

ITEM No ...3.....

REPORT TO: CITY GOVERNANCE COMMITTEE – 6 JANUARY 2025

**REPORT ON: NEIGHBOURHOOD SERVICES PLAN 2023-2027 – HALF YEAR PROGRESS
REPORT TO 30 SEPTEMBER 2024**

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 5-2025

1.0 PURPOSE OF REPORT

1.1 To provide a progress report to Committee for the previous six-months up to 30th September 2024 for the Neighbourhood Services Plan.

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 financial implications arising from 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 on the 12 June 2023 (Article III 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 30 September 2024. 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, Safety and Protection Service and Environment Service.

PERFORMANCE AND PROGRESS

4.4 The Neighbourhood Services' six-month 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.

4.5 The summary of Neighbourhood Service Plan performance confirms that over 60%, 26 of the performance indicators are on or within 5% of the target at the mid year.

4.6 The best performing indicators at the mid-year point are:

- % of Rent due lost through properties being empty
- % of tenancy offers refused during the year.
- % of registered private sector properties managed by an Accredited Landlord or Letting Agent.

- Number of people consulted on Community Planning issues.
- Average length of time taken to complete emergency repairs.
- % of household waste landfilled.

The indicators needing further improvement are:

- % of reactive repairs carried out within timescales.
- Average time taken to complete non-emergency repairs.
- % gross rent arrears.

4.7 No actions were overdue in this reporting period and three actions have completed during this, these are:

- Full implementation of the Low Emission Zone in Dundee to contribute to the broader city objectives and the vision to create a healthy, vibrant, and attractive city by protecting public health through improving air quality.
- Maximise participatory budgeting in all forms.
- Develop youth activities via Community Learning and Development (CLD) youth workers teams.

All actions scheduled to have been completed up to this reporting period have been completed.

All other actions have progressed at least 25% toward completion during the 3 year plan. The actions which have progressed the most (where progress is now over 70%):

- Increase community use and ownership of Council owned assets.
- Review management of risk assessment process including development of inventory and completion of Annual Assurance statements.

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

5.0 POLICY IMPLICATIONS

5.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services, or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

6.0 CONSULTATIONS

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

7.0 BACKGROUND PAPERS

7.1 None.

Tony Boyle
Executive Director of Neighbourhood Services

31 October 2024

Neighbourhood Services

Service Plan 2023-2027

Mid-Year Report



1. 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) in 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.

2. Achievements

The Neighbourhood Service Plan 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.

2.1.2 Bonnie Dundee was awarded a Silver Gilt Medal at the 2024 RHS Britain in Bloom awards. 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 Play projects are progressing, including the completion of a new landmark play ship at Castle Green, and upgrades to seven playparks across the city.

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

2.1.7 Landfill rates remain at an all-time low with less than 1.5% of all residual waste going to landfill and the remainder being used to provide energy through the Council's energy from waste facility.

2.1.8 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.

2.1.9 Launch of Mobile Waste App (initial uptake of over 8,000 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.

2.2 Housing & Construction

2.2.1 In 2023/24 a total of 264 social housing completions were achieved across the city in partnership with our Registered Social Landlords, of which 18 were Wheelchair Adapted Housing, the highest number of completions for several years. This good progress has continued in 2024/25 with 186 completions in the first six months of the year. 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, the efforts of our teams and partnership working has had a positive impact for people experiencing homelessness. Whilst pressures 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' over 150 temporary furnished properties to permanent accommodation.
- Tenancy Sustainment for homeless households permanently rehoused is currently 85%.
- The service has improved performance in respect of average days to assess a homeless application down from 24 days in 22/23 to 16 days year to date (national average is 19 days).
- Furthermore, applications where at least one member of the household claimed to have experienced rough sleeping the night before their application decreased by 14% to Dundee City Council but there was a 28% increase nationally.
- There has been a 17% drop in the number of children associated with applications assessed as homeless or threatened with homelessness by Dundee City Council compared to a 7% drop across Scotland.

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 Relets from 545 to 200 within 20 weeks. This was achieved by 21/10/2024 and the number of relets reduced to 199.

