

City Chambers  
DUNDEE  
DD1 3BY

12th January, 2024

Dear Colleague

**CITY GOVERNANCE COMMITTEE**

You are requested to attend a MEETING of the **CITY GOVERNANCE COMMITTEE** to be held remotely on Monday, 22nd January, 2024 following the meetings of the Children, Families and Communities and Neighbourhood Regeneration, Housing and Estate Management Committees called for 5.00pm.

The meeting will be livestreamed to YouTube. Members of the Press or Public wishing to join the meeting as observers should follow this link [Committee Meetings 22nd January, 2024 | Dundee City Council - YouTube](#).

Yours faithfully

GREGORY COLGAN

Chief Executive

**AGENDA OF BUSINESS**

**1 DECLARATION OF INTEREST**

Members are reminded that, in terms of The Councillors Code, it is their responsibility to make decisions about whether to declare an interest in any item on this agenda and whether to take part in any discussions or voting.

This will include all interests, whether or not entered on your Register of Interests, which would reasonably be regarded as so significant that they are likely to prejudice your discussion or decision-making.

**2 MINUTE OF PENSION SUB-COMMITTEE AND PENSION BOARD - Page 1**

(The minute of Pension Sub-Committee and Pension Board, held on 18th September, 2023, is submitted for noting, copy attached).

**3 SCRUTINY OF POLICE SCOTLAND AND SCOTTISH FIRE AND RESCUE SERVICE**

This item has been placed on the agenda at the request of Councillors Crichton and Duncan. Councillor Crichton will propose an alteration to the arrangements for scrutiny of Police Scotland and the Scottish Fire and Rescue Service to ensure all 29 elected members can participate rather than just those elected members who are members of the Scrutiny Committee.

**4 NEIGHBOURHOOD SERVICES SERVICE PLAN 2022/2027 - MID YEAR PROGRESS REPORT FOR 2023/2024 - Page 5**

(Report No 19-2024 by the Executive Director of Neighbourhood Services, copy attached).

**5 COUNCIL TAX CHARGES FOR SECOND HOMES - Page 25**

(Report No 22-2024 by the Executive Director of Corporate Services, copy attached).

**6 HOUSING (HRA) REVENUE BUDGET 2024/2027 AND REVIEW OF RENTS AND OTHER HOUSING CHARGES FOR 2024/2025 - Page 29**

(Report No 20-2024 by the Executive Director of Neighbourhood Services, copy attached).

**7 MOBILE VOICE AND DATA CONTRACT - Page 43**

(Report No 11-2024 by the Executive Director of Corporate Services, copy attached).

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

At a JOINT MEETING of the **PENSION SUB-COMMITTEE** of the **CITY GOVERNANCE COMMITTEE AND THE PENSION BOARD** held remotely on 18th September, 2023.

Present:-

PENSION SUB-COMMITTEE

BAILIES

Kevin KEENAN

COUNCILLORS

Ken LYNN

Dorothy McHUGH

Steven ROME

PENSION BOARD

Bill DUFF

Stewart DONALDSON

Kenny DICK

George RAMSAY

Arthur NICOLL

Councillor Steven ROME, in the Chair.

#### **I DECLARATION OF INTEREST**

No declarations of interest were made.

#### **II APOLOGIES**

The Sub-Committee and Board noted apologies had been received from Bailie Sawers and Councillor Crichton.

#### **III MINUTE OF PREVIOUS MEETING**

The minute of meeting of 26th June, 2023 was submitted and approved.

#### **IV RECORDING OF MEETINGS**

There was submitted Agenda Note AN32-2023 by the Executive Director of Corporate Services advising that the technological package currently used to facilitate remote meetings of the Pension Sub-Committee and Pension Board included an application which would allow for the recording of meetings.

It would therefore be possible, with the Sub-Committee and Board's agreement, to record the public session of Sub-Committee and Board meetings and then publish the recordings on the Dundee City Council website for public viewing, commencing with the meeting to take place on 11th December, 2023.

The Sub-Committee and Board:-

- (i) approved the recording of meetings as detailed.

#### **V TAYSIDE PENSION FUNDS RISK REGISTER**

There was submitted Report No 260-2023 by the Executive Director of Corporate Services seeking approval for the Quarterly Risk Register for Tayside Pension Fund which was updated on 9th June, 2023, noting the additional information in relation to risk appetite and the following changes to risk profile since the previous report:

Risk 1: Failure to process pension payments and lump sums on time

This risk had reduced as a result of increased staffing levels and improved processes introduced to improve effectiveness.

Risk 11: Failure to comply with changes to LGPS regulations and other new regulations Legislation

This risk had reduced as a result of planned implementation of new regulations and independent assessment of readiness undertaken.

The Sub-Committee and Board:-

- (i) approved the Quarterly Risk Register for Tayside Pension Fund, noting the revisions made.

## **VI PENSION ADMINISTRATION PERFORMANCE – QUARTERLY UPDATE TO 30TH JUNE, 2023**

There was submitted Report No 261-2023 by the Executive Director of Corporate Services providing information on the recent quarter's operational performance in relation to Pension Administration.

The Sub-Committee and Board:-

- (i) noted the content of the report.

## **VII ANNUAL TREASURY MANAGEMENT ACTIVITY 2022/23**

There was submitted Report No 262-2023 by the Executive Director of Corporate Services reviewing the Treasury Management activities for the period 1 April 2022 to 31st March 2023.

The Sub-Committee and Board:-

- (i) noted the information contained within the report.

**The Sub-Committee and Board resolved under Section 50(A)(4) of the Local Government (Scotland) Act 1973 that the press and public be excluded from the meeting for the undernoted items of business on the grounds that they involved the likely disclosure of exempt information as defined in paragraphs 4, 6 and 11 of Part I of Schedule 7A of the Act.**

## **VIII TAYSIDE PENSION FUND**

### **(a) TAYSIDE PENSION FUND PERFORMANCE SUMMARY**

There was submitted Report No 263-2023 by the Executive Director of Corporate Services reviewing the investment performance of the Fund's investment managers for the quarter to 30th June, 2023. The report compared investment performance of the Fund with the Fund's specific benchmarks which consisted of various stock and security market indices.

The Sub-Committee and Board:-

- (i) noted the information contained therein with regard to the performance of the Tayside Main Fund and their Fund Managers.
- (b) **SUMMARIES OF INVESTMENTS AND TRANSACTIONS 1ST APRIL TO 30TH JUNE, 2023**

There was submitted Report No 240-2023 by the Executive Director of Corporate Services reviewing the investment activities of Tayside Pension Fund's five Fund Managers for the quarter to 1st April, 2023 to 30th June, 2023 and summarising the transactions of each Fund Manager and showing the market values of the Pension Fund.

The Sub-Committee and Board:-

(i) noted the information contained therein with regard to the performance of the Tayside Main Fund and their Fund Managers.

(c) SECURITIES LENDING 6 MONTHS ACTIVITY TO 30TH JUNE, 2023

There was submitted Report No 264-2023 by the Executive Director of Corporate Services presenting an update on Securities Lending activity for the period ended 30th June, 2023.

The Sub-Committee and Board:-

(i) noted the information contained within the report.

#### **IX ALTERNATIVE INVESTMENT MANDATE PROCUREMENT EXERCISE**

A verbal update was given to members by the Senior Manager, Corporate Finance, regarding the Alternative Investment Mandate Procurement Exercise.

The Sub-Committee and Board:-

(i) noted the update given.

#### **IXa BOND MANDATE**

There was submitted Report No 272-2023 by the Executive Director of Corporate Services informing the Sub-Committee and Board of the findings and recommendations of the Fund's investment advisors Isio, following a review of a Fund Manager's bond mandate, and analysis of their proposals to ensure that the mandate remained able to achieve Fund requirements.

The Sub-Committee and Board:-

(i) approved the content of the report.

#### **X PRESENTATION**

Gareth Roberts and Amy Anderson of Baillie Gifford gave a short presentation to the Sub-Committee and Board.

After Mr Roberts and Ms Anderson had given their presentation and answered questions from members, the Chair thanked the presenters on behalf of members of the Sub-Committee and Board.

Steven ROME, Chair.

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**ITEM No ...4.....**

**REPORT TO:** CITY GOVERNANCE COMMITTEE – 22 JANUARY 2024

**REPORT ON:** NEIGHBOURHOOD SERVICES PLAN 2022-2027 - MID-YEAR PROGRESS REPORT 2023/24

**REPORT BY:** EXECUTIVE DIRECTOR NEIGHBOURHOOD SERVICES

**REPORT NO:** 19-2024

**1.0 PURPOSE OF REPORT**

1.1 To provide Committee with a mid-year update showing progress so far during 2023/24 for the Neighbourhood Services Plan which was agreed by the Council in June 2023.

**2.0 RECOMMENDATIONS**

2.1 It is recommended that Committee notes the progress being made and remits the report to the Scrutiny Committee for further consideration.

**3.0 FINANCIAL IMPLICATIONS**

3.1 None.

**4.0 BACKGROUND****Overview of the Service**

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

4.2 Neighbourhood Services provides a professional integrated service that brings together a wide range of services. They include management and maintenance of housing and the environment, waste management, supporting people to develop their communities and keeping people safe and healthy.

