

ITEM No ...2.....

REPORT TO: NEIGHBOURHOOD SERVICES COMMITTEE – 10 JANUARY 2022
REPORT ON: NEIGHBOURHOOD SERVICES SERVICE PLAN 2021-24 – PROGRESS REPORT
REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES
REPORT NO: 6-2022

1. PURPOSE OF REPORT

- 1.1 To provide a mid-year progress report on the Service Plan for Neighbourhood Services for the period 2021-2024.

2. RECOMMENDATIONS

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

3. FINANCIAL IMPLICATIONS

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

4. BACKGROUND

- 4.1 In March 2021, elected members endorsed the Council's Performance Management Framework (Article V of the minute of the meeting of Policy & Resources Committee on 8 March 2021, Report No: 66-2021 refers). This framework was reviewed following the recent Best Value Review and sets out the arrangements for performance management across the Council.
- 4.2 Neighbourhood Services is a strategic service area that has responsibility for a wide range of functions organised into the service areas of Housing and Communities, Community Safety and Protection, Environment and Construction Services.
- 4.3 Report No [161-2021](#), presenting the Service Plan for Neighbourhood Services for the period 2021/2024, was approved by the Neighbourhood Services Committee on 7 June 2021. This Service Plan reflects the next tier of the performance management framework and addresses the key outcomes in the City Plan 2017-26 and Council Plan 2017-22 where Neighbourhood Services are responsible to deliver actions or achieve targets towards improving various outcomes.
- 4.4 The plan summarises what each of the service areas do, their key performance indicators and priority projects and describes how the 11 priorities for Neighbourhood Services outlined in the Council Plan 2017-2022 will be delivered. It also includes Neighbourhood Services actions required under the City Plan for Dundee 2017-2026 and the Fairness Commission Action Plan. Any relevant actions from the Covid-19 Recovery Plan for Neighbourhood Services have been incorporated into this plan (Article XIV of the minute of the meeting of Policy & Resources Committee on 24 August 2020, Report No: 185-2020 refers). These 11 priorities for Neighbourhood Services outlined in the Council Plan 2017-2022 are detailed below:
- reducing levels of anti-social behaviour
 - creating stronger, more resilient, influential and inclusive communities and neighbourhoods
 - improving the life chances for people of all ages through learning, personal development and active citizenship
 - keeping people safe and protected from health hazards

- providing a fair-trading environment for consumers and businesses
 - improving the housing quality of social rented and private sector tenants especially the elderly and those vulnerable to adverse living conditions
 - leading the city in safeguarding the environment and enhancing health for current and future generations
 - recycling waste to meet Scotland's zero waste ambitions
 - providing sustainable waste management systems which comply with national policy and legislation and achieve Scottish government targets
 - implementing air quality strategies supporting cleaner air for Scotland
 - managing our public open spaces and outdoor sporting and recreational facilities
- 4.5 The Neighbourhood Services Service Plan incorporates performance information for each specific service area. These performance indicators and key projects support the 11 NS priorities and include the following items:
- key performance indicators and projects already agreed by the Council in the Council Plan, City Plan, Fairness Commission Action Plan and Covid-19 Recovery Plan.
 - additional measures to the above so that all Neighbourhood Services indicators are contained within a performance framework.
 - quality performance indicators from the Local Government Benchmarking Framework (LGBF). It should be noted that satisfaction performance indicators are based on the results of the Annual Citizens Surveys (except where otherwise described).
- 4.6 The plan therefore links Council priorities with service area activities and the associated performance measures and projects.
- 4.7 The report attached as Appendix 1 is the first progress report in relation to this Service Plan and it covers performance for Quarters 1 and 2 of financial year 2021/22. It provides an update on the performance indicators and actions under each priority theme in the plan and, where required, identifies further improvement activity to achieve the targets and actions in the plan.
- 4.8 To increase the rate of improvement in the Service Plans the service will review the plan over the next few months to support a transition to ensuring performance indicators are capable of monthly and quarterly monitoring as current plans rely too heavily on indicators that are only updated after the year.