2.2.4 Some of the works carried out by Housing and Construction Services to date include:

- 23,590 Repairs.
- Over 860 Relets completed by Construction Services.
- 7,945 Gas Safety Checks
- 1,469 Electrical Safety Inspections
- 260 Disabled Adaptations
- Capital improvements including Window replacement, Kitchen, Heating and Boiler replacements to over 200 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.
- Percentage satisfied with last repair carried out in last 12 months was 86.0% compared with 78.9% in 2021.

2.3 Communities Safety & Protection



- 2.3.1 The Communities Team are continuing to see an increase in the number of people attending Community Learning Development (CLD) programmes and groups focused in Dundee's priority wards. The figure of 6,484 represents a continued increase from the 5,801 reported in H2 and 5401 of H1 in 2023/24.
- 2.3.2 In January 2024, Education Scotland undertook a progress visit to look at the leadership of the local authority and its' partners, our performance and how we demonstrate positive impact. Key findings included: people's voices were being heard and valued; we are working with communities to tackle poverty and inequality; and supporting young people in their learning and overall providing highly effective and life changing opportunities for people in the city.
- 2.3.3 11,063 citizens took part in Participatory Budgeting exercises in 2023/24 with Dundee City Council exceeding its 1% target set by COSLA and the Scottish Government.
- 2.3.4 CLD have led the continued roll out of What Matters to You £1M of investment from the Hunter foundation and Children in Need in Dundee empowering families and young people across the city.
- 2.3.5 The Linlathen Local Fairness Initiative won best collaborative working initiative at the 2024 Association for Public Service Excellence Awards and have been shortlisted under two categories at the Smarter Working Live 2024 Awards for customer experience and building collaborative communities.
- 2.3.6 There continues to be a trend of people accessing community centres. During this reporting period 238,000 visits were made to community centres, up from 228,000 in H2 and 232,000 in H1 of 2023/24. This is particularly due to the increase in family, anti-poverty and inequalities work carried out there by public services and the community.

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
<p>Green tick shows that the action has been completed.</p> <p>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.</p> <p>A red symbol indicates that the action is overdue.</p>	<p>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.</p> <p>Complete usually means the improved or new policy, product or process is now embedded and adopted as business as usual in the relevant operations.</p>	<p>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.</p>

Best and Worst Performance Indicators		
Best Performing Indicators		<ul style="list-style-type: none"> % of Rent due lost through properties being empty % of tenancy offers refused during the year. % of registered private sector properties managed by an Accredited Landlord or Letting Agent. Number of people consulted on Community Planning issues. Average length of time taken to complete emergency repairs. % of household waste landfilled.
Worst Performing Indicators		<ul style="list-style-type: none"> % of reactive repairs carried out within timescales Average time taken to complete non-emergency repairs. % gross rent arrears.

Actions which have been completed in the year 2023/24:

Full implementation of the Low Emission Zone in Dundee to contribute to the broader city objectives and the vision to create a healthy, vibrant, and attractive city by protecting public health through improving air quality.

Maximise participatory budgeting in all forms.
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Develop youth activities via CLD youth worker teams.
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Actions which are currently overdue:



















All actions are within their due dates at present






Communities, Safety and Protection


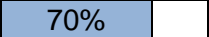

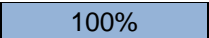

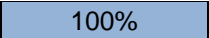
Communities, Safety and Protection Performance Indicators

	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		40,000			Diversionary programmes are in place Monday to Friday targeted at the most deprived community wards. 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		8,000			Whilst this figure is slightly below mid-year target, it is influenced by academic term dates.
	Number of learners receiving individualised support to reduce risk and support positive outcomes	863	972	754		900			We continue to see high numbers of local people looking for support on a one-to-one basis around issues related to poverty and inequalities.
	Number of Recovery & Resilience Sessions (Capacity Building)	1,731	2,585	1,217		950			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).
	Number of people attending community centres	331,151	460,110	237,945		333,000			There continues to be a trend of people accessing community centres. This is particularly due to the increase in family, anti-poverty and inequalities work carried out by public services and the community. Our youth work programme is contributing to increasing numbers of young people accessing community centres.
	Number of people consulted on Community Planning issues	3,454	10,729	6,108		2,000			There was a large jump in the numbers of consultation in part due to the expansion of WM2U in Whitfield to compliment the ongoing consultation taking place 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.

