

ITEM No ...4.....

REPORT TO: CITY GOVERNANCE COMMITTEE – 2 MARCH 2026

REPORT ON: NEIGHBOURHOOD SERVICES SERVICE PLAN 2023-2027 – MID YEAR PROGRESS REPORT 2025/26

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 33-2026

1.0 PURPOSE OF REPORT

1.1 This report provides Committee with a six-monthly update showing progress made on the 2023-2027 Neighbourhood Services Service Plan, for the period up to 30 September 2025.

2.0 RECOMMENDATIONS

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

3.0 FINANCIAL IMPLICATIONS

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

4.0 BACKGROUND

4.1 Report No 116-2023 presenting the Service Plan for Neighbourhood Services for the period 2023 – 2027 was approved at the Neighbourhood Services Committee of the 12 June 2023 (Article III of the minute of this meeting refers). The Service Plan outlines the strategic direction for Neighbourhood Services for the period covering financial years 2023/24 up to 2026/27 and outlines key priorities and improvements which the service intends to deliver, based on financial and employee resources which are expected to be available. It also provides details of the service's key responsibilities and identifies the key actions to be undertaken to meet these priorities, as well as the performance indicators which will be used to monitor progress.

4.2 This report provides an update on the performance indicators and actions under each priority theme in Neighbourhood Services Service Plan for the period up to 30 September 2025. In each area, where required, the report identifies further improvement activity to achieve the targets and actions in the plan.

4.3 Neighbourhood Services is responsible for the Environment Service and Housing, Construction and Communities Service, which includes Community Safety.

5.0 PERFORMANCE AND PROGRESS

5.1 The Neighbourhood Services' mid-year progress report shows the Service is focused on tackling its key priorities as well as contributing to those agreed in the Council Plan and City Plan.

5.2 The summary of Neighbourhood Service Plan performance confirms that 29 (67%) performance indicators are on target at the mid-year point.

5.3 The best performing indicators (most improved) at the mid-year point are: -

- Number of people consulted on Community Planning issues
- Number of council and registered social landlord new housing completions
- Number of antisocial behaviour complaints.

5.4 The indicators that require further improvement (most reduced) at the mid-year point are: -

- Number of targeted groupwork sessions
- Reduce the number of occupational health surveillance appointments not attended
- Health and Safety – reduction in number of days lost due to health and safety incidents.

5.5 There was one Action that was overdue in this reporting period which is: -

- Review management of risk assessment process including development of inventory and completion of Annual Assurance statements. This is 90% complete.

5.6 The actions which have progressed the most (where progress is now over 75%): -

- Manage waste sustainably by reducing, reusing, recycling, and recovering waste to improve resource efficiency whilst working towards a circular economy.
- Increase community use and ownership of Council owned assets.
- Target work to the most disadvantaged communities including focused local fairness initiatives in Linlathen and Stobswell West.
- Review management of risk assessment process including development of inventory and completion of Annual Assurance statements.

All other actions scheduled to have been completed up to this reporting period have been completed or have progressed at least 50% toward completion.

5.7 The Neighbourhood Services Plan Progress report is set out in Appendix 1 of this report.

6.0 POLICY IMPLICATIONS

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

7.0 CONSULTATIONS

7.1 The Council Leadership Team were consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

8.1 None.

Tony Boyle
Executive Director of Neighbourhood Services

Date: 12 January 2026

Neighbourhood Services

Service Plan 2023-2027

Mid-Year Report



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

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

The framework for community participation and Participatory Budgeting (PB) will continue to 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.