5. POLICY IMPLICATIONS

- 5.1 This report has been screened for any policy implications in respect of Sustainable Development, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6. CONSULTATIONS

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

7. BACKGROUND PAPERS

- 7.1 None.

Elaine Zwirlein
Executive Director of Neighbourhood Services
16 December 2021

Neighbourhood Services

SERVICE PLAN

2021 - 2024



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Executive Summary

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

Despite the challenges during the COVID 19 pandemic & lockdown, Community Learning & Development staff continued to support learning programmes for adults & young people using a blended approach to delivery, with some programmes being online and others being face-to-face adhering to government guidance for the sector.

With support from the Community Learning & Development, Community Empowerment Teams, Community Collectives have been established within each ward area to broaden the base of participation in Community Planning, using Dundee City's Engagement & Participation Framework which has been adopted by the Dundee Partnership to promote good practice in engagement across the city.

Service Priorities

- Reducing levels of anti-social behaviour
- Creating stronger, more resilient, influential and inclusive communities and neighbourhoods
- Improving the life chances for people of all ages through learning, personal development and active citizenship
- Keeping people safe and protected from health hazards
- Providing a fair trading environment for consumers and businesses
- Improving the housing quality of private sector tenants especially the elderly and those vulnerable to adverse living conditions
- Leading the city in safeguarding the environment and enhancing health for current and future generations
- Recycling waste to meet Scotland's zero waste ambitions
- Providing sustainable waste management systems which comply with national policy and legislation and achieve Scottish government targets
- Implementing air quality strategies supporting cleaner air for Scotland
- Managing our public open spaces and outdoor sporting and recreational facilities

Most Improved PI's	Most Deteriorating PI's
Reduction in number of days lost due to health & safety incidents	Average FTE sick days lost per FTE Employee in Neighbourhood Services
Reduce the number of occupational health surveillance appointments not attended	% of Rent due lost through properties being empty
Street Cleanliness Score - Streets cleaned to an acceptable standard	Average number of days taken to re-let properties

Reducing levels of anti-social behaviour



Action We Have Taken

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

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

A recent pilot of a Noise App has been successfully completed and the evaluation is positive. Standard procurement processes are now being followed to purchase the App. The App is a new tool at the Team's disposal to try to deliver better outcomes for citizens suffering noise nuisance.

A more detailed update on this service area will be provided on the full year report.

	Performance Indicator	H1 2021	Half Yearly (H1) Target Figure	Short Term Trend	Notes & History Note
		Value			
	Number of antisocial behaviour complaints	855	794		cases still above the lower 6-month target but lower than the previous 3 years

Areas for Improvement:

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

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



Action We Have Taken









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


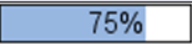

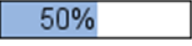

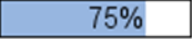

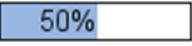

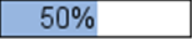
The Scottish average for 2020/21 was reported as 90.89%, the figure for the year up to the end of September 2021 in Dundee was 96.37%. This has been achieved by team members from Tenancy & Estates attending the viewing and consequently getting the Tenancy Agreement signed. At this time, applications for Community Care Grants can be submitted where appropriate. A Red, Amber or Green (RAG) Assessment is also undertaken, and this helps influence future contacts with the new tenant, and determines what other help or support is required to sustain the tenancy.

The annual rent consultation is underway and is being delivered via an online and telephone survey as a face to face consultation is not appropriate during the pandemic. We are anticipating to maintain a similarly high level of participation in the exercise to that achieved last year.

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

	Performance Indicator	H1 2021	Half Yearly (H1) Target Figure	Short Term Trend	Notes & History Note
		Value			
	Number of learners receiving individualised support to reduce risk and support positive outcomes.	359	315		During lockdown, Adult Learning & Youth Work staff used their creative skills to develop activity packs for learners. These packs were bespoke, learner-centred and delivered directly to the homes of the learners (both adults and young people). This allowed valuable face-to-face contact (from a two-metre distance) providing staff the opportunity to offer additional support, if required, focussing on targeting the most disadvantaged within our communities. CLD staff continued to offer additional support on a 1x1 basis using telephones or social media channels.

