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**East Dunbartonshire Council**

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# Consultation and Engagement Action Plan 2021/22

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## Assets and Facilities

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>New ASN School</b>	Ongoing engagement with stakeholders throughout build period for new school	Education, Parent Council, Pupils, Elected Members	To support the successful delivery of the new School	01-Apr-2018	31-Jul-2022
<b>Suitability of Corporate Estate</b>	Engagement with EDC staff to refresh data relating to the suitability of the operational estate	EDC staff	To support investment in the operational estate to ensure assets are fit for purpose and suitable for their current use	01-Apr-2019	31-Mar-2022
<b>Tenant Participation (Housing)</b>	Ongoing engagement with Housing Tenants via Tenant Participation Working Group	Housing Tenants	To support investment in the housing estate to ensure assets are fit for purpose and meet quality and energy efficiency standards (SHQS, EESSH 1 and 2)	Ongoing	Ongoing
<b>Lenzie Academy Feasibility Study</b>	Engagement with stakeholders as part of feasibility exercise to assess options for a new school	EDC Education, Parent Council, Pupils, Elected Members	To support the completion of a feasibility study into options for the construction of a new school	01-Apr-2021	31-Jan- 2022

## Customer and Business Support Services

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>Council Budget &amp; Priorities Consultation</b>	Following agreement of the 2021/22 Council Revenue Budget and Capital Programme, and ahead of budget planning, engagement to identify service and budget priorities for 2022/23 and beyond	East Dunbartonshire wide – residents, Community Planning Partners and stakeholder groups	To identify public and stakeholder priorities in relation to recent budget decisions and organisational priorities to inform future priorities, service Business Improvement Plans and budget setting approach for subsequent years	July 2021	September 2021

## Education

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>Evaluation of remote learning</b>	Ongoing evaluation of engagement in high quality learning and teaching.	All schools across sectors and pupils.	Outcomes from ongoing consultation will inform digital approaches to learning and teaching.	Ongoing	TBC
<b>Review of the Implementation of 1140 Early Years provision within EDC</b>	Questionnaire sent to all parents to review the service within their establishment.	Parents	Support to benchmark services and review quality and provision by the quality improvement team.	Ongoing	TBC
<b>Development of engagement with young people in line with the UNCRC</b>	Develop approaches to consultation and engagement with young people to ensure compliance with the UNCRC	Young people	Young people will be engaged and consulted on policy development	Ongoing	TBC

## Finance and Audit

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>Audit feedback forms</b>	Feedback forms given to all internal audit clients.	Internal Audit Clients	To improve future working practices of the Internal audit team	Ongoing	
<b>Fraud engagement</b>	Continued engagement with all services and key stakeholders to ensure continual development of an anti-fraud culture.	All Services	Corporate Fraud	Ongoing	
<b>Participatory Budgeting</b>	The current plan for government includes a commitment that by 2021, Local Authorities will assign 1% of their budget to 'community choices', their terminology for Participatory Budgeting.	All Services	<p>In 2020, a public consultation on the budget was carried out. In the coming year, Finance will work closely with the Communications and Engagement team to further embed the requirement.</p> <p>Directing public budgets is the primary focus of the Participatory Budgeting process, with citizen participation having a direct and measurable impact on the budget.</p> <p>Citizens have the opportunity to decide on the rules governing the process.</p> <p>The process seeks to redistribute resources on the basis of greatest need. The Council's LOIP outcomes and Place Priorities will be integrated with this process and Finance will support the Place &amp; Community Planning team in this regard.</p> <p>The process is designed to ensure that citizens can monitor public spending and the process is repeated periodically.</p>	Ongoing	Dec 2021