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Achievements

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

2.1 Environment

- As of September 2025, part of an ongoing programme of play improvements across Dundee's parks and open spaces, substantial renewals have been completed at Spey Drive, Longhaugh Road and Pitairlie Road play parks which included installation of new equipment, surface improvements, and improvements to infrastructure and landscape. In addition, smaller upgrades were completed at a further seven play parks as part of the Coldside and West End play area upgrades where new equipment was installed. These projects were jointly funded through Scottish Government Play Park Renewal Fund and the Council's Capital programme.
- As in previous years the Council received funding from the Scottish Government via the directly awarded Nature Restoration Fund of £184k. For the first time the award comprised of both capital and revenue funding and has been allocated to a range of projects which implement the Biodiversity Action Plan. These include working in partnership with both Eden Dundee and RSPB delivering biodiversity enhancements to local communities and schools, restoring the pumps at the Barnhill Rock Garden ponds, creating a perennial meadow and city-wide biodiversity planting, including the COVID memorial garden. The revenue funding has enabled the management of invasive species and carrying out survey work.
- Dundee's success in external Keep Scotland Beautiful award schemes continued, the city retained a Scotland's Beach Award at Broughty Ferry Beach, 7 Green Flag Awards at parks across the city, and was awarded a Certificate of Recognition in the non-judged category of Beautiful Scotland. In addition, 12 of Dundee's horticultural and environmental groups entered the It's Your Neighbourhood initiative.
- Between April and September 2025, a total of 25 litter picks were registered with the Council and Keep Scotland Beautiful. These included litter picks delivered in partnership between DCC Environment and both St. Paul's RC Academy and St. John's RC High School as part of a High School Litter Initiative, launched in June 2025. This initiative continues to encourage pupils to take responsibility for their local environment and behaviour regarding waste and litter with further engagement and litter picks planned for Baldragon Academy, Greenfield Academy and Harris Academy for May and June 2026.
- In line with the Biodiversity Action Plan, a programme of events aimed at increasing local people's awareness and knowledge of city's biodiversity is run throughout the year. Recent highlights include participating in the National Whale and Dolphin Watch in early August where a total of 82 people directly engaged with the survey. Up to 12 bottle nose dolphins were seen at 3 of the 4 events. Another highlight in September was a joint bat walk held in partnership with Friends of the Law. A total of 84 participants were able to see and hear a number of pipistrelle bats through bat detectors.
- Development of an updated Waste and Recycling Strategy & Action Plan 2026-2030 to promote further recycling and re-use activities going forward.
- Landfill rates remain low with less than 1% of all residual waste going to landfill and the remainder being used to provide energy through the Council's energy from waste facility.
- Commencement of improvement works at Baldovie and Riverside household waste recycling Centres part funded through the Scottish Government's Recycling Improvement Fund including updated signage.
- Under the Take Pride Campaign, a Community Clean Up was held in the Lochee Ward in September 2025 targeting the Lochee, Menzieshill and Charleston areas. This cross-service initiative is providing noticeable improvements for the local area, showcasing strong partnership working and public involvement. Further Clean Ups are planned before the end of March 2026 in the West End and City Centre.

- As part of investment proposals agreed in the 2025/26 budget, an allocation of £300k has been allocated as additional revenue to support environmental actions and improvements. As at September 2025, 8 temporary street scene staff have been recruited, an external contactor has been engaged to carry out additional mechanical sweeping and further investment into bin provision is currently underway.




2.2 Housing, Construction and Communities

- In 2024/25 a total of 341 social housing completions were achieved across the city in partnership with our Registered Social Landlords, the highest number of completions for several years. All of these new homes have met or surpassed the current building regulations and meet the Energy Efficiency Standard for Social Housing, ensuring that our tenants live in warm, affordable homes. Figures for 25/26 will be confirmed by the 31st March 2026.
- The Rapid Rehousing Transition Plan (RRTP) highlights that in a very challenging housing environment nationally, the efforts of our teams and partnership working have had a positive impact for people experiencing homelessness. Whilst pressures on the homeless service have 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' 209 temporary furnished properties to permanent accommodation.
- The service has continued to maintain a good performance in respect of average days to assess a homeless application. Average days to assess homeless application is 16 days against target of 28 days, this is the same level as the corresponding period last year.
- Applications where at least one member of the household claimed to have experienced rough sleeping the night before their application has remained at the same level as the corresponding period last year.
- The number of children associated with applications assessed as homeless or threatened with homelessness by Dundee City Council has reduced by 24% from the corresponding period last year.
- Tenancy Sustainment for households permanently rehoused is 91.15%
- Construction Services selected as a finalist in the APSE Performance Networks Awards 2025 for Most Improved Performer in Building Maintenance.
- Some of the works carried out by Housing and Construction Services in the reporting period include:-
 - 25,979 reactive repairs completed.
 - 583 mainstream properties and 126 network properties were prepared for letting.
 - 11,251 of 11,252 Gas Safety Checks completed on time in a rolling programme
 - 943 Electrical Safety Inspections were complete.
 - 83 major and 73 minor disabled adaptations were complete
 - Capital Improvements including Window Replacement, Roof Replacement, Disabled Adaptations, Kitchen, Heating and Boiler Replacements to over 257 properties.
- A new Neighbourhood Capital Fund participatory budgeting consultation was successfully delivered with a strong emphasis on youth and family involvement.
- Community asset transfers enabled groups like Ferry Fridge and The Yard to secure long-term leases and funding, enhancing local facilities and inclusive play spaces for children with additional needs.
- CLD Youth Work have delivered early intervention and transition support and expanded diversionary and leadership programmes, with a particular focus on integrating the two school communities around Drumgeith Campus.

