

## **ITEM No ...2.....**

**REPORT TO:** COMMUNITY SAFETY & PUBLIC PROTECTION AND NEIGHBOURHOOD SERVICES COMMITTEES – 24 FEBRUARY 2020

**REPORT ON:** NEIGHBOURHOOD SERVICES SERVICE PLAN 2018-22: ANNUAL PROGRESS REPORT

**REPORT BY:** EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

**REPORT NO:** 17-2020

### **1 PURPOSE OF REPORT**

- 1.1 To provide the elected members with an annual progress update on the key performance measures and projects included in the Neighbourhood Services Plan 2018-22.

### **2 RECOMMENDATIONS**

- 2.1 It is recommended that Committee notes the information included within this report.

### **3 FINANCIAL IMPLICATIONS**

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

### **4 MAIN TEXT**

- 4.1 In November 2018, elected members approved the Neighbourhood Services Plan 2018-22 (Article III & V of the minutes of the meetings of the respective meetings of Neighbourhood Services and Community Safety & Public Protection Committees, Report 350-2018 refers).

- 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; and Environment.

- 4.3 The 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 with Neighbourhood Services does, details key performance targets or 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 2016. These priorities 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 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; and

- Managing our public open spaces and outdoor sporting and recreational facilities.

4.5 The Neighbourhood Services Service Plan comprises a total of 82 key performance targets and indicators and 40 key projects that are aimed to support the delivery of these priorities. As part of the Council's Performance Management Framework it has been agreed that progress against these performance indicators and projects should be monitored through the Council's performance management monitoring system and reported to committee thereafter. This report is not intended to provide a detailed account of progress against each individual target but instead to accompany the wider performance reporting arrangements. The objectives of this progress report are to:

- Provide a high level overview of performance for the first year against the targets and projects in the Neighbourhood Services Plan;
- Highlight the achievements made during the first year of the plan;
- Identify any areas that can be improved and to provide detail of ongoing actions that are being undertaken to address these concerns;
- Update elected members on any completed projects in the plan.

## 5 OVERVIEW OF PERFORMANCE INDICATORS

5.1 As noted above there are a total of 82 key performance targets and indicators included in the plan. Updates have been provided by the lead officer for each indicator and the table below explains the colour coding. Data provided is either based on the results of the Annual Citizen Survey 2018 or as at the end of financial year 2018/19.

PI Status	
	Alert - Performance is 5% or more away from the target
	Warning – Performance is more than 1% - 5% away from the target
	Good - Performance is within 1% of the target or better.

The table below provides a summary of performance against these measures.

**Table 1: Performance Targets and Indicators**

	Green	Amber	Red	Total
<b>Service Wide</b>	4	0	3	7
<b>Housing &amp; Communities</b>	22	2	11	35
<b>Environment</b>	7	2	3	12
<b>Community Safety &amp; Protection</b>	17	5	6	28
<b>Total</b>	<b>50</b>	<b>9</b>	<b>23</b>	<b>82</b>

5.2 A selection of performance against these items is included for each service area below:

### **Environment**

<b>Key targets and performance indicators</b>	<b>Target</b>	<b>Actual</b>
Percentage of residents who were satisfied with the natural environment in the neighbourhood	100%	100%
Percentage of residents who were satisfied with the quality and maintenance of open spaces	99%	99%
Increase the number of Keep Scotland Beautiful Green Flag Awards achieved	6	6
Keep Scotland beautiful beach award retained	1	1
Percentage of household waste recycled or composted was below target	40%	35.8%
Percentage of residents who were satisfied with areas for children to play outside	90%	85%

- Percentage of residents who were satisfied with areas for children to play outside has decreased to 85%. As well as reviewing what can be done in parks and open spaces, the Changing for the Future Transformation project 365 schools is also addressing making greater use of the school estate all year round to become a hub of community activity and can support improved access to play facilities for children.
- The Waste & Recycling Strategy and Action Plan has identified over 40 actions that will be required to improve the city's performance in recycling and minimising waste. Integral to the success of this strategy is the requirement to promote a zero tolerance approach to contamination of recycling bins and presentation of side waste. The key emphasis is on outlining to householders to dispose of their waste correctly through the promotion of behavioural change which will see benefits to their local community and the wider environment.