	Number of people attending community centres	38,217	35,000		Number of people attending community centres will have reduced substantially from previous years, due to COVID 19. Following & adhering to Scottish Government guidance for the sector, centres have been operating to support Food Larders & provide essential services to communities. Gradually, centres have been operating a limited programme, again adhering to Scottish Government guidance for the sector but now running a restricted number of learning programmes for adults and young people, in addition to providing vital services to the community.
	Number of people consulted on Community Planning issues	1,545	1,250		During the pandemic, the Community Empowerment Team and Community Health Team, along with partner agencies conducted a citywide engagement exercise with local people to gain insight into the impact which COVID 19 was having on communities (during 2020). This exercise was followed up with a further consultation Engage Dundee during 2021, using the Place Standard Tool to ask Dundee Citizen's for priorities for building back better.
	Number of initial enquiries & pre-applications for Asset Transfer	8	4		This Performance Indicator highlights the number of initial enquiries and pre-applications from groups and organisations for Asset Transfer.
	Percentage of new tenancies sustained for more than one year	96.37%	90%		This is the third year in a row where performance has improved. It was 83.73% in 2018/19; it improved to 85.49% in 2019/20; and improved again to 93.8% in 2020/21. This is an improving performance. Performance is now above target. Performance for 2020/21, is the best performance figures reported in the last 10 years. 2021/22 is continuing to show an upward trend recognising the impact of having a focused sustainment team within the service.

Status	Action	% Progress	Notes & History Latest Note
	Complete the annual rent consultation exercise	 75%	Planning and preparation is complete for the 2021-2022 consultation process which will take place between 29th October and 23rd December 2021, this will allow options to be reported to committee in January for any change in rent level to be applied from April 2022.
	Develop/review departmental systems for monitoring and reviewing service user feedback and implementing improvements	 50%	A report has been prepared for consideration at Extended Neighbourhood Services Management Team in early 2022
	Refugee Programme - expectation is that approx. 4-6 families to arrive each year once normal services resumed.	 75%	All processes are in place and a small number of refugees continue to arrive through the UKRS but Home Office focus on other schemes has seen reduced volumes this year. DCC has signed up to the ARAP And ACRS in relation to Afghanistan with 1 family arriving through the ARAP scheme in November but as yet no matches to DCC offers for others and no further guidance on the ACRS.
	Implement city wide engagement strategy including 3-year cycle of Engage Dundee – Local Community Plans – Engage Dundee – Plan reviews	 50%	Engage Dundee 2021 completed in summer 2021. Community Collectives to be established on November /December 2021 to begin process of reviewing and producing new Local Community Plans for 2022.
	Currently engaging with Dundee Association of Local Management Group to develop the service recovery plans their programmes in community centres, once all services can open.	 50%	Community Centres fully opened from September 2021. Local teams supporting LMGs to develop programmes supported by Scottish Government COVID Recovery monies.

Areas For Improvement:

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

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



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





Action We Have Taken:


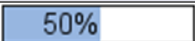
Whilst adhering to Scottish Government's guidance regarding COVID 19, throughout the lockdown period, a small number of community centres were open to provide crisis support to communities and to support food larders. As community centres opened following the lifting of lockdown, they have continued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

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

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

	Performance Indicator	H1 2021	Half Yearly (H1) Target Figure	Short Term Trend	Notes & History Note
		Value			
	Number of attendances by young people engaged in Diversionsary Learning Programmes.	5,735	6,000		The Covid-19 pandemic continues to present significant challenges for youth work staff changing the way they must work and placing obstacles between young people and the vital support the youth work sector provides. Despite these challenges, the youth work staff have endeavoured to continue to engage and support children and young people. Whilst adhering to the guidance for the CLD Sector, the number of young people attending Diversionsary Learning Programmes is steadily increasing. Diversionsary Learning Programmes provide young