- English for Speakers of Other Languages (ESOL) and Adult Literacy Teams provided tailored support refugees, asylum seekers to support their integration into community life in Dundee and support the progression of adults with literacies to build their skills.
- A number of participants were supported to successfully complete the health issues in the Community Course receiving formal accreditation and the skills to develop community responses to tackling the determinants of poor health.
- Dundee City Council and partners won two COSLA Excellence Awards. One for work on combatting poverty and inequality in Linlathen through the Local Fairness Initiative and the other for supporting families to lead on improving family and community life across the city as part of the family empowerment work in partnership with What Matters to You.
- The Community Safety Roadshow was successfully launched in September, reaching every Primary 7 class across Dundee. The roadshow, led by key partners in Community Safety, delivered a series of educational sessions focused on safety messages, each developed with input from subject matter experts to ensure relevance and impact.



Key Performance Indicators Summary 2024/25

Status of our Key Performance Indicators compared to our targets: -

	29 - on target
	0 - within 5% of target
	14 - more than 5% from target

Best compared to target	Furthest from target
No of people consulted on Community Planning issues	Reduce the number of occupational health surveillance appointments not attended
Average length of time taken to complete emergency repairs	Street Cleanliness Score - Streets cleaned to an acceptable standard
Percentage of private sector properties managed by an accredited landlord or letting agent	Number of breaches of the unsuitable accommodation order

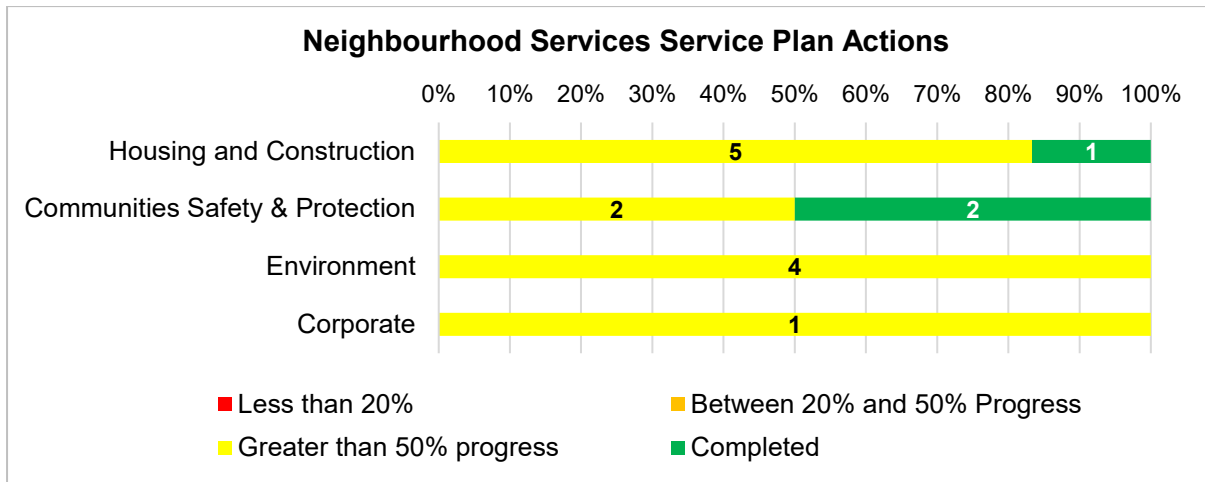
Long term Trend of Key Performance Indicators

	Most improved PIs	Most reduced PIs
 31 - Improving and maintaining	No of people consulted on Community Planning issues	Number of targeted groupwork sessions
	Number of council and registered social landlord new housing completions	Reduce the number of occupational health surveillance appointments not attended
 12 - Performance has reduced	Number of antisocial behaviour complaints	Health and Safety – reduction in number of days lost due to health and safety incidents

Note: in the tables above 29 actions are on target though 31 are trending toward their target or maintaining their performance

What Action Will We Take? -

Service Plan Actions



In summary: -

- Housing and Construction have 5 actions that have progressed greater than 50% progress and 1 action complete.
- Communities Safety & Protection have 2 actions that have progressed greater than 50% progress and 2 action complete.
- Environment have 4 actions that have progressed greater than 50%.
- There is 1 Corporate action that has progressed greater than 50%.

Actions which have been completed in the year 2025/26:-

None during the first half of the year.

Actions which are currently overdue:-

Review management of risk assessment process including development of inventory and completion of Annual Assurance statements.