4.3 Neighbourhood Services has the most diverse and wide-ranging contact with Citizens of all Council Services with a very great amount of direct customer contact. With nearly 1000 employees and gross revenue expenditure of over 90 million pounds per year Neighbourhood services:

- collects domestic waste from over 74,000 householders,
- provides housing and associated services to over 12000 tenants,
- approximately 3,000 young people taking part in community learning and development youth learning programmes

4.4 The new Council Plan 2022-2027 was agreed by the Policy and Resources Committee on 5 December 2022 (article II of the Minute of Meeting of this committee refers). The Neighbourhood Services Plan 2023-2027 sets out how Neighbourhood Services will contribute to the Delivery of the Council Plan in addition to meeting its own service priorities.

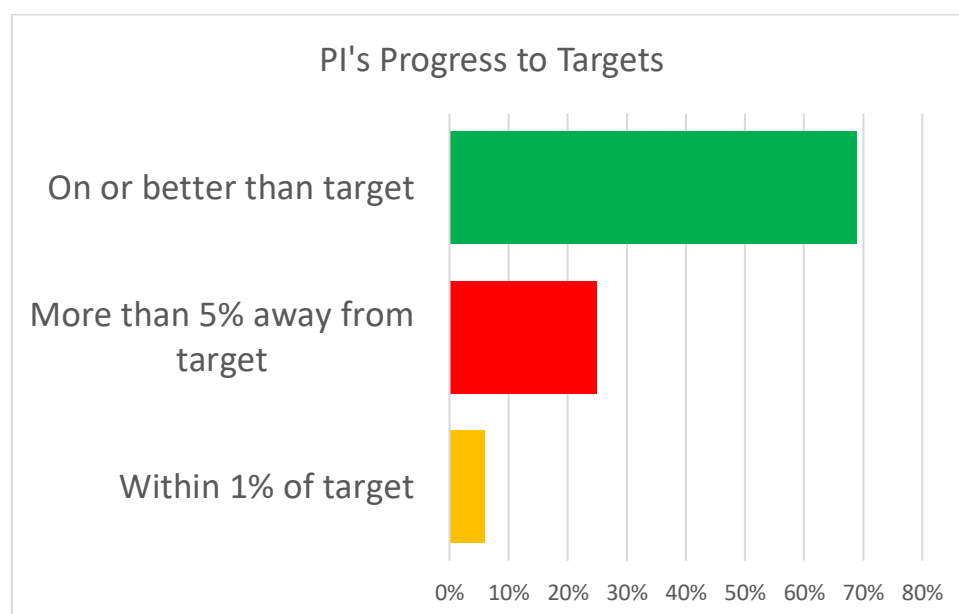
4.5 Committee agreed the Neighbourhood Services Plan on 12th June 2023 (Article III of the Minute of Meeting of the Neighbourhood Services Committee refers). The Council's Performance Management Framework sets out that Committee will receive a six-month progress report also (Article III of the Policy and Resources Committee of 20 August 2018 refers).

4.6 The mid-year progress report for 2023/24 provides elected members with:

- an opportunity to appraise the Committee on progress in dealing with the priority areas of concern highlighted in the annual reports.
- update the Committee on any newly completed actions in the plan, becoming overdue since the annual report or falling due in the next six-month period.
- update on progress so far during 2023/24.

### Overview of Performance Indicators in the Service Plan

4.7 Most PI's are meeting their targets at the half year point and remedial action is being taken to address areas of concern. There are 9 performance indicators where data is only available annually or is unavailable at this time but full year performance will be reported to the Council after the end of the financial year.



### Overview of actions in the Service Plan

4.8 The Neighbourhood Services Plan actions have due dates up to April 2027. When updating the action plan, lead officers for these actions are asked to note a percentage of completion of the action they are responsible for. The information below offers some assessment of the rate of progress being made since the commencement of the plan in June 2023.

- No actions have been completed although it is still year one of the plan.
- 69% of actions already noting 50% or more progress.
- No actions are due to be completed by April 2024.



## Highlights of significant progress and notification of areas for concern

4.9 Areas where Neighbourhood Services have made significant progress against targets and actions in the Service Plan include:

- The percentage of Council budget allocated by participatory budgeting processes has had an increase and is on target to reach 100% next year. 100% equals the 1 % of the Council budget target referred to in the Best Value Review report as agreed with COSLA for all local authorities to aim for.
- Between the 1st of April and the 30th of September 2023 there were 231,958 attendances at local community centres across the city, far exceeding our half-yearly target of 166,500. The increase in use of centres can be attributed to the ongoing community response to the cost-of-living crisis and an increase in provision supporting children, young people and families which highlights the importance of these spaces run in partnership with local people.
- In the 6 regeneration areas CLD partners have been pulled together as ADP sub-groups under the LCPP to distribute up to £12k in each community. The purpose is to reduce inequalities around substance misuse as per the city plan. The impact of that money will be reported by ay 2024.
- The Dundee and Angus ESOL learner survey was completed in May 2023. This was the fifth year that providers had worked together to collectively evaluate provision with learners. 221 Adult learners from across the partnership took part this year (an increase from 147 in 2022) reflecting the high numbers of Ukrainian Citizens arriving in the city, with 75% of respondent learning English for less than a year. All survey respondents said they enjoyed learning English and described how learning English supports integration goals such as employment and further learning.
- The % of household waste landfilled for Dundee City Council in 2022 has now been verified by SEPA and has reduced to 2%, which is below the national average for Scotland.
- Dundee City Council continues to be below the median and Scotland wide average for both the cost of waste collection and disposal per premise.
- The transformation of organic materials processing at Riverside composting facility during 2023/2024 with the service taking delivery of a green waste shredder.
- The development of a Waste and Recycling Mobile Application which is set to launch in 2024.
- During 23/24, the implementation of Dundee's Biodiversity Action Plan has progressed significantly with the award of £171,000 from the Scottish Government's Nature Restoration Fund. This and additional revenue funding have supported projects to be brought forward which improve biodiversity on nature conservation sites.
- The Green Flag Award results were announced in July, the award was retained by all seven sites which are entered into the scheme.
- In September 2023, Dundee's entry into Beautiful Scotland, known as 'Bonnie Dundee', received a retained a gold medal level for the third year running and was announced as winner of the City category. In addition, Dundee City Council were awarded the Wright Sustainability Award for the second year running, this is a judges' discretionary award presented to the local authority that demonstrates best practice in sustainability, relating to the Beautiful Scotland campaign aims.

- Dundee currently has 12 groups entered the It's Your Neighbourhood scheme which are supported as required by DCC but operate independently, this includes community gardens, school Eco-groups, and Friends of Parks groups. The 2023 results were announced in December, all 12 groups received an Outstanding level of achievement, the top tier of achievement, and a 9 received a Certificate of Distinction for groups which have consistently grown and improved over the years of taking part.
- Work to improve the appearance of the citywide and city centre public realm and streamline the maintenance schedule is progressing well. This is being carried out via multiple methods including, bin and street furniture audits, the roll out of larger bin units to reduce emptying whilst increasing capacity, partnership work with Criminal Justice Service teams to tackle litter hotspots and ongoing review of route monitoring.
- DCC officers have attended Water Safety Scotland workshops to share best practice on water safety in progressing development of a water safety policy. In addition, linking with the Tay Estuary Water Sports Hub via the Beach Management Group to engage with water users as required and continue a successful working relationship with the RNLI Lifeguard team.
- Continued support for community litter picks and promotion of initiatives such as Clean Up Scotland, Upstream Battle, Source 2 Sea Week, and the Great British Beach Clean. Dundee hosted the launch of Source-2-Sea Week in September outside the V&A Dundee. There have been 44 known litter picks since the beginning of this financial year, in addition to those carried out on a regular basis by individuals and groups who have adopted an area in their local community.
- The household waste recycling rate for Dundee City Council has now been reported by SEPA as 33.8% for calendar year 2022 and confirms an improvement from the previous year. SEPA is also further reviewing Dundee's overall recycling rate to include additional metals recycling from MVV Environment Baldovie Limited (MEB) Energy from Waste residues. This will further improve the 2022 rate once the amendment has been confirmed by SEPA and will be updated in future reports.
- Completions for social rented house building is progressing well and the target for completions set in the Council plan will be exceeded by a considerable amount by the end of 2023/24. This will improve access to social housing in the city and a number of new houses are being provided to suit clients with particular housing needs.
- Housing and Construction are in the process of rolling out Wi-Fi for Sheltered Lounges over 2023/24 which will be of benefit to service users and staff.
- Housing and Construction have recently completed an Energy Efficiency and Net Zero Strategy with the aim to ensure that our housing stock meets, or can be treated as meeting,
  - EPC band B (Energy Efficiency rating), or is as energy efficient as practically possible,
  - by the end of December 2045 and within the limits of cost, technology, and
  - necessary consent. And to explore all options and where viable, install alternative.
  - heat solutions with a view to decarbonising heat sources across the Housing.
  - portfolio, ensuring best value for the Council and tenants.

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

## **5.0 POLICY IMPLICATIONS**

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

## **6.0 CONSULTATIONS**

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

## **7.0 BACKGROUND PAPERS**

- 7.1 None.