	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 Dundee Citizens engaged in CLD Programmes	4,808	4,861	6484		5,000			CLD Service Continue to see high levels of participation and engagement
	Percentage of Dundee Citizens from SIMD 1&2 (20% SIMD Rank) engaged in CLD learning programmed activities	57.18%	56.8%	60.6%		60%			The CLD service targets its resources to Dundee's priority communities. Area-based teams continue to successfully target their work to those facing disadvantage reflected in the high figures for these teams.
	% of communicable disease cases and outbreaks investigated within 48 hours of being brought to our attention	100%	100%	100%		100%			During the period between 01/04/2024 and 31/09/2024, 143 communicable disease cases were reported to us for investigation along with a further 22 cases which were referred to the Tayside NHS Health Protection Team. 100% of all communicable disease cases were investigated within 48 hours.
	Number of antisocial behaviour complaints	1,470	1,302	735		1,587			Work is ongoing to continue to reduce the number of reports of antisocial behaviour. This includes a high level of preventative measures, early intervention and engagement, and working collaboratively with both internal and external partners.
	Percentage of food safety inspections completed for risk rated food premises, as per the Food Safety Scotland's Food Law Code of Practice (Scotland).	N/A	97%	98%		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.
	Percentage of serious health & safety accidents receiving a response within 48 hours	100%	100%	N/A		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.

	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
	Percentage of registered private sector properties managed by an Accredited Landlord or Letting Agent	31%	31%	N/A		25%			Work is ongoing to encourage more landlords to gain accreditation status.

Communities, Safety and Protection Actions



















	Action	Progress Bar	Due Date	Latest Update
	Increase community use and ownership of Council owned assets		31-Mar-2027	Work on the committee report has identified that there needs to be a review of the Community Asset Transfer (CAT) materials and a restatement of the different options available to community groups of which CAT is just one. A committee report will be brought forward in due course.
	Develop youth activities via CLD youth workers teams		31-Mar-2025	Action Completed
	Maximise participatory budgeting in all forms		31-Mar-2027	Action Completed















Housing and Construction


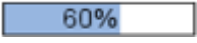

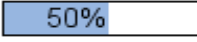

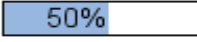

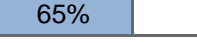

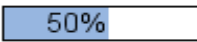
Housing and Construction Performance Indicators

	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		200	↑	↑	To the first of October 2024, there were 186 affordable housing completions including 23 market acquisitions by Dundee City Council. This is progressing well towards meeting the annual target.
✔	% of gas safety certificates obtained within 12 months	100%	99%	100%		100%	▬	↑	100% has been completed.
❌	% of reactive repairs carried out within timescales	78.87%	79.29%	81.96%		93%	↑	↓	A backlog of non-urgent repairs persists, and as we work our way through these older repairs, the proportion of jobs completed over is improving. To date the service has completed over 22,300 repairs.
✔	% of lets to statutory homeless households	53.5%	51.8%	71.9%		55%	↑	↑	The majority of lets were made to homeless applicants whilst also addressing other allocation priorities such as management transfers, humanitarian response and throughcare protocols. 295 children associated with homeless households have been rehoused within this financial YTD. Permanent lets to alleviate and prevent homelessness continues to be a priority to reduce pressures on temporary accommodation. 80% of lets from the relet recovery plan were made to Homeless households.
✔	Average length of time taken to complete emergency repairs	4.93	4.4	4.17		6	↑	↑	The service continues to respond to emergency repairs well within target and to date have completed over 1200 emergency 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
	% of reactive repair jobs completed right first time	78.35%	79%	81.31%		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. In terms of our current data, right first time is currently 81% although the 19% not right first time is broken down roughly as 18% due to works being late and 1% recall works.
	Average number of days taken to re-let properties	104.4	96.06	92.9		45			Void properties that have become vacant since the implementation of the Relet Recovery Plan are now being let on an average of 30 days. The 92.9 days reflects good progress in tackling the backlog of long standing voids.
	% of lets to BME groups (Quarterly and Yearly)	1.3%	2.1%	1.5%		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 Ethic (BME) groups remains below target but there has been a small reduction in applications from BME applicants.
	% of tenancy offers refused during the year	47%	37.5%	34.1%		47%			This is a strong performance with reduced 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%			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 85%.
	% Gross rent arrears	11.71%	10.7%	9.59%		6.4%			We are working with our colleagues in Corporate Services to reduce rent arrears. Rent arrears have reduced slightly to 9.59% as at September 2024 - 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		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%		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%		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.
	% of Rent due lost through properties being empty	2.33%	2.16%	1.04%		1.5%			This is a cumulative indicator and represents the amount of annual rent lost due to voids after 6 months. The voids improvement plan has reduced total voids approx. 200 at October 2024. This was a 53% decrease from the number of voids at the beginning of the plan. It is expected that the rent lost through voids throughout the year will reduce from the previous values.