### **Community Safety & Protection**

<b>Key targets and performance indicators</b>	<b>Target</b>	<b>Actual</b>
Number of applications received under the scheme of assistance from private householders	1,200	1,521
Percentage of serious health and safety accidents receiving a response within 48 hours	100%	97%
Total number of accredited landlords	170	151

- Total number of accredited private landlords has increased to 151 against a target of 170. However the number of accredited properties has risen significantly to 4862.

### **Housing & Communities**

<b>Key targets and performance indicators</b>	<b>Target</b>	<b>Actual</b>
Percentage of gas safety certificates obtained within 12 months	100%	100%
Percentage of tenants satisfied with the condition of their home	88%	91%
Percentage of council dwellings that are energy efficient (EESH)	78%	84%
Number of health, wellbeing and inequalities training sessions	24	16
Number of community facilities run in partnership with local management groups	6	7
Number of people consulted on community planning issues	8,000	14,863
Percentage of new tenancies sustained for more than one year	90%	83.73%
Average length of hours taken to complete emergency repairs	6	8.24
Number of asset transfers completed	10	1

- Percentage of new tenancies sustained for more than one year - the current short term trend is upwards. Average quarterly performance for the first three quarters of 2019/20 shows that 86.5% of new tenancies were sustained for more than one year. This is an improvement on the end of year figure for 2018/19 of 83.7%

- Average length in hours taken to complete emergency repairs - performance has improved over the last few years reducing from 16.7 hours in 2014/15 to 8.24 hours in 2018/19, and customer satisfaction has increased from 90.32% to 97.54%. Performance on non-emergency repairs has also improved to an average of 4.98 days which is also ahead of target.
- The number of health, wellbeing and inequalities training sessions being delivered within the Communities Section has been affected by a variety of changes including staff resources, an increase in similar sessions being delivered by others and availability of staff to attend. This programme is now being rationalised to take this into account and ensure best use of resources.
- Number of asset transfers completed - process for asset transfer to be completed takes some considerable time - groups are supported throughout this process. Number of completed asset transfers is low however, three groups are at initial enquiry stage and one at the pre-application stage.
- Percentage of gas safety certificates obtained within 12 months is now at 100% and this has been the case since June 2019. This is an improvement from 99.64% in December 2018. The new Gas Team in Housing Asset Management will assist in continuing this level of performance
- The percentage of Council stock now meeting EESSH is 84% which is 6% above target. This has been assisted by the external wall insulation programme which has now benefitted just over 4,500 households citywide at a cost of £45m and has also levered in external funding to assist fuel poor owner occupiers and private tenants in Council Housing estates.

### **Service Wide**

<b>Key targets and performance indicators</b>	<b>Target</b>	<b>Actual</b>
Percentage of new starts completing Neighbourhood Services induction process within 12 months	100	100
Reduce the level of Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) reportable accidents	32	4
Percentage of staff receiving an Employee Performance & Development Review within 12 months	100%	77%

- All new staff are invited to an induction session which are held twice a year (the reported figure discounts employees who start and finish before an induction session is available e.g. temporary or seasonal vacancies).
- The number of reportable accidents was lower than targeted and marked a significant improvement from the previous year. Managing health and safety is a priority within Neighbourhood Services. Risk assessments are reviewed and monitored with training and briefings on risk assessments carried out. Full incident investigations are carried out to ensure lessons are learnt to prevent recurrence. There are well established mechanisms for employee consultation on health and safety matter i.e. health and safety committees.
- A new system has been implemented to monitor the completion of Employee Performance & Development Reviews across the service. A revised timetable for the completion of these reviews is in place for next year and the completion statistics are monitored by management on a regular basis throughout the process.

## **6 OVERVIEW OF KEY PROJECTS**

- 6.1 As noted above there are a total of 40 key projects included in the plan. The table below provides a summary of progress against these key projects. Items noted are either completed, on target to be completed by agreed date or are overdue their agreed target.

**Table 2: Key Projects**

	<b>Completed</b>	<b>On Target</b>	<b>Overdue</b>	<b>Total</b>
Environment	2	3	0	5
Housing & Communities	5	4	0	9
Community Safety & Protection	6	12	0	18

	Completed	On Target	Overdue	Total
Service wide	3	5	0	8
Total	16	24	0	40

- 6.2 Progress updates for a selection of key projects and other developments are included for each service area below:

### **Environment**

Key Project	Expected outcome	Target for Completion	Status
Continue to develop the six community gardens and allotments	Meet the Fairness Commission objective to combat poverty through action to reduce poverty in Dundee	March 2022	Complete