Elaine Zwirlein  
**Executive Director of Neighbourhood Services**

DATE: 29 December 2023







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## Appendix1 - The Neighbourhood Services Plan Progress report





Each of the tables below shows an indicator on progress toward target and a describing performance. A key for **Performance Indicators** can be seen below:


	On target		Improving
	Within 5% or close to Target		Deteriorating
	More than 5% away from target		No Change

### NS Performance Indicators Requiring Half Yearly Updates
















Status	Performance Indicator	23/24 Half Yearly Value	23/24 Half Yearly Target	Short Term Trend	Long Term Trend	Notes
	Number of attendances by young people engaged in Diversionary Learning Programmes.	22,667	10,000			Attendances at CLD Youth Work Diversionary opportunities reflects large numbers attending local evening provision in areas of the city with highest SIMD including North East Campus, Hilltown Community Centre, DISC, Kirkton Community Centre. Young people are offered access to free activities including Football, Arts groups, drop-in Girls and Boys groups. Existing diversionary programmes will be further enhanced by provision supported by the new Community Support and Youth Diversionary Fund which has recently been released.
	Number of targeted groupwork sessions	1,163	2,000			Targeted group work sessions are lower this quarter as expected - reflecting different ways of working over the summer period. For example, we have seen a significant increase in the amount of individualised support offered to CLD participants (CLD005) while regular CLD groups were in their summer break.



















	Number of learners receiving individualised support to reduce risk and support positive outcomes	863	630			An increase in 1:1 support delivered this quarter, reflecting different ways of working during the summer period. For details of programmes delivered see CLD005a (adults) and CLD005b (young people).
	Number of Recovery & Resilience Sessions (Capacity Building)	1,282	950			Support to a large number of groups who are responding to issues around food poverty e.g. growing groups and food larders.
	Number of people attending community centres	231,500	146,500			<p>We are continuing to see centres used as vaccination centres, food larders and warm spaces which is driving high footfall.</p> <p>The increase in use of centres can be attributed to the ongoing community response to the cost-of-living crisis and an increase in provision supporting children, young people and families.</p> <p>We are also seeing new groups set up with a wellbeing focus. Including activity funded by LCPP ADP monies.</p>
	Number of people consulted on Community Planning issues	4348	1250			We routinely consult with communities on a range of community priorities. The high figures here reflect a significant amount of work done through the two local fairness initiatives in Linlathen and Stobswell West where we have consulted with communities on what would make the biggest impact on their lives. This will be followed by actions to address these issues.
	Number of Council and Registered Social Landlord new housing completions	89	200			The rate of completions is being maintained despite difficult market conditions (inflated costs for materials and labour).










	<p>% of communicable disease cases and outbreaks investigated within 48 hours of being brought to our attention</p>	<p>100%</p>	<p>100%</p>			<p>85 Communicable disease notifications received within the last period up to today 16/10/23 where contact was made or attempted and an investigated was then carried within 48 Hours of being brought to our attention where applicable. There were no outbreaks recorded in this period. Due to a change in investigation procedures, we also received an additional 8 notifications which were investigated by Tayside Health Board rather than ourselves due to the nature of the reported communicable disease.</p>
	<p>% of gas safety certificates obtained within 12 months</p>	<p>100%</p>	<p>100%</p>			<p>Legislative requirements are being met and we will ensure that 100% certification is maintained.</p>
	<p>% of reactive repairs carried out within timescales</p>	<p>80.23</p>	<p>93%</p>			<p>This PI has been impacted by a backlog of repairs owing to skills shortages and difficulties with materials/supplies. Remedial action is being taken including a recruitment Drive. Sub- Contractors packages of work being sent out, over-time working and review of relets team.</p>
	<p>Number of antisocial behaviour complaints</p>	<p>1,470</p>	<p>1,587</p>			<p>Figures show a continuing downward trend in relation to reports of antisocial behaviour. There is a significant amount of partnership work undertaken to intervene in cases of antisocial behaviour and to prevent antisocial behaviour within communities.</p>
	<p>% of lets to statutory homeless households</p>	<p>58%</p>	<p>75%</p>			<p>The majority of lets continue to be to homeless applicants. The proportion of mainstream lets (excluding Sheltered lets) to homeless applicants was just under 60%. The new build developments should help directly through lets to homeless applicants and indirectly through lets to transfer applicants which will create other voids to be let to homeless applicants. The Rapid Rehousing Transition Plan target is 55% for 2023/2024.</p>

	Average length of time taken to complete emergency repairs	4.56	6			Average time taken is 4.56 Hrs which is better than target.
	% of reactive repair jobs completed right first time	78.35%	85%			For the most part, this measure represents the proportion of jobs completed within the target time. The latest figure represents an improvement over last year.
	Average number of days taken to re-let properties	94.76	45			Continuing improvements being made in service.
	% of lets to BME groups (Quarterly and Yearly)	3.1%	3.3%			8 Lets to BME applicants in this period.
	% of tenancy offers refused during the year	38.2%	47%			350 Refusals / 917 offers x 100 = 38.2%
	Percentage of new tenancies sustained for more than one year	89.53%	90%			Currently near to target of 90%, continue to monitor performance.











	% Gross rent arrears	10.66%	6.4%			Focus remains to assist current tenants to sustain their tenancies and prevent homelessness. The cost-of-living crisis continues to exacerbate the financial pressures faced by those living in our properties. Every effort is made to ensure income for these tenants is maximised and they are supported to remain in their tenancies. Use of the Council's Tenant Hardship Fund and Discretionary Housing Payments is prioritised to support tenants.
	Number of Dundee Citizens engaged in CLD Programmes	2717	1250			CLD staff are working with high numbers of people across adult learning, community health, youth work and community empowerment.
	Percentage of Dundee Citizens from SIMD 1&2 (20% SIMD Rank) engaged in CLD learning programmed activities	57.2%	60%			In this quarter: <ul style="list-style-type: none"> <li>• 62% of youth work participants were from SIMD 1 &amp; 2 communities.</li> <li>• 58% of CLD participants in community empowerment team programmes are from SIMD 1&amp;2 communities.</li> <li>• 47% of adult learning participants are from SIMD 1&amp;2 communities.</li> </ul>
	Average time taken to complete non-emergency repairs	13.62	9			Average days to complete remained high however operational changes were still in place along with the use of local contractors ensure these were being carried out as quickly as possible.
	Average FTE sick days lost per FTE Employee in Neighbourhood Services	17.3	10			There has been a decrease in the number of days lost per FTE for All Employees compared to previous months.











	Reduce the number of occupational health surveillance appointments not attended	24	48			Over year to 30 <sup>th</sup> September 2023 – 24 did not attend appointments. Construction – 8 Environment – 16
	Health & Safety – Reduction in number of days lost due to health & safety incidents	168	218			168 days lost year to date 30 <sup>th</sup> September 2023.
	Number of clean ups/litter picks recorded citywide (maintain/increase)	44	52			Since April 2023, there have been 44 known litter picks in addition to those carried out on a regular basis by individuals and groups who have adopted an area in their local community. This PIs on track to maintain or increase over the next six months.
	Number of 'Friends of Parks Groups' (maintain / increase)	9	9			Current number is 9, which is on track to maintain/ increase over the next six months.
	Maintain or increase the number of Keep Scotland Beautiful (KSB) Green Flag awards achieved	7	7			Current number is 7, which is on track to maintain over the next six months. Green Flags are awarded every summer. Dundee successfully retained all 7 Green Flags in 2022 for; Barnhill Rock Garden, Slessor Gardens and Waterfront Place, Dundee Law, Templeton Woods, Baxter Park, Trottick Ponds and Riverside Nature Park. The Council are working with Friends of Magdalen Green to submit a future application for an 8th Green Flag in 2025.
	Number of KSB, 'It's Your Neighbourhood' groups reaching the outstanding level (maintain / increase)	12	12			Current number is 12, which is on track to maintain over the next six months.

	Street Cleanliness Score - Streets cleaned to an acceptable standard	86.2	94%			The KSB Litter Local Environmental Audit and Management System (LEAMS) monitors issues such as litter in partnership with Scotland's local authorities at a random selection of sites across Scotland every year. Whilst the aspirational target is 94%, Dundee's current score for 22/23 is 86.2. This includes large mechanical and small compact sweeping routes and manual patrol beats. Initial work commenced earlier this year focusing on major sweeping of all main arterial routes citywide. This will continue into 2024, alongside targeted community clean-ups and a number of other actions to tackle litter citywide under the 'Take Pride in your City' campaign, including hiring of a Desk Scrubber and employment of temporary street scene staff.
	Retain the Keep Scotland Beautiful Beach Award (Broughty Ferry)	1	1			Scotland's Beach Award, administered by Keep Scotland Beautiful, is awarded in May each year. Broughty Ferry beach successfully maintained its award in 2023 and is on track to be maintained for 2024.
	Retain the Keep Scotland Beautiful (KSB) City Category	1	1			The 'Bonnie Dundee' entry into the City category of Beautiful Scotland 2023 successfully retained a Gold Medal and was announced as winner of the City category. This success was a result of continued efforts by the Bonnie Dundee volunteers in collaboration with the Council and other partners. In addition, Dundee City Council was awarded the Wright Sustainability Award for the second year in a row, this is a judges' discretionary award presented to the local authority that demonstrates best practice in sustainability, relating to the Beautiful Scotland campaign aims.