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		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		31-Mar-2027	To the first of October 2024, there were 186 affordable housing completions. This is progressing well toward meeting the annual target.
	Integrated Housing Management System (IHMS)		20-Dec-2024	IT development and implementation is ongoing. Project Plan is under review.
	Modernisation of Construction Services		20-Dec-2024	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		31-Mar-2027	The rent consultation for the increase in rents in 2024/25 has been completed with a response rate of 18.6%. The rent consultation for 2025/26 commenced in November 2024.















Environment

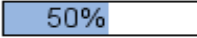
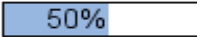
Environment Performance Indicators


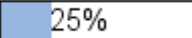

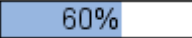
	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Mid-Year Value	2024/25 Value	2024/25 Target	Short Term Trend	Long Term Trend	Latest Update
✓	Number of clean ups /litter picks recorded citywide (maintain/increase)	59	68	26		52	↑	↑	Litter picks are supported and encouraged city wide as part of the Council's Take Pride in Your City campaign; the mid-year 2024/25 value was 26. While this is less than half of last year's value, the value is expected to increase further with the 2025 KSB Spring Clean and ongoing roll out of litter picking hubs. The figure provided is for known litter picks registered with DCC Environment and Keep Scotland Beautiful (KSB), 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	▬	▬	In 2023/24, there were 9 Friends of Parks groups. The Council will continue to support existing groups and to encourage the development of new groups where appropriate. In addition to the 9 groups, two potential further groups are in the early stages of development – one at the Discovery Rose Garden in Stobsmuir Ponds, and the second around the Steeple Church in the City Centre.
✓	Maintain or increase the number of Keep Scotland Beautiful (KSB) Green Flag awards achieved	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

	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
									Woods, Baxter Park, Trottick Mill Ponds LNR and Riverside Nature Park. The Council are working with the Friends of Magdalen Green to submit a future application for an 8th Green Flag.
	Number of KSB, 'It's Your Neighbourhood' groups reaching the outstanding level (maintain / increase)	N/A	12	N/A		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. 12 groups from Dundee entered in 2023/24, all received an outstanding level certificate. 10 of these groups also received a Certificate of Distinction which are awarded to groups who have consistently grown and improved over the years of taking part. 2024/25 results are published in December.
	Street Cleanliness Score - Streets cleaned to an acceptable standard	86.2	86.4	N/A		94			A dedicated plan was progressed throughout 2023/24 which targeted priority locations, hotspots and routes across the city. This included an increase in mechanical sweeping across the city, roll out of litter picking hubs, new larger capacity bins, facilitating litter picks, community clean ups and temporary recruitment of street scene staff. Dundee's overall LEAMS score increased by 0.2% to 86.4% from 2022/23. Environment will continue to strive to improve this score throughout 2024/25, supported by the £200,000 additional revenue funding to support street cleaning across the city. This includes a range of activities that will positively contribute to the City's environment including the recruitment of additional seasonal environment staff and supporting ongoing community clean up works. Additional monitoring/ development work will be

	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
									undertaken this year to ensure all street scene activity is fully co-ordinated including community litter picks. Under the strategic theme of Local Environmental Quality, litter management will be a focus within the new Take Pride in Your City Action Plan 2024-26.
	Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry)	1	1	1		1			Scotland's Beach Award, administered by Keep Scotland Beautiful, is awarded in May each year. Broughty Ferry beach successfully maintained its award in 2024/25.
	Retain the Keep Scotland Beautiful (KSB) City Category	1	1	N/A		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 coordinating activity with a strong strategic vision" with regards to ongoing development within the city.
	% of household waste landfilled	2%	1.5%	N/A		7%			Provisional figures supplied by Neighbourhood Services on 18th September 2024 reported that 1.5% of household waste was landfilled in 2023. This figure is provisional and subject to final confirmation by SEPA.
	Percentage of household waste recycled or composted.	35.6%	36.6%	N/A		36.4%			This recycling percentage for the calendar year 2023 has now been confirmed.