PERFORMANCE INDICATOR (PI) STATUS EXPLAINED					
Status		Short Term Trend		Long Term Trend	
	More than 5% away from Target		Improving		Improving
	Close to target		Maintaining		Maintaining
	On Target		Deteriorating		Deteriorating










ACTION PROGRESS SYMBOLS AND STAGES EXPLAINED	
	Unassigned – The action has been created on the system but hasn't yet had the required relevant officers assigned to it.
	In Progress - Action is progressing well, on target for achieving all objections set in the initiation phase. 20% - The task is defined and agreed by relevant partners/stakeholders 40% - Necessary tasks planned and implementation in early stages 60% - Number of key actions achieved/agreed process or improvement taking shape or in place or underway 80% - Majority of actions achieved/ agreed process or improvement largely in place or underway leading to confidence that the overall action will be delivered in full/on schedule
	Overdue – Action is still progressing; however, it has exceeded its due date.
	Completed - Action has been completed, and objectives have been achieved.
	Alternative Action Identified - When the action will not reach its due date or/and an alternative has been initiated









Communities, Safety and Protection





Communities, Safety and Protection Performance Indicators

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Mid-Year Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
✓	Number of Dundee Citizens engaged in CLD Programmes	4,808	4,861	5,369	3973	5,000	↑	↑	The consistent high numbers of young people and adults engaged in Community Learning and Development (CLD) activities suggests a growing interest and participation in lifelong learning and community empowerment. Involvement in CLD is leading to increased social cohesion, community involvement, and an awareness of various programmes and initiatives across the city.
✓	Percentage of Dundee Citizens from SIMD 1&2 (20% SIMD Rank) engaged in CLD learning programmed activities	57.18%	56.8%	58.5%	61%	60%	↑	↑	The communities service continues to target our CLD offer to Dundee's priority communities and with other disadvantaged groups with a focus on reducing the impacts of poverty and inequality and building stronger empowered communities.
✓	Number of attendances by young people engaged in Diversionary Learning Programmes.	36,160	40,069	38,588	19,984	40,000	▬	▬	Diversionary programmes are in place Monday to Friday, targeted at local community wards with the highest needs. This gives young people the opportunity to access a positive learning opportunity each evening and divert some away from possible anti-social/offending behaviour. The mid-year position shows we are on track to achieve the target.
✓	Number of targeted groupwork sessions	7,760	6,056	6,818	2762	8,000	↓	↓	CLD staff delivered 300 different targeted group work projects and 2762 sessions to 3174 local people through Youth Work, English Speakers of Other Languages (ESOL), Literacies and Community Health programmes. Differentiated learning provides appropriate challenge and support learners to engage in language, literacy, numeracy, and digital learning, or promote wellbeing across all ages, or provides opportunities for young people to develop their skills and engage in new experiences.
✓	Number of learners receiving individualised support to reduce risk and support positive outcomes	863	972	919	647	900	↑	↑	The Communities Service has seen an increase in the mid-year number of young people and adults accessing individual support to improve outcomes. This takes the form of

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Mid-Year Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
									<ul style="list-style-type: none"> • One to one ESOL or literacy support to adults who want to improve their reading, writing, spelling, numeracy, or digital skills, • Young people referred by education and other partners who need additional support to address challenges to learning such as family or social issues, help them to build confidence, meet goals and progress to other learning. • Local community members are being supported to take action in their area or help around governance or take on a committee role.
	Number of Recovery & Resilience Sessions (Capacity Building)	1,731	2,585	2,139	1109	1900			The reported figures show strong capacity building activity across communities. Increased engagement with families city-wide has led to more new parent groups planning and delivering local opportunities. This builds on the success of partnerships including What Matters to You. The Communities Service continues to offer effective support to diverse groups and individuals. The Make it Happen Fund in North East, East End, Strathmartine, Coldside and Maryfield enabled more participants to gain skills by managing grants for community projects. Recovery-focused groups in these regions also benefited from expanded support, helping participants move from initial involvement to volunteer roles.
	Number of people attending community centres	331,151	460,110	428,768	219,133	333,000			<p>Community Centres continue to be the focus of a huge amount of anti-poverty work and, increasingly, family empowerment work</p> <p>With the onset of winter, community cafés are experiencing increased visitor numbers, while advice services offering outreach in community centres are connecting with more customers than before.</p> <p>In 6 wards the administration of What Matters to You, Make it Happen Funding has enabled a growth in community-based learning opportunities and activities based in local community centres.</p> <p>Additionally, new groups have been set up, including a Men's Group in Charleston, fresh Local Management Group initiatives in Coldside such as a Menopause café, and sports classes for children in Strathmartine.</p>
	Number of people consulted on Community Planning issues	3,454	10,729	12,201	7037	4,000			We have seen very high numbers of local people consulted on community priorities for the Neighbourhood Capital Fund. There was an emphasis in the Neighbourhood Capital Fund on engaging young people to ensure their voices were genuinely reflected in funding decisions. Collaborative efforts