**Neighbourhood Services Performance Indicators – Annual Updates Only**



The following performance indicators are available only as annual updates and will be reported in the full year Service Plan performance review.



Performance Indicator	2023/24 Target	Short Term Trend	Long Term Trend	Notes
Percentage of food safety inspections completed for risk rated food premises, as per the Food Safety Scotland's Food Law Code of Practice (Scotland).	87%			This is a new PI and data is not yet available. A report will be available for the year end.
Percentage of serious health & safety accidents receiving a response within 48 hours	97%			There were 56 reported accidents during 2022/23, and all were assessed within time.
Percentage of tenants satisfied with the overall service provided by their landlord	90%			A new STAR survey is currently being carried out and results should be available in January 2024 for the next NS plan update and Housing Charter return.
Percentage of tenants satisfied with the overall quality of home	88%			A new STAR survey is currently being carried out and results should be available in January 2024 for the next NS plan update and Housing Charter return.


<p>% of Rent due lost through properties being empty</p>	<p>1.5%</p>			<p>This is an annual indicator collected for the Annual Return on the Scottish Social Housing Charter. Work is ongoing by teams in housing and construction to reduce voids.</p>
<p>Percentage of council dwellings that are energy efficient (EESHS)</p>	<p>90%</p>			<p>EPC assessments increasing. Capital programmes on site includes energy improvement measures to our stock.</p>
<p>% of household waste landfilled</p>	<p>7%</p>			<p>% of household waste landfilled for 2022 has now been verified by SEPA and has reduced to 2%, which is below the national average for Scotland.</p>
<p>Percentage of registered private sector properties managed by an Accredited Landlord or Letting Agent</p>	<p>25%</p>			<p>Continued engagement with landlords via media such as the regular Landlords Newsletters provides a positive participation with the accreditation scheme.</p>
<p>Percentage of household waste recycled or composted</p>	<p>36.4%</p>			<p>The household waste recycling rate for Dundee City Council has now been reported by SEPA as 33.8% for 2022, although this is an improvement from the previous year, Officers are currently engaging with SEPA to include additional metals recycling from the Energy from Waste residues which will further improve this rate once the amendment has been reviewed and accepted.</p>






### NS Actions

Each action contained within the Service Plan can be seen in the table below. The table contains and assessment of progress toward completion in the target timescale





Status 	The green arrow indicates that the action has started and at the point of assessment is expected to be completed within timescale
Status 	The amber spot indicates that the Action is behind schedule.
% Progress	This is an assessment made by the lead officer of the amount of progress of the action toward completion.





Status	Action	% Progress	Due Date	Notes
	Establish a Low Emission Zone in Dundee by 2020 to contribute to the broader city objectives and the vision to create a healthy, vibrant and attractive city by protecting public health through improving air quality.	80%	31 Mar 2024	The Dundee Low Emission Scheme was introduced on 31 May 2022 after receiving Scottish Ministerial approval for the proposed scheme. A two-year grace period from enforcement of the LEZ requirements is in place until 30 May 2024. The installation of on-street enforcement infrastructure, signage and back-office enforcement systems are set to completed prior to enforcement commencing, with aspects such as LEZ road-markings and automatic number plate recognition (ANPR) camera installations already completed.
	Manage waste sustainably by reducing, reusing, recycling and recovering waste to improve resource efficiency whilst working towards a circular economy.	35%	31 Mar 2032	The Waste Team has been working on a number of activities since the last update to help reduce waste and increase recycling.  There has been a review of the signage at our household waste recycling centres with a range of new signs being designed and installed to help site users maximise the recycling and re-use of the materials they bring on

				<p>site, a waste analysis was undertaken in June to establish the most up to date composition of our household waste to inform future policy decisions and gauge the effectiveness of our current system and we are in the process of designing a mobile App for launch later this year, to help householders identify what goes in each bin as well as setting reminders for collections and signposting them to information and advice in relation to recycling and re-use.</p> <p>The team have also been participating in the Dundee Climate Fund preparations with colleagues from the Council's Sustainability Team and will be supporting the screening of applications and funding recommendations going forward.</p>
	<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.</p>	35%	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 transformation of Union Street into a welcoming and vibrant pedestrianised area continues to be led by Unesco City of Design, who are currently encouraging further engagement in the codesign process. In addition, elected members recently agreed environmental improvements at three locations along Perth Road at Sinderins, Pennycook Lane and Millers Wynd. Working with LACD and V&amp;A Dundee, the Council is progressing plans for a COVID19 memorial garden at the junction of Moncur Crescent. In addition to the above, the action recognises the ability of supported communities to be partners and leaders on local plans and initiatives which diversify greenspaces. To that extent Local Community Planning Partnerships (LCPP) have actions in their Local Community Plans to focus on the opportunities that local green and open spaces present locally which further the wider biodiversity and community food growing aspirations of the city. All LCPP areas are in the process of making a focus of this by bringing together local people, organisations and council officers to share good practice and further the actions in their local plans. The Dundee Community Food plan continues to be drafted. Organisations in Dundee's Community Growing Network have benefitted from the Dundee Climate Fund, further expanding their reach and impact in the city.</p>

	Deliver the action plan to reduce waste, and reuse or recycle more	45%	31 Mar 2027	The Council currently has a comprehensive list of 41 actions that form part of the Waste Strategy 2020-25 and a number of these actions have already been delivered along with the monitoring and delivery of further actions which address waste reduction, re-use & repair and recycling improvements and the progress of these actions will be shared as an update on a regular basis via the reporting portal.
	Maintain momentum in energy efficiency and wall insulation programmes to reduce fuel poverty for children and families	60%	31 Mar 2027	Redesign and costing exercises completed and committee recently approved the external wall insulation programme for Fleming Gardens, Glenprosen, Lawton and Linlathen Phase 1. An internal wall insulation pilot was also approved for us to evaluate this route as a possible future option also.
	Maximise participatory budgeting in all forms	90%	31 Mar 2027	Our agreed approach to PB, building on lessons learned from Dundee Decides, is that PB need to be embedded across different services and budgets.
	Increase community use and ownership of Council owned assets	60%	31 Mar 2027	Commitment to overhaul DCC's community ownership and lease system was agreed as an action from the BVAR follow up. It is anticipated that this should come to committee in early 2024.
	Build affordable houses that meet community needs	45%	31 Mar 2027	There have been 89 completions to September 2023 and the target of 200 completions will be considerably exceeded by the year end.



	Develop youth activities via CLD youth workers teams	75%	31 Mar 2025	We have 3 youth work team working in Dundee East, West and Central delivering youth activities across areas with highest SIMD.
	Target work to the most disadvantaged communities including focused local fairness initiatives in Linlathen and Stobswell West	80%	31 Mar 2025	Community engagement in the format of Narrative Inquiries now completed for both wards. A Narrative Inquiry is a community engagement exercise where peoples lived experience of their community is used to identify community priorities.
	Review management of risk assessment process including development of inventory and completion of Annual Assurance statements	80%	31 Mar 2023	Significant progress is noted in this area, with all frontline environmental risk assessments relating to waste, street scene and grounds maintenance up to date and being regularly monitored and reviewed through the development of a Risk Assessment Management Schedule (RAMS) monitoring tool. This is also being developed and planned more widely within Regulatory, Construction and Community Safety, in the current annual programme, as part of the wider management of risk assessments across the many diverse operational and technical services managed within Neighbourhood Services. Outstanding actions remain to develop and implement RAMS for Regulatory (developed but not implemented), Construction (being developed) and Community Safety Resilience (not started). This work is included in the health and safety team's action plan for 2023-24.
	Integrated Housing Management System (IHMS)	50%	31 Mar 2024	Good progress has been made over last few months. From cycle 1 modules we are now live with Tenancy Supports, Estates, Information management and Feedback

	Modernisation of Construction Services	65%	31 Mar 2024	Device Roll out underway to all trades and due to conclude end of October.
	Complete the annual rent consultation exercise	50%	31 Mar 2027	The annual rent consultation started on 1st November 2023 and will close on 23rd December. Proposals for the rent increase for 2024/5 will be presented to Committee in January 2024.
	Review Not Just a Roof Housing Options and Homelessness Strategic Plan 2016 – 2021	60%	31 Dec 2023	We are still working with our Rapid Rehousing Transition Plan and are in the final year of this. All learnings from this will inform the new strategic plan which will be delivered by the end of the year 2023.
	Review revised Waste Charter Code of Practice once published & conduct impact/cost-benefit analysis	25%	31 Dec 2026	The Council has responded to the Circular Economy (CE) Bill consultation and Financial Memorandum that refers to the design and implementation of the Revised Charter and Code of Practice and the next stage is with the Scottish Government pending the approval of the CE Bill.

**REPORT TO: CITY GOVERNANCE COMMITTEE – 22 JANUARY 2024**

**REPORT ON: COUNCIL TAX CHARGES FOR SECOND HOMES**

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

**REPORT NO: 22-2024**

## **1.0 PURPOSE OF REPORT**

1.1 To provide information on the discretion available to Local Authorities to vary the amount of Council Tax levied on second homes from 1 April 2024.

