	9	9	9	▬	▬	In 2024/25, 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	7	7	7	▬	▬	Green Flag Awards are awarded every summer. Dundee successfully retained all 7 Green Flags in 2024/25 for; Barnhill Rock Garden, Slessor Gardens and Waterfront Place, Dundee Law, Templeton Woods, Baxter Park, Trottick Mill Ponds LNR and Riverside Nature Park. There is potential to develop applications for further sites in future (e.g. Magdalen Green) but the aim is to retain 7 sites for 2025/26.
✓	Number of KSB, It's Your Neighbourhood' groups reaching the outstanding level (maintain / increase)	N/A	12	N/A	12	12	▬	▬	It's Your Neighbourhood 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. 13 groups from Dundee entered IYN in 2024/25, of which 12 received an

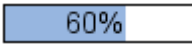
	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
									Outstanding level certificate. 10 of these groups also received a Certificate of Distinction which are awarded to groups who have consistently grown and improved over the years of taking part.
	Street Cleanliness Score - Streets cleaned to an acceptable standard	86.2	86.4	N/A	83.2	94			During 2024/25, a dedicated plan was progressed to target priority locations, hotspots and routes across Dundee. This included targeted mechanical sweeping, roll out of larger capacity bins, delivery of four community clean ups, support for community litter picking initiatives, review of resources and route planning, staff training and use of technology to streamline services. Noting a decrease in value of 3.2% to 83.2% for 2024/25, Environment will strive to continue to implement measures to improve this score throughout 2025/26. In part, improvements will be delivered through the Take Pride in Your City Action Plan 2024-26 Action Plan which has an emphasis on partnership working to make best use of resources and actions which focus on modernising operational processes to improve the appearance of open spaces across the city. This includes use of digital technology and data analysis to streamline service delivery, continuing the roll out of larger capacity bins, ongoing recruitment and training, review and update of Streetscene routes, engaging with the public on community initiatives to reduce litter, and partnering with schools, businesses, higher education institutions, sports clubs and other Service areas. Findings in the end of year LEAMS report will be scrutinised to identify areas for improvement, but this is not yet available.
	Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry)	1	1	1	1	1			Scotland's Beach Award, administered by Keep Scotland Beautiful, is awarded in May each year.

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
									Broughty Ferry beach successfully maintained its award in 2024/25. Application has been submitted for 2025/26.
✓	Retain the Keep Scotland Beautiful (KSB) City Category	1	1	N/A	1	1			The 'Bonnie Dundee' entry was nominated by Keep Scotland Beautiful to take part in the RHS Britain in Bloom 2024 UK finals, so could not enter Beautiful Scotland this year, but were nonetheless awarded a Certificate of Recognition at the 2024 Beautiful Scotland awards. Bonnie Dundee was awarded a Silver Gilt Medal in the City Category of Britain in Bloom 2024. This accolade recognises the city's outstanding horticultural achievement, environmental responsibility and community participation. Judges noted "the volunteering movement across the city was very impressive" and that it was good to see "the Council co-ordinating activity with a strong strategic vision" with regards to ongoing development within the city.
✓	% of household waste landfilled	2%	1.5%	N/A	N/A	7%			The landfill rate for 2024 is still to be reviewed and verified by SEPA and this is expected to be in September 2025 and confirmation of the landfill rate % will be published at that time.
✓	Percentage of household waste recycled or composted.	35.6%	36.6%	N/A	N/A	40.2%			The recycling rate for 2024 is still to be reviewed and verified by SEPA and this is expected to be in September 2025 and confirmation of the recycling rate % will be published at that time.