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Mid-Year Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
									<p>involving Community Learning and Development (CLD) youth workers, Children and Families teams, as well as local sports clubs and community hubs, led to high levels of participation among children and young people in Dundee</p> <p>A growth in participation in consultation can also be attributed in part to the recent expansion of the What Matters 2 You (WM2U) initiative in Whitfield, which built upon earlier groundwork that took place in the Charleston and Kirkton areas. Throughout the summer months, a series of school holiday programmes hosted across various neighbourhoods in the city created valuable opportunities to engage with a diverse range of families, allowing them to voice their opinions on issues that directly affect their daily lives and communities.</p>
	Number of antisocial behaviour complaints	1,470	1,302	1,314	681	1,432			Short-term and long-term trends show a reduction in the number of antisocial behaviour complaints received. Despite a slight increase in reports during 2024/25 (+0.92%) the long-term trend shows complaints are reducing. The figures for 2025/26 at the 6-month period show a 7.4% reduction in complaints compared to the same period last year.
	% satisfaction with antisocial behaviour service	82%	82%	89%	90%	80%			The antisocial behaviour team continue to gather information relating to satisfaction upon case closure, using contextual data gathered to continue to improve the service.

Communities, Safety and Protection Actions






















	Action	Progress Bar	Due Date	Latest Update
	Increase community use and ownership of Council owned assets	75%	31-Mar-2027	<p>At the end of September 2025, there was one Community Asset Transfer request that had been received and assessed by the Community Asset Transfer review group. The group had been advised that further information is required, and this is now progressing.</p> <p>Communities have been enhancing links with Community Ownership Support Scotland. An advisor from the service met with 7 community groups in Dundee on the 14th of August and shared resources, advice and guidance around governance and community ownership.</p>
	Develop youth activities via CLD youth workers teams	100%	31-Mar-2025	Action Completed
	Maximise participatory budgeting in all forms	100%	31-Mar-2027	Action Completed
	Target work to the most disadvantaged communities including focused local fairness initiatives in Linlathen and Stobswell West	85%	31-Mar-2032	<p>Via the local fairness initiatives, in Linlathen £254,478 in additional income and £93,892 in benefit gains, while distributing 1,920 food bags that saved households a further £59,520. Affordable childcare for 95 children in 72 families.</p> <p>27 individuals from Linlathen assisted into employment and 31 residents participating in locally delivered, accredited courses. 60 volunteers contributed over 6,400 hours, generating more than £81,000 in social value. 456 visits to the Linlathen Works Drop-in centre.</p> <p>Over 1,000 attendances at drop-in sessions. 94 hours of family activities were delivered across 47 sessions.</p> <p>Improvements to housing and green spaces were driven by the development of three play trails and a park upgrade, enabled by £262,000 in funding and the involvement of 367 residents in co-design efforts. Home energy and housing advice, with over 1,200 support visits and more than 80 residents receiving tailored guidance.</p> <p>A key development within the initiative in Stobswell West has been a subgroup focusing specifically on housing issues in Stobswell West, mainly linked to the private rented sector. A working group in Stobswell West has been established focusing on increasing opportunities for community engagement. A strategy is being developed by the partners including a range of outreach door knocking, community-based activities and community information.</p>



























Housing and Construction







Housing and Construction Performance Indicators

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Midyear Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
✓	Number of Council and Registered Social Landlord new housing completions	101	264	341	21	200	↓	↑	There were 21 completions as at 30.09.2025. Although this is significantly short of the target there are a number of large sites expected to complete before the year end and the annual target will be exceeded. At the time of writing the report there have been 174 completions.
✓	% of gas safety certificates obtained within 12 months	100%	99%	100%	99%	100%	↓	↓	One property was completed 1 day late as a result of access issues.
⬛	% of reactive repairs carried out within timescales	78.87%	79.29%	83.1%	84.40%	93%	↑	↑	The number of reactive repairs is reducing, and as we work our way through these older repairs, the proportion of jobs completed on time is improving. This year the service has completed 25,979 repairs in the 6 months to September 2025.
✓	% of lets to statutory homeless households	53.5%	51.8%	66.8%	57.5%	55%	↑	↓	Percentage of lets to homeless is slightly above target. This is due to exceptional pressures on homelessness and temporary accommodation, and as set out within the RRTP, there will be a temporary increase in lets to homeless until the end of the financial year.
✓	Average length of time taken to complete emergency repairs	4.93	4.4	4.14	2.8	6	↑	↑	The service continues to respond to emergency repairs well within the target of 6 hours and to date have completed 1057 emergency repairs in the 6 months to September 2025.
✓	% of reactive repair jobs completed right first time	78.35%	79%	82.63%	84%	85%	↑	↑	This measure is of jobs completed on time and without subsequent complaint or rework. The Scottish Housing Regulator (SHR) is currently consulting on a replacement measure. For the first 6 months of 2025/26 84.01% of reactive repairs were considered right first time, reflecting the fact many repairs are being completed after the target date because of the repairs backlog but up on last year's performance.