					people with much needed support, particularly throughout the pandemic, with youth work staff using a blended approach to meet the needs of young people. Supporting them not only with their physical health but also with mental health issues.
	Number of targeted groupwork sessions	457	500		The service is in recovery phase working under Scottish Government restrictions of numbers of people in groups and with social distancing in place.
	Number of Recovery & Resilience Sessions (Capacity Building)	922	500		The Community Empowerment (Scotland) Act 2015 requires Local Authorities to take measures to ensure the participation of communities in Community Planning matters, have a deliberative role in decisions that affect them and that communities have access to resources and assets to help them with this work. There will be a particular focus on representation of the interests of people who experience inequalities and socioeconomic disadvantage, prioritising those people who face the biggest barriers to realising their rights. In building stronger communities: CLD Partners support communities to act to respond to disadvantage, to build on community strengths and to have a say in decisions which affect them. Community reps are valued as equal partners at all levels of community & locality planning, all working towards building stronger, more influential, resilient communities

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

Areas For Improvement:



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


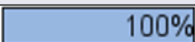
Keeping people safe and protected from health hazards

Action We Have Taken

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

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

	Performance Indicator	H1 2021	Half Yearly (H1) Target Figure	Short Term Trend	Notes & History Note
		Value			
	% of communicable disease cases and outbreaks investigated within 48 hours of being brought to our attention	100%	100%		21 notifications responded to on time

Status	Action	% Progress	Notes & History Latest Note
	The Recovery Friendly agenda is taken forward in local communities in a safe manner and includes new actions relevant to the impact		Funding has been allocated to every Local Community Planning Partnership, following a successful funding proposal to the Alcohol and Drug

	of the pandemic on people in recovery.		Partnership. This will be used to develop and implement local actions which support the key objectives of Recovery Friendly Dundee and will be done in partnership between local people and services. Sub-groups, which are led by Communities Officers, have been formed to progress ideas and actions. In determining priorities in each area, the findings from the Recovery Friendly Dundee Public Attitudes and Solutions survey will be drawn upon.
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Areas For Improvement

None

Providing a fair-trading environment for consumers and businesses.

Action We have Taken

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

Status	Action	% Progress	Notes & History Latest Note
	Produce a detailed operational plan incorporating projects to meet statutory requirements. (Consumer Protection Partnership)	<div style="border: 1px solid black; background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">75%</div>	Work on draft operational plan is ongoing.

Areas For Improvement

None

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

Action We have Taken

Covid-19 has had a significant impact on the repairs service and Void processes (Days to Let), both in terms of labour shortage and the availability of materials. During this time, although performance remains in target for repairs, we have continued to see performance deteriorate across both repairs and void workstreams. The service is working with colleagues to respond to the continued pressures within the service. This includes reviewing options to increase labour and a Void Lean Service Review is underway.

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

- The allocations target for the Homelessness category had to be increased to 75% (from 55%) to reflect the recovery from Covid-19 and its impact on the RRTP.
- Dundee's target for the creation of Housing First Pathfinder tenancies by the end of the pathfinder was 100. An additional 36 Tenancies were created in Year 2 meaning there were 80 tenancies at the year end. The mainstreaming of the service then became the priority for delivery moving into the final 6 months of the Pathfinder.
- For those threatened with homelessness, Dundee City Council's Homefinder Service delivered the Rent Deposit Guarantee Scheme and Rent in Advance Scheme to improve access to the private rented sector by allocating funding from RRTP.
- Commissioning of the Homeless Prevention Pilot in partnership with Shelter Scotland. The purpose being to take a proactive approach to working with tenants across all tenure to prevent build-up of rent arrears and reduce risk of homelessness which supports both RRTP and the Ending Homelessness Action Plan.
- In partnership with Action for Children, the RRTP funded the delivery of Youth Housing Options and Family Sustainment Service.
- In December 2020 RRTP funding was made available to support people who were homeless and rough sleeping over the winter months through support providers in the Third Sector including Eagle Wings, Churches in the West and Shelter.
- The development of Community Capacity Sessions to be delivered by Housing Options and Shelter Scotland with a focus on Housing Rights Awareness. The delivery of these sessions has been delayed by Covid-19 but will be delivered throughout year 3.