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.		31-Mar-2032	<p>The Waste Team continues to work on a range of activities of to help reduce waste and increase recycling.</p> <p>The Mobile App has now been launched and is freely available to all residents across the City with an initial uptake of over 8,000 users, the App will help householders identify what goes in each bin as well as setting reminders for collections and signposting them to information and advice in relation to recycling and re-use.</p> <p>The team have provided responses to the consultations and requests for additional information in relation to the Circular Economy Bill.</p>
▶	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.		31-Mar-2027	<p>This action promotes further development of pedestrianised areas (former roads now restricted to pedestrians) alongside other initiatives that transform spaces from car to community, social and biodiversity use. Further to previous updates referencing the pedestrianisation of Union Street and creation of pocket parks in Stobswell, consultants have been appointed to assist with the creation of an Eastern Quarter masterplan. This follows the publication of Dundee's City Centre Strategic Investment Plan during 2023. The consultants will work with the Council on the masterplan which will establish a programme of deliverable public realm projects to inform future capital investment in the Eastern Quarter of the city centre. A wide variety of considerations will be factored into the masterplan and proposed projects, including opportunities to enhance public spaces and active travel through green and blue infrastructure</p> <p>In addition to the above, the action recognises the ability of supported communities to be partners and leaders on local plans and initiatives which diversify greenspaces. To that extent Local Community Planning Partnerships 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:</p> <ul style="list-style-type: none"> • 'Uppertunity' now maintain the Dudhope Castle garden in the park in partnership with Friends of Dudhope Park.

Action	Progress Bar	Due Date	Latest Update
			<ul style="list-style-type: none"> Hilltown Park has seen improvements developed in partnership between UNESCO, Maxwell Centre and Coldsides Regeneration Forum. East End Community Empowerment team led a consultation exercise in partnership with DCC Environment engaging with 150 people in the East End in relation to the development of Ballindean Park and Pitairlie Park. Douglas Community Spaces Group have commissioned the installation of floodlights at the Multi Use Games Area in Douglas Community Park. The Friends of Balgarthno have liaised with Environment colleagues on environmental improvements at Myrekirk park which enhance the setting of the neolithic standing stones. Menzieshill Community Action group has collaborated with Community Learning and Development staff to engage Menzieshill residents in influencing plans for the renewal of the Spey Drive play space in Menzieshill. A responsive plan based on resident choice is now progressing to construction in 2025.
 Review revised Waste Charter Code of Practice once published & conduct impact/cost-benefit analysis	 25%	31-Dec-2026	The Circular Economy Bill was approved on the 26th of June 2024 and development of the secondary legislation that will bring forward the Waste Routemap and the associated revised Waste Charter will shortly commence. This action will be progressed once the details of the revised waste charter are published, although no date for this has been set.
 Deliver the action plan to reduce waste, and reuse or recycle more	 60%	31-Mar-2027	The Council continues to progress with the 2020 to 2025 Waste Strategy Action Plan, and this will include a review of the impacts ahead of the development of the 2025 to 2030 Action Plan. The overall recycling rate continues to improve and now included outputs from the residual waste treatment facility. Landfill rates remain at an all-time low with less than 1.5% of all residual waste going to landfill and the remainder being used to provide energy through the Council's energy from waste facility.



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		48			This is an internal measure relating to staff attending occupational health surveillance appointments. Mid-year figures are still to be confirmed however 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	<div style="width: 90%;"><div style="width: 90%; text-align: center;">90%</div></div>	23-Dec-2024	Work to review the risk assessment process across Neighbourhood Services continues and is kept under constant review.