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Midyear Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
	Average number of days taken to re-let properties	104.4	96.06	79.76	72.3	45			Average days to let continue to reduce but remain above target. Challenges include the condition of properties following termination and volume of work required to bring homes back to a lettable standard. Review of voids process following void recovery plan is intended to conclude early into 2026/27.
	% of lets to BME groups (Quarterly and Yearly)	1.3%	2.1%	1.6%	2.45%	3.3%			Proportion of lets to Black Minority and Ethic (BME) groups remains below target and there has been a small reduction in applications from BME applicants. The number of lets to BME groups has increased. This is not a mandatory question on the housing application and is dependent on applicants completing this section.
	% of tenancy offers refused during the year	47%	37.5%	39.7%	44.4%	47%			Percentage of tenancy offers refused is below target. Every effort is made to minimise refusals through a housing options approach and regular reviews of applications. The allocation policy imposes a 2-offer rule which is intended to further reduce refusals.
	Percentage of new tenancies sustained for more than one year	89.53%	88.9%	90.97%	91.15%	90%			This indicator remains above target. 91.15% sustained for more than 1 year.
	% Gross rent arrears	11.71%	10.7%	7.3%	7.5%	6.4%			Rent arrears have increased slightly by 0.2% from the last 6-month period mainly due to UC migration. The team continue to support tenants maintain their rent charge via Discretionary Housing Payments and Tenant Hardship Fund alongside collaborative working with Council Advice Services to maximise income.
	Average time taken to complete non-emergency repairs	15.8	13.79	15.67	12.75	9			The service continues to dedicate a high level of resource to responsive 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 days.
	Percentage of tenants satisfied with the overall service provided by their landlord	80.84%	83.2%	83.2%	83.2%	90%			The STAR survey is carried out every 3 years, and this was last complete at the end of 2023. Comparative figures are available for 23/24 for our peer group of medium sized local authorities and the average for that group is 78.89%

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Midyear Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
	Percentage of tenants satisfied with the overall quality of home	76.45%	83.2%	83.2%	83.2%	88%			The STAR survey carried out at the end of 2023 showed an improved performance in terms of tenants satisfied with the overall quality of their home. To build on this performance, the Housing Service is due to carry out a 100% Stock Condition Survey which will further inform resource allocation within the Housing Capital Plan.
	% of Rent due lost through properties being empty	2.33%	2.16%	1.77%	1.52%	1.5%			This is a cumulative indicator and represents the amount of annual rent lost due to voids.
	Average case duration for those assessed as homeless or threatened with homelessness	263 days	274 days	234 days	240 days	150 days			Average case duration is higher than the target due to the length of time to rehouse applicants because of number of households awaiting housing compared to number of available properties. This is particularly the case for single people and large households.
	Number of cases awaiting discharge of statutory duty	680	780	772	863	400			Sustained pressures on homeless services due to demand and delayed move on from temporary accommodation. Allocations to homeless applicants has temporarily increased and the service is maximising housing options for homeless applicants in all sectors.
	Number of breaches of the unsuitable accommodation order	47	228	272	182	0			Breaches of unsuitable accommodation order remain high due to demand exceeding capacity and difficulty in moving people within 7 days. New temporary accommodation is being set up, and the service is reviewing other opportunities to increase supply.
	Number of households in temporary accommodation at end of period	364	463	440	479	300			Sustained pressures on temporary accommodation due to demand and lack of move on from temporary accommodation. Allocations to homeless applicants has temporarily increased and the service is maximising housing options for homeless applicants in all sectors.
	Percentage of homeless or potentially homeless applicants securing permanent accommodation	79%	80%	83%	80%	85%			Mid-year position is below target. Allocations to homeless applicants has temporarily increased and the service is maximising housing options for homeless applicants in all sectors.
	Number of homeless applications	1430	1386	1638	807	1392			Demand remains high and this is placing sustained pressures on homelessness services and temporary accommodation. An additional Prevention Officer is being recruited prior to implementation of homeless prevention duties and other actions are set out within the RRTP.

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	<div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">60%</div>	31-Mar-2027	Multi retrofit programme will see approx. £10m investment in Phase 1 of Linlathen commencing early 2026.
	Build affordable houses that meet community needs	<div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">60%</div>	31-Mar-2027	Over 600 affordable Houses have been completed since this Service plan was implemented. Ongoing planned affordable Housing development is detailed in the Strategic Housing /Investment Plan (SHIP) which is agreed by the Council and Scottish Government annually.
	Integrated Housing Management System (IHMS)	<div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">50%</div>	20-Dec-2024	Project Manager has been recruited and is now leading the implementation of the Repairs and Maintenance phase due in 2026.
	Modernisation of Construction Services	<div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">50%</div>	20-Dec-2024	Project Manager has been recruited and is now leading the implementation of the Repairs and Maintenance phase due in 2026.
	Complete the annual rent consultation exercise	<div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">65%</div>	31-Mar-2027	The budget setting timetable for 2026/27 has been drafted and agreed. Actions to complete the rent setting process for 2026/7 are progressing.
	Review Not Just a Roof Housing Options and Homelessness Strategic Plan 2016 – 2021	<div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">100%</div>	20-Sept-2024	Complete