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











Covid had and still has an impact on increasing arrears. Services are working together to support tenants in relation to managing debt, maximising income and supporting tenants to make applications to Hardship Fund, Discretionary Housing Payment and Tenants Grant where appropriate. Early intervention is being encouraged for tenancy officers to engage with tenants where their arrears are increasing.





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



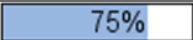



In an effort to reduce rent arrears staff are actively trying to engage with tenants and assist them with completing Discretionary Hardship Payments and Tenant Grant Fund Applications. £63,000 of tenant grant funds are waiting to be offset against tenant arrears. A 2-year contract with Mobysoft RentSense


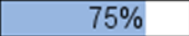

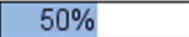
has been agreed and is being implemented to help assist and maximise revenue. Implementation starts 6 Dec and is a 12-week programme to put in place.

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

	Performance Indicator	H1 2021	Half Yearly (H1) Target Figure	Short Term Trend	Notes & History Note
		Value			
	% of reactive repairs carried out within timescales	84.4%	93%		The availability of resources, due to the requirements to self-isolate during the pandemic and the material challenges faced across the sector due to both Covid-19 and Brexit has impacted on jobs completed in time.
	% of lets to statutory homeless households	52.4 %	75%		Dundee City Council increased the target of lets to the homeless waiting list to 75% as part of Covid-19 recovery plan. The reported figures include the % of allocations across all types of accommodation including sheltered and adapted properties. These types of accommodation do not always have demand within homeless waiting lists. For example, YTD statics show that 65.1% of mainstream lets have been allocated to homeless waiting lists.
	Average length of time taken to complete emergency repairs	5.48	6		Emergency Repairs remain within target and continue to remain a service priority in terms of response.
	Average number of days taken to re-let properties	114.5	45		Performance is continuing to be impacted by delays in having void work completed, properties cleaned and emptied. . The services engaged in this process are prioritising this work but they are restricted due to resources impacted by Covid-19 and continuing challenges sourcing materials mainly due to the pandemic and Brexit. Void Lean Service Review underway. YTD performance 114.5 DTL.
	% Gross rent arrears	10.22 %	6.4%		Universal Credit full service was implemented 8/11/2017. The level of tenants applying for Universal Credit

					with Housing Costs has increased and due to the assessment period of 4 weeks and the Managed Payments to Landlords (MPLs) being paid on a 28-day payment schedule rent arrears have subsequently increased.
	% of Rent due lost through properties being empty	2.82%	1.5%		Performance is continuing to be impacted by delays in undertaking void work. This is impacting on % of rental lost through properties being empty. Void Lean Service Review underway.
	Average time taken to complete non-emergency repairs	6.52	9		The availability of resources during the pandemic and the material challenges faced across the sector due to both Covid-19 and Brexit continues to impact performance of jobs completed in time but performance still remains within target but is expected to deteriorate. Recovery options are being actively considered

Status	Action	% Progress	Notes & History Latest Note
	Support the delivery of ultrafast broadband to all council tenants in partnership with the private sector	25%	The Housing Service is engaged with installers across the city to install fibre connections to our properties
	Implement a roadmap for recovery to allow for the safe reopening of sheltered complexes across the City.	 75%	In accordance with National and H&S Guidelines, the Sheltered Service has reopened complexes on a phased basis for planned activities only at this time. The service has continued throughout lockdown to deliver support and advice remotely using the technologies installed across this service and in tenants' properties.
	Undertake a risk-based assessment of Dundee City Council new build programme for affordable housing.	 100%	This has been carried out in partnership with colleagues in City Development for programmed and pipeline sites.
	Undertake a review as part of the Rapid Rehousing Transition Plan of the impact of Covid-19 for Temporary Accommodation	30%	As set out within the Rapid Rehousing Transition Plan, the service will undertake a review of the current demand and types required in respect of temporary accommodation