## **2.0 RECOMMENDATIONS**

2.1 It is recommended that the Committee:

- Agree to implement the 100% Council Tax surcharge on second home properties from 1 April 2024.
- Note that the surcharge cannot be applied to unoccupied properties which are undergoing repairs or renovations for a minimum period of six months as detailed in 4.7 of the report.
- Agree to remit the Executive Director of Corporate Services to use the discretionary powers as noted in 4.8 of the report.

## **3.0 FINANCIAL IMPLICATIONS**

3.1 Applying the 100% surcharge to the current caseload of second homes could yield a maximum £308,000 in additional revenue for the fiscal year 24/25.

## **4.0 MAIN TEXT**

4.1 A “second home” is defined as a dwelling which is no one’s sole or main residence, but which is furnished, and in respect of which, during any period of 12 months, the person who is liable to pay Council Tax can produce evidence to establish that it is lived in other than as a sole or main residence for 25 days during that period.

An “unoccupied dwelling” is a dwelling which is no one’s sole or main residence but is not a second home.

4.2 Under the terms of the Council Tax (Variation of unoccupied Dwellings) (Scotland) 2005 Regulations the Council Agreed to reduce the level of discount granted on second homes from 50% to 10% discount.

4.3 Further discretion was made available from 1 April 2017, under the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Amendment Regulations 2016, to award no discount. The Council agreed to remove the 10% discount from 1 April 2019.

4.4 The regulations have now been further amended by the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Amendment Regulations 2023, which now give Local Authorities, from 1 April 2024, discretion to introduce a maximum increase of 100%. i.e. double the standard charge.

4.5 This would bring the Council Tax charges levied on second homes in line with the charges on long term unoccupied properties (properties unoccupied for more than 12 months).

4.6 Properties which are deemed to be a Purpose-Built Holiday Home, or a Job-Related Dwelling will still be granted a mandatory 50% discount.

4.7 Further protection is introduced by the 2023 Regulations to allow a 50% discount to be granted where:

- An unoccupied property is undergoing repairs or renovations that contribute to the improvement of the property and
- It was purchased by the person who is liable to pay the Council Tax in respect of it less than six months ago or such longer period as may be agreed.

4.8 In addition to the six-month protection for new owners whose dwellings require repair or renovation works, it is proposed that further discretion is available on a case by case basis for up to a maximum of 12 months from the date of purchase.

4.9 The decision to apply discretion would involve a recommendation from the Head of Customer Services & IT being made to the Executive Director of Corporate Services for approval.

4.10 This would be considered where:

- The circumstances of the dwelling are such that it could not be brought up to a habitable standard within the timescales allowed under existing legislation governing the award of discounts, exemptions, and surcharges.
- There are any other exceptional circumstances out with the direct control of the owner.

## 5.0 CURRENT POSITION

5.1 Figures taken as of 17 November 23 show that there were 204 second homes in the Dundee City area.

5.2 A breakdown of these dwellings by Council Tax band and postcode is shown below.

Band	Count	Additional CT Charge per property	Post Code	Count
A	40	990.95	DD1	25
B	42	1,156.11	DD2	45
C	37	1,321.27	DD3	26
D	24	1,486.43	DD4	28
E	36	1,953.00	DD5	80
F	17	2,415.45		
G	8	2,910.93		
H	0			
<b>Total</b>	<b>204</b>			

5.3 This strategic move aims to motivate second homeowners to either sell or rent their properties and thereby increasing the housing supply within the city. Encouraging the renovation of second homes may also have a positive impact on the appearance and quality of properties available.

## 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.

**ROBERT EMMOTT  
EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**DATE: 28 DECEMBER 2023**

**JACQUI KOPEL  
HEAD OF CUSTOMER SERVICES & I.T.**

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**ITEM No ...6.....**

**REPORT TO:** CITY GOVERNANCE COMMITTEE – 22 JANUARY 2024

**REPORT ON:** HOUSING (HRA) REVENUE BUDGET 2024-27 AND REVIEW OF RENTS AND OTHER HOUSING CHARGES FOR 2024/25

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

**REPORT NO:** 20-2024

**1 PURPOSE OF REPORT**

- 1.1 The purpose of this report is to advise members of the outcome of the rent consultation exercise in order for them to approve the Housing (HRA) Revenue Budget, rent and other housing charges for financial year 2024/25.

**2 RECOMMENDATIONS**

- 2.1 It is recommended that the Committee:

- (i) note the outcome of the rent consultation exercise detailed in section 7 and Appendix 4 to this report and that the proposed rent increase below (iv) is in line with the majority view expressed by tenants through this exercise;
- (ii) approve the Housing (HRA) Revenue Budget for 2024/25 as detailed in Appendix 1 to this report;
- (iii) note the Provisional Revenue Budgets for 2025/26 and 2026/27 detailed in Appendix 1 to this report;
- (iv) approve rents be increased by 3.50% equal to an average increase of £2.90 per week and subject to a maximum increase of £3.50 with effect from 1 April 2024. In comparison and as noted at 4.6, Dundee City Council has in the past aimed to keep option 1 within (or as close as possible to) the current rate of inflation plus 1%;
- (v) approve that all other housing charges are set as outlined in Appendix 2 to this report with effect from 1 April 2024; and
- (vi) agree that the level of rents held on the Housing (HRA) be similarly applied to miscellaneous houses i.e. the properties which are leased to the Richmond Fellowship, Dundee Health & Social Care Partnership and City Development, subject to categorisation where appropriate.

**3 FINANCIAL IMPLICATIONS**

- 3.1 Approval of the proposed review of rents and other housing charges detailed in Appendix 2 would generate additional income of £1,885,000 and will result in the Housing (HRA) Revenue Budget being self-balancing for financial year 2024/25.

**4 BACKGROUND**

- 4.1 Over recent months the Executive Director of Neighbourhood Services and Executive Director of Corporate Services, have reviewed the Provisional Revenue Budget for the Housing (HRA) in financial year 2024/25 and the outcome of this was considered by elected members last October (Article IV of the minute of the meeting of Neighbourhood Regeneration, Housing & Estate Management Committee on 23 October 2023, Report No: 294-2023 refers). The total expenditure requirement for 2024/25 amounts to £60.692m and is further detailed in Appendix 1 to this report.
- 4.2 The Provisional Revenue Budget for 2024/25 has been updated to reflect any required cost pressures and savings that have been identified through the 2023/24 revenue monitoring

process to date. In addition, any new cost pressures that are expected to emerge in 2024/25 are included along with any additional investment that is being made to the budget.

- 4.3 The Provisional Revenue Budget for 2024/25 includes an estimated allowance of 3.5% for a pay award for all staff. Allowance has also been made for other specific and general price inflation, where appropriate. The key overall variances include the following:

Staff Costs (Increase of £570,000)

Reflects assumed pay award of 3.5% for 2024/25 as well as provision for the anticipated shortfall in the 2023/24 pay award and adjustments for increments payable.

Property Costs (Increase of £1,013,000)

Mainly reflects the increased inflationary cost in providing the extensive responsive repairs and relets service and open space maintenance. Included in here is anticipated pay increases and inflation pressures applicable to the Construction Industry, as well as increased energy costs

Supplies & Services (Decrease of £227,000)

This decrease is due to the removal of the one-off increase in the Hardship Fund (additional £0.500m in 2023/24). This has been offset by increased costs applicable to internal recharges for the caretaking/ concierge service, anti-social behaviour team, homelessness team and the quality and performance teams. In addition, this includes allowance for annual software licence fees and planned upgrade to the IT software licence.

Support Services (Increase of £65,000)

Increase mainly reflects the assumed level of inflation, this recharge mainly relates to staffing and therefore also fluctuate in line with assumed pay inflation.

Capital Financing Costs (Increase of £324,000)

The overall capital financing costs included have increased to support the delivery of the approved Housing HRA Capital Plan 2023-28, that provides for gross investment of more than £120m over this five-year period (Article VIII of the minute of the meeting of Policy & Resources Committee on 21 November 2022, Report No: 309-2022 refers).

These borrowing costs will continue to support the delivery of key housing investment priorities included in this plan such as maintaining Council houses at Scottish Housing Quality Standard, progressing towards meeting the Energy Efficiency Standards in Social Housing and the continuation of the Council's new build council housing programme.

- 4.4 The Provisional Housing (HRA) Revenue Budget 2024/25 detailed in Appendix 1 makes a number of assumptions relating to other housing charges for financial year 2024/25. These charges include a proposal to increase the sheltered service charge by 10%. The cost of the sheltered warden service is fully recovered by the service charge and almost three quarters of the expenditure for the service relates to staff costs which are subject to inflationary increases. The proposed increase reflects the shortfall in the base budget due to the higher than budgeted pay award agreed for 2022/23. Whilst the previously approved budget made a general assumption of 5.5% for pay in 2022/23, the reality of the nationally agreed pay award meant Sheltered Warden salaries actually increased between 8% and 9%.
- 4.5 In addition, these charges propose an increase for car parking in garage / lock ups and garage sites by 3% to recover the cost of maintaining these properties. Details of all these charges are included in Appendix 2.
- 4.6 Dundee City Council has in the past aimed to keep option 1 within (or as close as possible to) the current rate of inflation plus 1%. This is calculated using a 'basket of indices' comprising a weighted proportion of the consumer prices index, producer prices index and local government pay awards then adding 1%. Based on the latest information available, this rate of inflation plus 1% has been calculated as 3.30%.
- 4.7 When determining standard rents to which the Housing Revenue Account relates, a local authority should not consider the personal circumstances of tenants. Under the relevant



Housing legislation rents can be fixed at a level which creates a surplus on the Housing Revenue Account and this surplus can be transferred to the General Fund. If any surplus accrues it will be retained for Housing Revenue Account purposes. There is no statutory limit on the amount by which council house rents can be increased although, under the Prudential Code, Councils must demonstrate that any borrowing costs included within their Revenue Budget are affordable, prudent and sustainable. This is evidenced through the preparation of prudential indicators that were included in the report on the Annual Treasury Management Activity 2022/23, (Article VI of the minute of the meeting of the City Governance Committee on 25 September 2023, Report No: 256-2023 refers).