Environment

Environment Performance Indicators

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Mid-Year Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
	Number of clean ups /litter picks recorded citywide (maintain/increase)	59	68	77	25	52			Litter picks are supported and encouraged city wide as part of the Council's Take Pride in Your City campaign. A mid-year figure of 25 known litter picks were registered with DCC Environment and Keep Scotland Beautiful, indicating that the target figure of 52 will be achieved. The registered figures do not include litter picking by groups or individuals who carry out work without engaging with DCC or KSB and the actual figure is likely to be higher.
	Number of 'Friends of Parks Groups' (maintain / increase)	N/A	9	9	9	9			There are 9 Friends of Parks groups. The Council continues to support existing groups and to encourage the development of new groups where appropriate.
	Maintain or increase the number of Keep Scotland Beautiful (KSB) Green Flag awards achieved	7	7	7	7	7			Dundee's Green Flag Awards were awarded in July 2025. The city successfully retained all 7 Green Flags for; Barnhill Rock Garden, Slessor Gardens and Waterfront Place, Dundee Law, Templeton Woods, Baxter Park, Trottick Mill Ponds LNR and Riverside Nature Park.
	Number of KSB, It's Your Neighbourhood' groups reaching the outstanding level (maintain / increase)	N/A	12	12	8	12			It's Your Neighbourhood (IYN) is a community environmental improvement initiative managed by KSB in partnership with the RHS. The volunteer-led community groups which enter are awarded one of five certificate levels, the highest being Outstanding level. Changes to the entry criteria have impacted on the number of groups eligible to apply to IYN. Despite all groups continuing their environmental work throughout the city, 12 groups applied in 2025. Results will be reported in the annual plan update.

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Mid-Year Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
	Street Cleanliness Score - Streets cleaned to an acceptable standard	86.2	86.4	83.2	N/A	94			Officers have carried out assessments during the first reporting period (April – July inclusive) and are awaiting the results of the second period's assessment (August – November inclusive) from KSB. The annual cleanliness scores for 2025 will be published by KSB early in 2026/27. Throughout 2025, a dedicated plan was progressed to target priority locations, hotspots, and routes across Dundee. This included targeted mechanical sweeping, further roll out of larger capacity bins, delivery of community clean ups. Environment continues to strive to continue to implement measures to improve this score throughout 2025/26.
	Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry)	1	1	1	1	1			Scotland's Beach Award, administered by Keep Scotland Beautiful, was awarded to Broughty Ferry Beach in June 2025. An application to retain the award will be submitted in March 2026.
	Retain the Keep Scotland Beautiful (KSB) City Category	1	1	1	1	1			Bonnie Dundee entered the non-judged category of Beautiful Scotland in 2025; the entry was awarded a Certificate of Recognition. The decision to take a break from competition was taken by the steering group to allow time to refocus efforts and rebuild volunteer capacity of the group, to help ensure the city entry is more sustainable going forward.
	% of household waste landfilled	2%	1.5%	1%	N/A	7%			The SEPA verified landfill rate for 2025 will not be available until Autumn 2026.
	Percentage of household waste recycled or composted.	35.6%	36.6%	35.1%	N/A	40.2%			The SEPA verified recycling rate for 2025 will not be available until Autumn 2026.
	Net cost of waste collection per premise	£60.69	£62.98	£66.64	N/A	£75.19			New indicator. Comparison of current performance via the Local Government Benchmarking Framework, shows that Dundee is below the family group and Scotland wide average for the cost of waste collection per premise.
	Net waste disposal cost per premise	£6.17	£62.03	£68.95	N/A	£103.53			New indicator. Comparison of current performance via the Local Government Benchmarking Framework, shows that

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Mid-Year Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
									Dundee is below the family group and Scotland wide average for the cost of waste disposal per premise.