	<p>Complete the Annual Return on the Charter (ARC) for the Scottish Housing Regulator</p>		<p>Information gathering for the charter takes place throughout the year and due to the Covid pandemic the Housing Regulator now asks for quarterly returns for some of the indicators. The annual return for 2021 was submitted on time and there are no concerns for completion of the 2021-22 return.</p>
	<p>Review Not Just a Roof Housing Options and Homelessness Strategic Plan 2016 – 2021</p>		<p>A review of the 'Not Just a Roof Housing Options and Homelessness Strategic Plan 2016-2021' will be carried out by the end of 22/23 and an update will be reported to Committee following.</p>

Areas for Improvement:

A 2-year contract with Mobyssoft RentSense has been agreed and is being implemented to help assist and maximise revenue. Implementation starts 6 Dec and is a 12-week programme to put in place.

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



1 new member of staff is due to join the team imminently and further job vacancies are hoping to be advertised with view to filling soon.



Lean service review for Voids is now underway in partnership with Construction Services and progress and outcomes will be reported to Housing Best Value Group.

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

Action We have Taken

The Take Pride in your City campaign, has been reviewed during 2021 including preparation of a two-year action plan developed under the four existing strategic themes; Local Environment Quality, Recycling, City Centre and Businesses and Communications. The aim of the Campaign is to encourage positive changes to people's behaviour; improving the image of the city's environmental quality as an attractive place to live, work, shop and visit. Another key aim is to further enhance the positive progress already made, underpinned by three cornerstones of intervention to tackle litter and fly tipping: Information - ensuring effective and consistent messaging; Infrastructure - improving the facilities and services needed to reduce litter and promote recycling. Enforcement - strengthening the deterrent effect of legislation.

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

Status	Action	% Progress	Notes & History Latest Note
	Review and advance the Take Pride in Your City campaign	 100%	The current programme plan has been completed and the campaign has been reviewed during 2021. An updated 2-year action plan has been developed under the four existing strategic themes. Actions have been extended to include topics such as; enhancing street scene resources, quality assessment, greenspaces and the marine environment, climate, and the development of new localised campaigns. The revised action plan will be taken forward over two years from 2022.

Recycling waste to meet Scotland's zero waste ambitions.





Action We have Taken

A number of key initiatives have been delayed due to the pandemic and the primary focus has remained on ensuring the consistent provision of waste collections for householders and businesses. The new MEB Baldovie energy from waste facility is at the final commissioning phase with completion due by the end of December 2021. This will mark a key milestone of providing Dundee with a long-term residual waste solution through the waste partnership with Angus Council.

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

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







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







Status	Action	% Progress	Notes & History Latest Note
	Develop re-use policy	<div style="width: 10%;"><div style="width: 10%;"></div></div> 10%	A review of the delivery dates and objectives of the policy is required to allow for engagement with the wider re-use sector as the current and previous restrictions are still hampering the recovery of the sector
	Deposit Return Scheme – forecast effect on each waste stream including costs and benefits	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	Currently delayed following Scottish Government announcement in November 2021, which confirmed a revised implementation from 2023. Further details awaited.
	Deliver a new Waste to Energy Plant	<div style="width: 96%;"><div style="width: 96%;"></div></div> 96%	Full services commencement is now estimated as December 2021. This is the formal milestone which confirms full commissioning of the new facility being reached and the contract will provide Dundee with a long-term residual waste solution.
	Updated replacement and refurbishment programme for all recycling points	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	An initial programme of replacement and refurbishment for all recycling points is now complete. A further review will be developed during 2022.


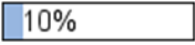


Providing sustainable waste management systems which comply with national policy and legislation and achieve Scottish government targets

Action We have Taken

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

	Performance Indicator	Current Target	Short Term Trend	Notes & History Note
	Percentage of residents who were satisfied with the cleanliness of streets	97%		The DCC Annual Citizens survey was not undertaken in 2020 therefore the figure entered are from the latest survey which was conducted in 2019.
	Annual Citizens Survey - Percentage of adults very satisfied or fairly satisfied with refuse collection	99%		The DCC Annual Citizens Survey was not conducted in 2020 therefore the figures entered are from the latest survey which was conducted in 2019.
	Street Cleanliness Score - Streets cleaned to an acceptable standard	94		This score has increased for last year. A new system is planned to replace LEAMS which is titled LMS (litter management system), due to the nature of this change and related data capture, this has the potential to impact on comparing with previous year's scorings in the future. This change would affect all Local authorities similarly.