- 4.8 The report previously considered by Neighbourhood Regeneration, Housing and Estate Management Committee in October outlined the following rent increase consultation options for 2024/25. Further detail of these options including the specific impact on service delivery are detailed in Appendix 3.

Option	Increase (%)	Average Weekly Increase	Maximum Weekly Increase
1	3.50	£2.90	£3.50
2	3.75	£3.11	£3.75
3	4.00	£3.32	£4.00

- 4.9 Rents in Dundee are fixed in relation to percentages of the Gross Annual Values (GAV). The GAV is intended to reflect the rent which the house might be expected to attract on the open market in ideal circumstances where there is neither a glut nor a shortage of accommodation. In these circumstances, the GAV can be assumed to have taken account of the size, type and age of the house, the area of location and amenity value. This basis has been accepted as reasonably fair and rents calculated and applied in this way maintain, generally, the proper differentials and spread the burden of increased costs over the tenants in relation to the independently assessed value of the accommodation and amenity enjoyed by them.
- 4.10 In preparing the above statements, the Executive Director of Neighbourhood Services has taken into account the key strategic, operational and financial risks facing the Council over the period. The main factors considered were:
- the possibility of new cost pressures or responsibilities emerging during the course of the financial year;
  - the inherent uncertainty surrounding matters such interest rates and price inflation;
  - the impact of the Prudential Code for Capital Finance;
  - the on-going impact of Welfare Reforms;

By way of exemplification, the following table shows the potential financial impact of any variations against the current key budget assumptions:

Budget Area	Current Assumption	Example Variation	Financial Impact
Pay Awards	3.5%	+0.5%	£33k
Price Inflation	Various	+0.5%	£170k
Interest Rate (CLF Average Rate)	3.8%	+0.5%	£38k

## 5 CLIMATE CHANGE

- 5.1 Dundee City Council declared a climate emergency in June 2019, followed by the launch of Dundee's Climate Action Plan in support of the transition to a net-zero and climate resilient future. With this declaration and action plan, the Council will develop further projects and initiatives in the coming years to assist in tackling this issue.

5.2 The Council is committed to implementing measures that improve the carbon footprint of the city and the spending proposals within this budget will provide significant resources for tackling climate change. The Housing Service has since developed the Energy Efficiency and Net Zero Strategy 2023 – 2027 which was approved at the Neighbourhood Regeneration, Housing and Estate Management Committee on the 04 December 2023, Report No: 344-2023 refers. Housing projects that are already underway and are being considered as part of the longer-term capital plan include the following:

- continued investment in external wall insulation for existing stock;
- other energy saving programmes such as loft insulation and cavity wall insulation;
- further energy saving measures included within the design of new council housing;
- installation of motion censored LED lighting within communal areas;
- other energy efficiency initiatives including installation of solar panels;
- piloting emerging carbon reduction technologies as they become available.

## **6 LOCAL AUTHORITY TENANT HARDSHIP FUND & DISCRETIONARY HOUSING PAYMENTS**

6.1 Discretionary Housing Payments (DHP) are fully devolved to the Scottish Government. The under-occupancy charge continues to be fully mitigated by funding provided from the Scottish Government which is included within the General Fund Revenue Budget.

6.2 The Benefit Cap also restricts the level of benefit households can receive. From January 2023 Scottish Government are providing full mitigation against the Cap via DHP. The Council's Benefit Delivery and Advice Services Team will identify, and support tenants affected by the Benefit Cap to ensure maximum take up.

6.3 Total DHP program funding from Scottish Government in 23/24 was £3.1m to support local authority and private rented tenants.

6.4 Universal Credit continues to be rolled out, and it is expected full migration of cases from Housing Benefit to Universal Credit will not be complete until the end of 2024 at the earliest. Universal Credit continues to have an impact on the level of tenant rent arrears, this is monitored on an ongoing basis and support provided to tenants where appropriate.

6.5 The purpose of Dundee City Council's Hardship Fund is to assist Council tenants experiencing financial hardship. The 23/24 fund is on track to be fully utilised to support Council Tenants to remain in their properties. Future funding levels of 0.5m for 24/25 will continue to assist tenants

## **7 RENT CONSULTATION**

7.1 Under the terms of Section 25(4) of the Housing (Scotland) Act 2001, tenants must be consulted on any proposed increase in rents or other service charges, and the likely effect on the tenant and regard must be given to the representations made.

7.2 The 2024/25 rent consultation was approved in October (Article II of the minute of the meeting of Neighbourhood Regeneration, Housing and Estate Management Committee on 23 October 2023, Report No: 294-2023 refers). Further details including the results and various responses from Registered Tenants' Associations are included in Appendix 4 to this report.

## **8 CONCLUSION**

8.1 The proposed rent increase will ensure sufficient financial resources are in place to meet the key housing priorities included in the Council Plan 2022-2027 (Article II of the minute of the meeting of the Policy & Resources Committee on 5 December 2022, Report 280-2022 refers). In addition, this increase will contribute towards the delivery of the overall significant capital investment programme that is planned over the next 5-year period.

## 9 **POLICY IMPLICATIONS**

- 9.1 This report has been subject to an Integrated Impact Assessment to identify impacts on Equality & Diversity, Fairness & Poverty, Environment and Corporate Risk. An impact, positive or negative, on one or more of these issues was identified and is noted within Appendix 5. An appropriate senior manager has checked and agreed with this assessment. A copy of the Integrated Impact Assessment showing the impacts and accompanying benefits of / mitigating factors for them is included as an Appendix to this report.

## 10 **CONSULTATIONS**

- 10.1 The Council Leadership Team were consulted in the preparation of this report and agree with the content.

## 11 **BACKGROUND PAPERS**

- 11.1 None.

**ELAINE ZWIRLEIN**  
**EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES**

**10 January 2024**

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**HOUSING REVENUE ACCOUNT****PROVISIONAL REVENUE BUDGET 2024-2027**

	Final Revenue Budget 2023/2024 £000	Provisional Revenue Budget 2024/2025 £000	Provisional Revenue Budget 2025/2026 £000	Provisional Revenue Budget 2026/2027 £000
<b><u>EXPENDITURE</u></b>				
<b>STAFF COSTS</b>				
Salaries and Wages (including NI and Supn):	6,196	6,766	6,969	7,143
Supplementary Superannuation Charges	<u>200</u>	<u>200</u>	<u>204</u>	<u>208</u>
<b>TOTAL STAFF COSTS</b>	<u>6,396</u>	<u>6,966</u>	<u>7,173</u>	<u>7,351</u>
<b>PROPERTY COSTS</b>				
Rents	168	8	8	8
Non-Domestic Rates	210	160	163	166
Property Insurance	560	560	560	560
Repairs and Maintenance	12,882	13,681	13,956	14,233
Health and Safety Contracts	150	150	150	150
Energy Costs	747	817	832	848
Fixtures and Fittings	24	15	15	15
Cleaning Costs	24	24	24	24
Lost Rents and Bad Debts	2,248	2,489	2,538	2,589
Open Space and Garden Maintenance	<u>2,435</u>	<u>2,557</u>	<u>2,608</u>	<u>2,660</u>
<b>TOTAL PROPERTY COSTS</b>	<u>19,448</u>	<u>20,461</u>	<u>20,854</u>	<u>21,253</u>
<b>SUPPLIES &amp; SERVICES</b>				
Liabilities Insurance	558	558	558	558
Clothing, Uniforms and Laundry	4	4	4	4
Printing, Stationery and General Office Expenses	103	99	99	99
Professional Fees	90	95	95	95
Postages	40	40	40	40
Telephones	50	49	49	49
IT Software Maintenance	144	185	185	185
Hardship Fund	1,000	500	500	500
Internal Recharges	2,551	2,704	2,758	2,813
Services	458	504	514	514
Other Supplies and Services	<u>552</u>	<u>585</u>	<u>586</u>	<u>586</u>
<b>TOTAL SUPPLIES &amp; SERVICES</b>	<u>5,550</u>	<u>5,323</u>	<u>5,388</u>	<u>5,443</u>
<b>TRANSPORT COSTS</b>				
Repairs and Maintenance and Other Running Costs	7	6	6	6
Transport Insurance	2	2	2	2
Car Allowances	<u>39</u>	<u>36</u>	<u>36</u>	<u>36</u>
<b>TOTAL TRANSPORT COSTS</b>	<u>48</u>	<u>44</u>	<u>44</u>	<u>44</u>
<b>THIRD PARTY PAYMENTS</b>				
Voluntary Organisations	<u>34</u>	<u>34</u>	<u>34</u>	<u>34</u>
<b>TOTAL THIRD PARTY PAYMENTS</b>	<u>34</u>	<u>34</u>	<u>34</u>	<u>34</u>
<b>SUPPORT SERVICES</b>				
Recharge from Central Support Departments	<u>3,703</u>	<u>3,768</u>	<u>3,843</u>	<u>3,920</u>
<b>TOTAL SUPPORT SERVICES</b>	<u>3,703</u>	<u>3,768</u>	<u>3,843</u>	<u>3,920</u>