Environment Actions

	Action	Progress Bar	Due Date	Latest Update
	Manage waste sustainably by reducing, reusing, recycling and recovering waste to improve resource efficiency whilst working towards a circular economy.	60%	31-Mar-2032	The Waste Strategy Team are working on a range of activities to help reduce waste and increase recycling within the city. The Mobile App continues to gain traction with householders with approx. 11,500 users and is an established platform for providing updates and information to users. The team are currently preparing the 2025 -2030 waste strategy for approval later this year. An interface with key actions and aspects of the Take Pride Campaign will be included in the updated plan.
	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.	60%	31-Mar-2027	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. Further to previous updates referencing the pedestrianisation of Union Street, work is progressing on pedestrian and public realm improvements to Lochee High Street with development works expected to be completed by summer 2025. The Council have continued to work in partnership with Sustrans and the local community at Stobswell with the creation of pocket parks in the area and a collaborative concept design has been developed for the next planned pocket park at Eliza Street. Following the publication of Dundee's City Centre Strategic Investment Plan during 2023, consultants have been appointed to assist with the creation of an Eastern Quarter masterplan. The consultants are working with the Council on the preparation of the masterplan in order to deliver the strategic outcomes of the strategy and to establish a programme of deliverable public realm projects which will inform future capital investment in the Eastern Quarter of the city centre. A wide variety of considerations are being factored into the masterplan and proposed projects, including opportunities to enhance public spaces and active travel through green and blue infrastructure. 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 green spaces. To that extent Local Community Planning Partnerships 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. Further to initiatives previously highlighted: -

	Action	Progress Bar	Due Date	Latest Update
				· North East Community Empowerment Team supporting Family Group to enhance Finmill Community Centre courtyard with planting. · Whitfield Greenspaces Group volunteers, supported by the North East Community Empowerment Team, are to recommence community litter picks. · Lochee Empowerment team, working with Landscape design team, organised two design workshops which attracted 32 residents who live around Spey Drive play area. The first workshop assessed their aspirations and the second confirmed the design for the park, which has now been completed. · Lochee Residents and Tenants Association, supported by the Lochee Empowerment team & Planning officers has developed a street art project which will provide an aspirational backdrop to the development of a pocket park in Lochee High St at its junction with Bank St. · Beechwood Park has been refurbished with new play equipment and a Multi-Use Games Area following a co-design project with the Beechwood Residents group. The Lochee Empowerment team and the Landscape Design team. · Friends of Clatto volunteers have made improvements to various paths throughout the park including providing disabled access to accessible toilets. · Climate Action Fund monies were used to purchase gardening gloves, compost, seeds to grow potatoes and fertiliser. These items were made into packs which were then distributed to community members across Strathmartine. · The floodlights for the Multi Use Games Arena in the greenspace at Keswick Terrace have now been connected and are switched on in the evenings.
	Review revised Waste Charter Code of Practice once published & conduct impact/cost-benefit analysis	50%	31-Dec-2026	Following the enactment of the Circular Economy Bill, the Waste Routemap is now being taken forward and the key activity at the moment is the Co-design of future kerbside collection services which is a key element of the revised Waste Charter Code of Practice, ahead of the code becoming mandatory. A schedule for the various engagement activities is now available with the aim of completing the review of the Code of Practice by the end of 2026 and the Council are fully involved in this process.

Action	Progress Bar	Due Date	Latest Update
 Deliver the action plan to reduce waste, and reuse or recycle more	 60%	31-Mar-2027	The team are currently preparing the 2025 -2030 Waste strategy for approval later this year. An interface with key actions and aspects of the Take Pride Campaign will be included in the updated plan. This will reflect new and emerging legislative and regulatory obligations and will set out how these will be met over the next 5 years. The plan will include updated key objectives and actions.



Corporate Measures - Neighbourhood Services

Corporate Performance Indicators - Neighbourhood Services

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
	Reduce the number of occupational health surveillance appointments not attended	139	103	N/A	153	48			This is an internal measure relating to staff attending occupational health surveillance appointments. The annual target shows 153 appointments not attended. The service has put measures in place to ensure contact information between employees, and the Occupational Health provider is accurate to ensure that alerts for upcoming appointments are highlighted to the employee and the appropriate manager.

Corporate Actions - Neighbourhood Services

	Action	Progress Bar	Due Date	Latest Update
	Review management of risk assessment process including development of inventory and completion of Annual Assurance statements	 90%	23-Dec-2025	The H&S Team continue to support NS management to develop and implement updated procedures to manage operational risk assessments. Information created by these new procedures will support NS to in completing their Annual Assurance statements.