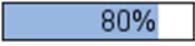
Status	Action	% Progress	Notes & History Latest Note
	Route re-development to achieve daily collection targets.	 100%	Waste collection services were re-prioritised to ensure collections have continued for all properties during the pandemic.
	Review of collection frequencies for general waste and recycling streams.	 100%	New policies covering side waste, multiple general waste bins and contamination have been progressed in 2021.
	Review of fleet requirements once the effect of measures such as collection frequency changes, workload capability	 100%	Changes to collection methodology, fleet requirements and route assessments has enabled waste collection

	and social distancing arrangements are known. Determine the requirement for further additional modifications.		services to continue, largely uninterrupted throughout the pandemic. This remains under continuous review.
	Review revised Waste Charter Code of Practice once published & conduct impact/cost-benefit analysis.		The development and publication of the revised code of practice is awaited from the Scottish Government, this will subsequently allow a review of Dundee's compliance with revised guidance to be undertaken.
	Revised programme for internal waste project covering remaining schools, offices and council building		Whilst this initial phase is complete, further work will be undertaken to develop recycling opportunities and awareness in schools, offices and council buildings from 2022.

Implementing air quality strategies supporting cleaner air for Scotland

Action We have Taken

The service's progress on Improving air quality in the city is progressing well. Statutory consultation on the proposed Low Emission Zone (LEZ) scheme has been completed and reported to the Community Safety & Public Protection Committee, it was considered that no amendments to the proposed LEZ scheme were necessary and publication of the proposed LEZ scheme on 01 November 2021, Capital procurement is now taking place to implement the projects agreed.

Status	Action	% Progress	Notes & History Latest Note
	Working with City Development to deliver the 2017 Programme for Government commitment of introducing a Low Emission Zone in Dundee		Statutory consultation on the proposed LEZ scheme ran for 8-weeks between June and August 2021. A report on the outcomes of the consultation was presented to the Community Safety & Public Protection Committee on 25 October 2021, along with the SEPA LEZ Evidence Report and Integrated Impact Assessment on the proposed LEZ scheme. Using the outcomes of the consultation, SEPA report and IIA, it was considered that no amendments to the proposed LEZ scheme consulted on were necessary

			and Committee gave approval for the publication of the proposed LEZ scheme as per The LEZ (Scotland) Regulations 2021. The proposal Notice was published on 01 November 2021. This commenced the 28-day period for when objections to the proposed scheme are able to be made. Approval to utilise capital funding needed for the development of the proposed LEZ scheme was also obtained at the 25/10/2021 Committee with this being progressed with procurement.
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Areas For Improvement:





None









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

Action We have Taken

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

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

	Performance Indicator	Current Target	Short Term Trend	Notes & History Note
	Percentage of residents who were satisfied with areas for children to play outside	93%		The DCC Annual Citizens Survey was not undertaken in 2020 therefore the figures entered are from the latest survey which was conducted in 2019.
	Percentage of residents who were satisfied with the natural environment in the neighbourhood	100%		The DCC Annual Citizens Survey was not conducted in 2020 therefore the figures entered are from the latest

				survey which was conducted in 2019.
	Percentage of residents who were satisfied with the quality and maintenance of open spaces	99%		The DCC Annual Citizens Survey was not conducted in 2020 therefore the figures entered are from the latest survey which was conducted in 2019.
	Increase the number of Keep Scotland Beautiful (KSB) Green Flag awards achieved	6		Additional Green Flag awarded to Riverside Nature Park in 2020/21
	Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry)	1		Broughty Ferry Beach successfully retained its Scotland's Beach Award in 2020.
	Retain the Keep Scotland Beautiful (KSB) City Category	1		Despite the COVID19 restrictions which resulted in the 2020 Beautiful Scotland Campaign being suspended, Bonnie Dundee were able to maintain their city centre plant displays and deliver a new project to encourage other groups and individuals to grow seeds during lockdown - Seeds of Hope. Bonnie Dundee was also recognised for its biodiversity work and received the NatureScot Pollinator Award from Beautiful Scotland.