**HOUSING REVENUE ACCOUNT****PROVISIONAL REVENUE BUDGET 2024-2027**

	<b>Final Revenue Budget 2023/2024 £000</b>	<b>Provisional Revenue Budget 2024/2025 £000</b>	<b>Provisional Revenue Budget 2025/2026 £000</b>	<b>Provisional Revenue Budget 2026/2027 £000</b>
<b>CAPITAL FINANCING COSTS</b>	<u>19,334</u>	<u>19,658</u>	<u>20,803</u>	<u>21,979</u>
<b>PLANNED MAINTENANCE</b>	<u>4,338</u>	<u>4,438</u>	<u>4,438</u>	<u>4,438</u>
<b><u>TOTAL GROSS EXPENDITURE</u></b>	<u>58,851</u>	<u>60,692</u>	<u>62,577</u>	<u>64,462</u>
<b><u>INCOME</u></b>				
Internal Recharge to Other Housing (Non-HRA)	62	24	24	24
Rents, Other Fees & Charges	55,162	55,380	55,380	55,380
Sheltered Housing Service Charge	2,696	2,967	2,967	2,967
Other Income	431	436	436	436
Contribution from Renewal & Repair Fund	<u>500</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b><u>TOTAL INCOME</u></b>	<u>58,851</u>	<u>58,807</u>	<u>58,807</u>	<u>58,807</u>
<b><u>TOTAL NET EXPENDITURE</u></b>	<u>-</u>	<u>1,885</u>	<u>3,770</u>	<u>5,655</u>

**Appendix 2****REVENUE BUDGET 2024/2025****REVIEW OF CHARGES**

<b>Services for which charges are / could be levied</b>	<b>Present Charge £</b>	<b>Proposed Charge £</b>
<b>Sheltered Housing Accommodation</b>		
Service charge	29.44	32.38
<u>Heating charges</u>		
Brington Place	8.17	9.87
Baluniefield	9.81	12.51
<b>Car Parking <sup>(2)</sup></b>		
Garages / lock ups	10.30	10.60
Garage sites	2.95	3.05
<b>Other Housing Charges</b>		
<u>Multi-storey laundrette</u>		
Auto wash (per use)	1.90	1.90
Tumble dryer (per use)	1.10	1.10
Cabinet dryer (per use)	1.10	1.10
<u>Communal Stair Cleaning</u>	1.99	2.19
<b><u>Other Housing (Non-HRA Budget)</u></b>		
Travelling People Site - Rent Charge	72.00	74.50
<b>Temporary Accommodation Properties</b>		
Lily Walker Centre		
Supported Complex – Honeygreen Road <sup>(3)</sup>	187.90	187.90
	217.90	217.90
<u>Network Flats<sup>(3)</sup></u>		
1 Apartment		
2 Apartment	82.45	82.45
3 Apartment	207.05	207.05
4 Apartment	308.20	308.20
5 Apartment	417.85	417.85
	526.00	526.00

**Notes**

(1) Unless stated otherwise, all above charges are on a 52-week basis.

(2) Legislation requires that income derived from these facilities be sufficient to meet the necessary expenditure incurred in providing them.

(3) The above figures reflect service charges only and exclude rental charges.

**Appendix 3**

## REVENUE BUDGET 2024/2025

### RENT CONSULTATION OPTIONS

The following table provides details of each option available for tenants to indicate their preference on. For each option includes the details of the impact on service delivery of selecting this option.

<p><b>Option 1 – Rent Increase 3.5% (or average weekly increase of £2.90)</b></p> <p>This option would allow for the additional adjustments outlined in paragraphs 4.1 to 4.8 of this report and provides sufficient resources to allow for the current level of service to be maintained and to continue to deliver on key service priorities.</p> <p>This level of service includes the provision of the existing housing repairs service, external cyclical maintenance together with funding to deliver key housing priorities including:</p> <ul style="list-style-type: none"> <li>- tenancy sustainment</li> <li>- reducing the level of households in fuel poverty</li> <li>- ongoing investment in existing stock and creation of new social housing</li> <li>- continued investment in environmental improvements programme</li> </ul>
<p><b>Option 2 – Rent Increase 3.75% (or average weekly increase of £3.11)</b></p> <p>This option would also provide resources for the level of service outlined in Option 1 above.</p> <p>In addition, the higher increase would provide additional income of £134,500 in financial year 2024/25 that would allow be invested in additional borrowing. This borrowing would provide extra capital expenditure of approximately £2.350m which would be targeted specifically to progress towards meeting the Energy Efficiency Standard in Social Housing (ESSH) on all council houses. An example of what this investment can typically provide would be resources to provide external wall insulation for 164 houses</p> <p>As well as the continuation of external wall and other insulation programmes these additional resources could be spent on a range of other energy efficiency initiatives including solar panels, new decarbonised heating systems and piloting emerging technologies for our houses to meet the new requirements of ESSH2.</p> <p>It should be emphasised that the above expenditure would be over and above that included in the latest Housing HRA Capital Plan 2023-28. The Council is already investing significant resources to meet these requirements and the above plan includes over £46m for this purpose. The agreement of option 2 would simply increase these resources and give an opportunity for these improvements to be delivered within a shorter timeframe.</p>
<p><b>Option 3 – Rent Increase 4.000% (or average weekly increase of £3.32)</b></p> <p>This option would also provide resources for the level of service outlined in Option 1 above.</p> <p>In addition, the higher increase would provide additional income of £269,000 in financial year 2024/25 that would be invested in additional borrowing. This borrowing would provide extra capital expenditure of approximately £4.7m which would be targeted specifically to progress towards meeting the Energy Efficiency Standard in Social Housing 2 (ESSH2) on all council houses. An example of what this investment can typically provide would be resources to provide external wall insulation for 328 houses.</p> <p>As well as the continuation external wall and other insulation programmes these additional resources could be spent on a range of other energy efficiency initiatives including solar panels, new decarbonised heating systems and piloting emerging technologies for our houses to meet the new requirements of ESSH2.</p> <p>It should be emphasised that the above expenditure would be over and above that included in the latest Housing HRA Capital Plan 2023-28. The Council is already investing significant resources to meet these requirements and the above plan includes over £46m for this purpose. The agreement of option 3 would simply increase these resources and give an opportunity for these improvements to be delivered within a shorter timeframe</p>



**Appendix 4****CONSULTATION PROCESS**

As part of the wider tenant engagement strategy, officers held a seminar during the summer to provide tenants with information about what their rent pays for and raise awareness of how rent levels are set. The event provided an opportunity for tenants to learn what the Council's housing priorities are but importantly also gave tenants the opportunity to let the Council know what is important to them. The information from this event helps inform the rent consultation.

The Council is committed to consult with tenants on the budget proposals, rent levels and other housing charges through whatever means possible, these included:

- use of telephone surveying, either directly or when tenants contact the council;
- information displayed on dedicated Dundee City Council website page;
- targeted use of relevant social media platforms;
- information was displayed in community centres and in communal areas of other buildings e.g. multi storey developments (MSD) and Sheltered Complexes;
- leaflets were given to tenants at housing interviews
- publication of updated guidance (HRA Methodology) for tenants to understand what their rent pays for;
- through continued collaboration with Dundee Federation of Tenants Association (DFTA) and registered tenants' organisations (RTOs).

The consultation ran from November 01<sup>st</sup> 2023 to December 21<sup>st</sup>, 2023. The rent consultation information outlined the three options for the rent increase and provided details of the level of service offered for each of the choices. The total number of tenants who participated in the process this year was 2303. This equates to returns for 18.4% of the current housing stock and represents an increase in participation, given last year was 17%. The increased participation rate reflects effective teamwork across Neighbourhood Services, other council service areas in addition to the DFTA and RTOs.

The DFTA Executive Group contacted all RTOs encouraging their participation in this exercise. RTOs were invited to formally submit their preference on the proposed options. Support continues to be provided by the DTFA to ensure participation and communication in all housing matters. The DFTA response indicated their support of the recommended option in paragraph 2.1 (iv).