# Housing

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>Annual Council House Rent</b>	Consultation with tenants on the proposed annual rent review in line with Housing (Scotland) Act 2001.	Tenants and residents  Tenant Participation Working Group  Elected Members	Tenants consulted on the proposed annual rent review in line with legislation. Newsletter with section on rent review issued to all 3500+ tenants for comment.	1 Sept 2021	1 April 2022
<b>Scottish Social Housing Charter</b>	The Scottish Housing Regulator safeguards the interests of all customers of social landlords. The SHR developed the Charter to monitor the landlord's performance.	The Scottish Housing Regulator  Elected Members  Tenants and residents  Tenant Participation Working Group  All customers – internal users of services	Tenants will be involved in monitoring the information detailed in the Annual Charter Return as well as the content of the annual ARC newsletter to tenants.	31 May 2021	31 May 2022
<b>Tenant Satisfaction Survey</b>	Consultation with tenants on the service provided by East Dunbartonshire Council.	Tenants  Elected Members	Customer feedback on various aspects of the customer satisfaction element of the Scottish Social Housing Charter, as well as some other services.	31 March 2021	31 May 2022
<b>Local Housing Strategy</b>	Consultation with a range of internal and external stakeholders on the content and implementation of the current LHS 2017-22.	Tenants and residents  Elected Members Tenant Participation Working Group Community Groups SHR Other local authorities Glasgow and Clyde Valley Groups HSCP Voluntary organisations	To receive views on the strategic priorities and expected outcomes detailed in the strategy.	1 April 2021	1 April 2022
<b>The Scrutineers</b>	Tenants/service help to identify possible	Tenants and	Improved housing/property maintenance	1 April	1 April 2022

<b>Title</b>	<b>Description</b>	<b>Audience</b>	<b>How this engagement will be used to inform planning and service delivery</b>	<b>Planned Start Date</b>	<b>End Date</b>
<b>examine housing related policy and operations</b>	improvements for the Housing or Property Maintenance Services by scrutinising policy and operations while also giving recommendations.	residents Tenant Participation Working Group Executive Officers Elected Members	function and better service delivery to customers.	2021	
<b>Sheltered Housing Forum</b>	Quarterly meeting with tenants from EDC sheltered housing complexes to discuss issues relevant to their accommodation and lifestyle.	Sheltered housing tenants Property Maintenance Services Social Work	To receive views from sheltered housing tenants on issues affecting their tenancies and agree any new plans / initiatives which may affect them.	1 April 2021	1 April 2022
<b>Tenant Participation Working Group</b>	Main consultative forum with meetings held 5 times per year. In line with legislation and good practice re tenant participation. The Housing Service facilitates regular meetings to consult with and/or bring to the attention of TPWG members, any proposed changes to service and/or provide information on service performance. TPWG will now be presented with HGIOS, annual & quarterly indicators at meetings.	Tenants and residents Elected members Executive Officers Property Maintenance Services	Feedback received is used to guide the Housing Service on proposals to Council regarding services and how to improve them.	1 April 2021	1 April 2022
<b>Annual Tenant Event</b>	Event held annually, as an opportunity for all tenants to come together to discuss housing issues. Workshop topics agreed with tenants in advance.	Tenants and residents Tenant Participation Working Group Elected members Community Groups Executive Officers	TPWG to decide workshop topics and if appropriate this is an opportunity to engage with and collate direct feedback.	01 April 2021	30 Sept 2021
<b>New Build Development &amp; Capital Works</b>	Consultations held in relation to individual development proposals to seek information and views on design throughout the planning and implementation process.	Tenants and residents Tenant Participation Working group Elected Members Community Groups	Information used in order to align the physical design and delivery of new housing to suit local needs and to respond to site context.	1 April 2021	1 April 2022

## Legal and Democratic Services

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>Civic Government Licensing</b>	Engagement with relevant stakeholders as part of the modernisation of the Council's civic government licensing conditions, policies and procedures	Customers, stakeholders (including community groups), public sector partners	Efficient & effective, value for money regulated service	June 2021	March 2022
<b>Public Entertainment Licensing</b>	Engagement with relevant stakeholders as part of the modernisation of the Council's public entertainment licensing policies and procedures inc application process etc.	Customers, stakeholders (including community groups and parent-teacher councils), public sector partners	Efficient & effective, value for money regulated service	June 2021	March 2022