Areas For Improvement:

None


Neighbourhood Services

Action We have Taken

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

	Performance Indicator	H1 2021 Value	Half Yearly (H1) Target Figure	Short Term Trend	Notes & History Note
	Average FTE sick days lost per FTE Employee in Neighbourhood Services	(This data is only generated annually)	10		Overall absence increased significantly in 2020/21 that will reflect the impact of Covid-19
	Health & Safety – Reduction in number of days lost due to health & safety incidents	97 (Data for April/Sept)	200		Note - reduction in days lost has been influenced by the global COVID Pandemic. with fewer activities undertaken and more people home working.
	Percentage of staff receiving an Employee Performance & Development Review within 12 months	5%	50%		EPDR Review process has been delayed during 2020/21 due to the Covid-19 lockdown, Reviews will commence late 2021 with the aim of completion by end of February 2022
	Reduce the number of occupational health surveillance appointments not attended	36 (Data for April/Sept)	43		Note - Attendance at Health Surveillance appointments have been affected by the Global COVID pandemic. Health surveillance has had to be delivered in a restricted way due to the pandemic. Previous face to face appointments are now, generally being carried out via telephone consults with recalls of 6 months, rather than annual or tri-annual recall. The system for 6 monthly recalls may lead to PAM recording an appointment as DNA when it isn't. In some cases, the employee's phone number is not up to date. Furlough and TU action has also had

					an impact on attendance.
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Status	Action	% Progress	Notes & History Latest Note
	Review management of risk assessment process including development of inventory and completion of Annual Assurance statements	<div style="border: 1px solid black; background-color: #e0e0e0; padding: 2px; display: inline-block;">50%</div>	Annual Assurance Statements continue to be prepared by Senior Health & Safety Officer each year. Latest statements were provided to all Service / Senior Managers at June Extended Neighbourhood Services Management Team, next review is scheduled for June 2022.

Areas For Improvement:

Action: Percentage of staff receiving an Employee Performance & Development Review within 12 months - Reviews will commence late 2021 with the aim of completion by end of February 2022

Improvement Action Plan

Action/PI Improved	Planned improvement activity	Target Completion Date
Action: Review & Update the process for Community Asset Transfer	As part of the community wealth building initiative, the Community Asset Transfer (CAT) process will be reviewed and updated to make the process more accessible and easier for community groups to initiate	March 2023
Action: Engage with Dundee Association of Local Management Group to develop the service recovery plans	Local Management Groups (LMG's) of community centres are undertaking a marketing exercise to highlight these valuable facilities within local communities, with a view to increasing footfall.	March 2023
Action: Review of ESOL & Literacies Team as part of service re design	Literacies Improvement Actions will be incorporated in the new Literacies Team Plan	March 2023
Rent Arrears	<p>A 2-year contract with Mobyssoft RentSense has been agreed and is being implemented to help assist and maximise revenue. Implementation starts 6 Dec and is a 12-week programme to put in place. Early intervention is being encouraged for tenancy officers to visit rising arrears balances and assist with issues, completing grant applications, etc.</p> <p>Lean service review for Voids is now underway in partnership with Construction Services and progress and outcomes will be reported to Housing Best Value Group.</p>	<p>March 2022</p> <p>March 2022</p>
Zero Waste Scotland	The Council will need to work closely with Zero Waste Scotland and other stakeholders to ensure that future policy changes and those delayed by the pandemic are actioned to maintain the planned activities for the coming year.	March 2023
Action: Percentage of staff receiving an Employee Performance & Development Review within 12 months	Reviews will commence late 2021 with the aim of completion by end of February 2022	February 2022