The full results of the consultation can be summarised as follows:

Option	Increase (%)	Average Weekly Increase	Number of Tenants	% of Tenants
1	3.50	£2.90	1693	72.7%
2	3.75	£3.11	387	16.6%
3	4.00	£3.32	250	10.7%
Totals			2330	18.6%

**Responses for Dundee City Council Annual Rent Consultation**

*"The DFTA supports the lowest option - 3.5%, in respect of a rent increase for 2024/25. Whilst we are in support of increased energy efficiency measures in order to help ensure warm homes for our tenants and help keep energy bills down, we feel that option 1 is the most affordable option for our tenants, bearing in mind the current cost of living crisis and we know this also includes provision for some measures.*

*We were happy to take part in the tenants event in August which gave a chance for tenants to give their priorities and for us to find out more about the rent setting process. In November we held a General Meeting dedicated to this topic and encouraged all our members to take part in this important consultation. We also supported tenants via local initiatives in our wards to take part.'*

*Dundee Federation of Tenants Association (DFTA) Executive Committee, January 2024.*

# Integrated Impact Assessment

Committee Report Number: 20-2024

Document Title: Housing (HRA) Revenue Budget 2024-27 and Review of Rents and Other Housing Charges for 2024/25

Document Type: Other

Description:

The Executive Director of Neighbourhood Services and Executive Director of Corporate Services, have reviewed the Provisional Revenue Budget for the Housing (HRA) in financial year 2024/25 and the outcome of this was considered by elected members last October (Article IV of the minute of the meeting of Neighbourhood Regeneration, Housing & Estate Management Committee on 23 October 2023, Report No: 294-2023 refers). The provisional budget for 2024/25 has been updated to reflect any required cost pressures and savings identified through the revenue monitoring process to date and the outcome of the consultation noted within.

Intended Outcome:

To advise members of the outcome of the rent consultation exercise in order for them to approve the Housing (HRA) Revenue Budget, rent and other housing charges for financial year 2024/25.

Monitoring:

Cost pressures, savings and investment are identified, discussed and monitored through our financial management processes.

Lead Author:

Michelle Harrow, Service Manager - Housing, Neighbourhood Services,  
michelle.harrow@dundee.gov.uk , 01382 434821,  
5 City Square, Dundee

Director Responsible:

Elaine Zwirlein, Executive Director - Neighbourhood Services, Neighbourhood Services  
elaine.zwirlein@dundee.gov.uk, 01382 434358  
5 City Square Dundee

## Equality, Diversity and Human Rights Impacts & Implications

Age: Not Known

Response for all categories in this section - Responses to the rent consultation reached in excess of 2,300 people which equates to over 18% of tenants from different demographics. This response rate is higher than last year and is one of the highest response rates for councils across the country. All tenants were invited to participate and have their views heard.

Disability: No Impact

Gender Reassignment: No Impact

Marriage & Civil Partnership: No Impact

Pregnancy & Maternity: No Impact

Race / Ethnicity: No Impact

Religion or Belief: No Impact

Sex: No Impact

Sexual Orientation: No Impact

Are any Human Rights not covered by the Equalities questions above impacted by this report?

No

## Fairness & Poverty Geographic Impacts & Implications

Strathmartine: No Impact

Lochee: No Impact

Coldside: No Impact

Maryfield: No Impact

North East: No Impact

East End: No Impact

The Ferry: No Impact

West End: No Impact

## Household Group Impacts and Implications

Looked After Children & Care Leavers: Not Known

Response for all categories in this section – Increasing rents at a time when there is a cost of living crisis is likely to impact on all groups in this category although the extent is not known. Last year we allocated 0.5m additional monies to the hardship fund to support people who were working with the increase rent costs. The original hardship budget without the additional 0.5m is still available this year for anyone struggling and we will ensure they receive support from our colleagues in the Council Advice Services Team.

Carers: Not Known

Lone Parent Families: Not Known

Single Female Households with Children: Not Known

Greater number of children and/or young children: Not Known

Pensioners - single / couple: Not Known

Unskilled workers or unemployed: Not Known

Serious & enduring mental health problems: Not Known

Homeless: Not Known

Drug and/or alcohol problems: Not Known

Offenders & Ex-offenders: Not Known

## Household Group Impacts and Implications

### Socio Economic Disadvantage Impacts & Implications

Employment Status: Not Known

Response for all categories in this section – Increasing rents at a time when there is a cost of living crisis is likely to impact on some groups in this category although the extent is not known. Last year we allocated 0.5m additional monies to the hardship fund to support people who were working with the increase rent costs. The original hardship budget without the additional 0.5m is still available this year for anyone struggling and we will ensure they receive support from our colleagues in the Council Advice Services Team

Education & Skills: No Impact

Income: Not Known

Caring Responsibilities (including Childcare): Not Known

Affordability and accessibility of services: Not Known

Fuel Poverty: Not Known

Cost of Living / Poverty Premium: Not Known

Connectivity / Internet Access: Not Known

Income / Benefit Advice / Income Maximisation Not Known

Employment Opportunities: No impact

Education: No impact

Health: Not Known

Life Expectancy: No impact

Mental Health: Not Known

Overweight / Obesity: Not Known

Child Health: Not Known

Neighbourhood Satisfaction: Not Known

Transport: No impact

## Environment

### Climate Change Impacts

Mitigating Greenhouse Gases: No Impact

Adapting to the effects of climate change: Positive

Increasing the rent allows the continuation of investment in our housing stock to bring properties to the required energy efficient standard supporting the Scottish Government climate change ambitions.

### Resource Use Impacts

Energy efficiency & consumption: Positive

Increasing the rent allows the continuation of investment in our housing stock to bring properties to the required energy efficient standard supporting our climate change ambitions.

Prevention, reduction, re-use, recovery or recycling of waste: No Impact

Sustainable Procurement: No Impact

## Transport Impacts

Accessible transport provision: No Impact  
Sustainable modes of transport: No Impact

## Natural Environment Impacts

Air, land & water quality: No Impact  
Biodiversity: No Impact  
Open & green spaces: No Impact

## Built Environment Impacts

Built Heritage: No Impact  
Housing: Positive  
Increasing rents to balance the budget allows the capital programme to be delivered which includes an increase in the number of social homes in the city, improving standards in terms of SHQS and EESSH2 requirements in our properties.  
Is the proposal subject to a Strategic Environmental Assessment (SEA)?  
No further action is required as it does not qualify as a Plan, Programme or Strategy as defined by the Environment Assessment (Scotland) Act 2005.

## Corporate Risk

### Corporate Risk Impacts

Political Reputational Risk: No Impact  
Economic/Financial Sustainability / Security & Equipment: No Impact  
Social Impact / Safety of Staff & Clients: No Impact  
Technological / Business or Service Interruption: No Impact  
Environmental: No Impact  
Legal / Statutory Obligations: Positive  
Organisational / Staffing & Competence: No Impact  
Corporate Risk Implications & Mitigation:  
The risk implications associated with the subject matter of this report are "business as normal" risks and any increase to the level of risk to the Council is minimal. This is due either to the risk being inherently low or as a result of the risk being transferred in full or in part to another party on a fair and equitable basis. The subject matter is routine and has happened many times before without significant impact.

**REPORT TO: CITY GOVERNANCE COMMITTEE – 22 JANUARY 2024**

**REPORT ON: MOBILE VOICE AND DATA CONTRACT**

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

**REPORT NO: 11-2024**

## **1.0 PURPOSE OF REPORT**

1.1 To seek approval for the appointment of Vodafone Ltd. to provide Mobile Voice and Data Services for a further 2 years.

## **2.0 RECOMMENDATIONS**

2.1 It is recommended that the Committee:

- (a) agree to award the contract for the Council's mobile, voice, and data services for an initial two-year period with the option to extend for a further two years to Vodafone Ltd;
- (b) remit the Head of Customer Services & IT to appoint Vodafone Ltd as the supplier for mobile voice and data services; and
- (c) note the financial savings associated with this contract.

## **3.0 FINANCIAL IMPLICATIONS**

3.1 Current estimated annual spend is £107,148.

3.2 Estimated value of the new contract is £62,000 based on current usage. This will generate an estimated saving of £45,000 in a full year.

3.3 Annual funding for the Council's mobile voice and data services is available from existing budgets.

## **4.0 BACKGROUND**

4.1 This report supports the Council's IT Strategy which was approved at Policy and Resources Committee on 18 February 2019 (Report 81-2019). The Council's IT strategy sets out to deliver digital services, mobile and flexibly accessible services through cost effective solutions.

4.2 The Council's use of mobile technology has grown significantly since the COVID pandemic. Mobile voice and data services are required to support hybrid and mobile working, increased use of video calls and collaboration.

4.3 The current contract for mobile voice and data services ends in March 2024. The current supplier is Vodafone Ltd. A new contract is required to ensure continued access to these services.

4.4 Scottish Procurement has established a single supplier framework agreement with Vodafone Ltd for these services. Call off contracts from this framework will be for a minimum period of 24 months and a maximum period of 48 months. Staying with Vodafone for another 2 years will avoid costs for migrating to a different supplier.

4.5 The cost of all the tariffs on the new contract will reduce the monthly charges compared to the current contract. An annual saving of £45,000 is expected on the new contract. This is based on the current number of voice and data connections. A new unlimited tariff is being introduced at a very low cost. This will allow further savings to be made as mobile broadband services can replace fixed line broadband.

- 4.6 No procurement exercise is required as a competitive process was carried out for the single supplier framework. The Council will enter into a call-off contract under this framework agreement.

## **5.0 POLICY IMPLICATIONS**

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

## **6.0 CONSULTATIONS**

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

## **7.0 BACKGROUND PAPERS**

- 7.1 None.

**ROBERT EMMOTT**  
**EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**DATE: 27 DECEMBER 2023**

**JACQUI KOPEL**  
**HEAD OF CUSTOMER SERVICES & I.T.**