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.	75%	31-Mar-2030	<p>The Waste Strategy Team has completed and published the updated Waste and Recycling Strategy and Action Plan for 2026 - 2030 and will progress each year as part of the long-term strategy.</p> <p>The Mobile App continues to gain traction with householders with approx. 13,500 users and continues to be a platform for providing updates and information to users.</p> <p>The updated strategy also interfaces with the key actions and aspects of the Take Pride Campaign will be included in the updated plan.</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.	60%	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. The public realm improvements to enhance the pedestrianised area of Lochee High Street was successfully undertaken and development works completed in Summer 2025. The Council have continued to work in partnership with Sustrans and the local community at Stobswell with the creation of pocket parks in the area and a collaborative concept design has been developed for the next planned pocket park at Eliza Street. Action has been taken to progress with delivering the outcomes within the Dundee's City Centre Strategic Investment Plan (CCSIP). A key aspect of this has been collaborative working with consultants in the preparation of the Eastern Quarter Masterplan which will establish a programme of deliverable public realm projects, such as enhancing public spaces and active travel opportunities. The plan will inform future capital investment in the Eastern Quarter area of the city centre.</p> <p>Other ward-based actions include: -</p> <p>Strathmartine</p> <ul style="list-style-type: none"> • Keswick Greenspace: Strong community engagement led by the Community Empowerment Team, Kirkton Partnership, and DCC Environment Team. Sessions with households, schools, nurseries, and sheltered housing residents shaped initial

Action	Progress Bar	Due Date	Latest Update
			<p>designs for children's play area upgrades. Next steps: community feedback and funding.</p> <ul style="list-style-type: none"> • Friends of Clatto: Volunteers planted a wildflower meadow, maintained vegetation, organised volunteer days, litter picks, and cared for bird feeders and park infrastructure. • St Mary's Community Garden: Local volunteers grow crops (potatoes, onions, garlic, carrots) shared via the community larder and café, strengthening food and social ties. <p>North East and East End</p> <ul style="list-style-type: none"> • Longhaugh and Pitarlie Road Playpark: Upgraded following consultations with local parents. • Fintry Community Garden: Supports Fintry Larder with surplus produce. • Whitfield Community Garden: Hosted a fun day with Change Makers, promoting local growing and community spirit. • Dighty Connect: Preparing a Make It Happen Fund application to install benches along Dighty Water for improved accessibility • Community Spaces Group: Maintains planted areas and organises litter picks. Collaboration with Scottish Water for park and street enhancements. Resident suggestions gathered at Douglas Park event. • Weather station at Claypotts Primary School and flow monitor in the park's SUDS system aid water management. • Douglas Growers: Fruit and veg beds dedicated to the Food Cupboard; seeking funds for a permanent compost pile. <p>Coldside and Maryfield</p> <ul style="list-style-type: none"> • Coldside Community Forum: Launching a wildflower project to enhance walking routes near Hilltown. • Maxwell Centre & Community Empowerment Team: Working with young people to identify safe, welcoming spaces and support youth engagement. <p>Maryfield</p> <ul style="list-style-type: none"> • Albert Street Action Group focuses on pedestrian safety; Stobswell involved in sustainable transport consultations, especially cycle lanes and walkways. • LCPP: Four walkabouts planned to assess safety and maintenance in Coldside and Maryfield.

Action	Progress Bar	Due Date	Latest Update
			<p>Lochee</p> <ul style="list-style-type: none"> • Pocket Park on Lochee High Street: Co-produced with residents, now under construction. Features resident-funded street art and a community Christmas tree. Further improvements planned, including a water management area. <p>West End</p> <ul style="list-style-type: none"> • Recovery Garden at the Friary, City Church: Developed as a nurturing space for those in recovery. Funded by ADP, NHS charitable trust, and a CRF grant. Supports wellbeing and inclusion through engagement with nature and community.
▶	60%	31-Dec-2026	<p>The Waste Routemap and review of the household waste recycling code of practice is now being taken forward and the key activity with working group is the Co-design of future kerbside collection services ahead of the Code of Practice becoming mandatory.</p> <p>The engagement with local government and industry stakeholders is now underway with the aim of completing the co-design process by the end of 2026 and the Council are part of this working group.</p>
▶	70%	31-Mar-2027	<p>The team have now developed and published the updated Waste Strategy and Action plan 2025 -2030. The strategy action plan includes an interface with key actions and aspects of the Take Pride Campaign.</p> <p>The updated strategy incorporates elements of new and emerging legislative and regulatory obligations and indicates how these will be met over the next 5 years.</p>



Corporate Measures - Neighbourhood Services

Corporate Performance Indicators - Neighbourhood Services

	Performance Indicator	2022/23 Value	2023/24 Value	2024/25 Value	2025/26 Value	2025/26 Target	Short Term Trend	Long Term Trend	Latest Update
	Reduce the number of occupational health surveillance appointments not attended	139	103	153	37	48			This is an internal measure relating to staff attending occupational health surveillance appointments. The mid-year target shows an improvement from the previous year. 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%; background-color: #4f81bd; height: 15px;"></div> 90%	23-Dec-2024	The H&S Team continue to support NS management to develop and implement updated procedures to manage operational risk assessments. Information created by these new procedures will support NS in completing their Annual Assurance statements. This will be an ongoing action.