- Community gardens and allotments in Douglas, Ardler, Lochee, St Mary's and Whorterbank have had successful seasons with lots of produce. As well as the gardeners having access to the produce, produce is also distributed to others including foodbanks, local community groups, local families and community cafes. The wider Environmental Improvement Programme has also allowed a high number of landscape and play area improvements and upgrades to take place within a wide range of communities, neighbourhood locations and parks over the last year, which have improved environmental quality for local residents at these locations.
- The Biodiversity Action Plan has also been completed and has set out a range of key targets which will ensure that safeguarding Dundee's environment and ecosystems remains a key priority.
- The Energy from Waste plant at Baldovie provides a long term residual waste treatment solution for the city for the next 25 years, which allows Dundee to continue to be amongst the lowest decile of local authorities in Scotland for minimising any need for landfill disposal/landfill waste.
- The Waste & Recycling Strategy and Action Plan has set out a clear vision for 2020-2025, to advance communications and behavioural change in promoting recycling.
- The Take Pride in Your City campaign has recently been updated to promote key themes around local environmental quality, city centre and business, communications and recycling aimed at focusing participation and renewed community ownership and participation in the city centre and local neighbourhoods across the city.

### **Community Safety & Protection**

Key Project	Expected outcome	Target for Completion	Status
Comply with the Food Standards Scotland (FSS) codes of practice and achieve results in FSS food service audits	FSS and consumers are assured that Dundee City Council has adequate arrangements and resources to carry out its food safety and standards obligations	December 2022	Complete
Create Regulatory Services customer satisfaction survey system	Development of low cost digital customer satisfaction system	March 2019	Complete
Appoint a Private Landlord Support Officer	Develop from the pilot project and enhanced landlord support service	December 2018	Complete

- Private Landlord Support Officer was successfully recruited in 2018/19
- Food Standards Scotland's sampling activity audit completed and submitted by the deadline with 25 attachments as evidence of sampling activity by DCC.
- Regulatory Services customer satisfaction survey using Lime Survey now complete.

- The Council's new Safety and Alarm Response Centre (SARC) opened on 2 April 2019 following a significant capital budget investment and three years of planning. The Centre uses state of the art technology to enable CCTV in Council buildings to be monitored on a 24 hour 365 day a year basis. The Council has approximately 1000 cameras within its property portfolio and the ability to monitor images in real time represents a huge improvement in tenants, staff and visitors safety as well as acting as a deterrent to prevent self-insured vandalism to Council buildings. At present, the Centre monitors all multi storey dwellings, all multi storey car parks and identified other critical buildings. The Council's key schools will be added to the list of premises before the end of the current financial year. The Centre is much more than just a camera monitoring location. Security patrols of Council buildings (saving considerable external spend with security companies), safety checks in multi storeys, remote operation of car parking barriers and a lone workers support system are all part of the suite of protective services offered via the SARC.
- Community Safety Warden Service - Positive discussions have been taking place with staff and Unions to ensure the Council maximises the use of the service to meet demand. Following analysis of when demand for service arises very positive discussions have been taking place to amend the Wardens operating hours.

### **Housing & Communities**

<b>Key Project</b>	<b>Expected outcome</b>	<b>Target for Completion</b>	<b>Status</b>
Complete Rapid Rehousing Transition Plan (RRTP)	Reduce and prevent homelessness	April 2019	Complete

### **Service Wide**

<b>Key Project</b>	<b>Expected outcome</b>	<b>Target for Completion</b>	<b>Status</b>
Publish an HRA methodology	Improved customer satisfaction with communication and consultation	October annually	Complete
Oversee the implementation of the Employee Survey Action Plan	Improved staff satisfaction with communications in the Employee Survey	March 2019	Complete

- Publish and HRA methodology – this has been published annually since 2018 and ongoing joint working with the Dundee Federation of Tenants' Associations has seen annual rent seminars and bulletins for tenants on "How your Rent is Spent". In addition, summarised financial information is now distributed to tenants annually together with rent billing documentation.
- Regular staff bulletins have been issued, senior managers "walking the job" and a programme of staff forums have been implemented, team briefing processes have been implemented and staff have been involved in the development of the Service Plan.

## **7 POLICY IMPLICATIONS**

- 7.1 This report has been subject to an assessment of any impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk. There are no major issues.

## **8 CONSULTATIONS**

- 8.1 The Council Management Team were consulted in the preparation of this report.

## **9 BACKGROUND PAPERS**

- 9.1 None.