## Land Planning and Development

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>Climate Conversation</b>	Initial engagement prior to commencing work on the Climate Action Plan, both within the Council and externally	Engagement with staff within the Council; and also with individuals, community groups, businesses and other stakeholders	The engagement will inform the development of the objectives for the Climate Action Plan, focus on the culture change necessary to meet the net zero emissions targets to be included in the Plan, and provide for initial consideration of the range of actions necessary to meet the targets. The consultation will also inform the development of the Circular Economy Strategy.	8 March 2021	TBC
<b>Climate Action Plan – Options Report</b>	Consultation on the routemap to meet the Council's corporate zero emissions target	Council services and staff	The engagement will consider pathways to meeting the zero emissions target and interim 'milestone' targets, and the actions necessary in each service to achieve significant reductions in their emissions	Feb 2022	TBC
<b>Circular Economy Strategy</b>	In addition to activities carried out for the climate conversation, further detailed engagement will be carried out with businesses.	Businesses	The consultation will inform the development of the Circular Economy Strategy and the approach to be taken in East Dunbartonshire.	TBC 2021	TBC
<b>Historic Environment Designation Review (LDP)</b>	Consultation on recommendations set out by LUC in reviewing historic environment designations.	Local residents and businesses	The engagement will inform how the Council takes forward the LUC recommendations and therefore final changes to designations.	Jan 2021	TBC
<b>LDP2 Planning Guidance</b>	Consultation on a range of draft planning guidance to support LDP2.	Local residents and businesses, stakeholders	The consultations will inform the final content of the guidance.	TBC	TBC
<b>Active Travel</b>	Detailed engagement period focused on informing and assisting with a network review, by asking people to identify what their priorities are for walking and cycling for everyday activities.	Local residents and businesses	The engagement will inform the evidence base for the network review, identify projects for sifting and understand what active travel improvements local business and residents want to see.	May 2021	TBC
<b>Canniesburn Toll Signalisation</b>	Internal and external stakeholder engagement through meetings	Local residents, businesses, internal and external stakeholders	<p>Improve the function of Cannesburn Toll for pedestrians and cyclists making travelling by these modes safer in the immediate vicinity of this roundabout.</p> <p>Delivery of the appropriate junction and road improvements where applicable to enhance operation and safety and reduce queuing and vehicular delay</p> <p>Improvement to junctions/road network affected by development</p>	Oct 20	TBC



			Deliver improvements to the A81 Route Corridor to mitigate congestion and improve air quality		
<b>Lennoxtown Sustainable Transport Improvements</b>	Information and Consultation Drop In events  Presentations and awareness raising with regular attendance at community committee meetings and other stakeholder events delivered in partnership with other internal services.	Widespread public awareness raising throughout the project	Better health and safer routes for walking and cycling  Reducing inequalities - Improving access to jobs, services and leisure will be widened for all – including children, older people, people with disabilities and people on low incomes.  Creating place that is pleasant and practical for walking and cycling, with better pedestrian and cyclist safety to improve people’s lives in many ways, including feeling connected to the community.  Supporting delivery of sustainable economic growth  Improving the path network while investing in tourism, active travel and recreational walking and cycling.	April 19	TBC
<b>Bishopbriggs Town Centre Plan</b>	Internal and external stakeholder engagement through meetings – likely to be facilitated by consultants	Local residents, businesses, internal and external stakeholders	Will inform the final plan for implementation	TBC	TBC
<b>Westerhill Masterplan</b>	Internal and external stakeholder engagement through meetings - likely to be facilitated by consultants	Local residents, businesses, internal and external stakeholders	Will inform the final plan for implementation	TBC	TBC
<b>A803 Corridor Improvements</b>	Internal and external stakeholder engagement through meetings - likely to be facilitated by consultants	Local residents, businesses, internal and external stakeholders	Will inform the final plan for implementation	TBC	TBC
<b>Milngavie BID</b>	Work closely with the BID to promote their activities and support them on promoting future BID terms	Milngavie town centre businesses, Milngavie BID and local groups.	Support the BID ongoing, and work towards a successful re-new ballot in 2019	Ongoing	TBC
<b>Twechar Canal Side Project</b>	Work closely with the community to develop proposals for the canal side project in Twechar	Local residents, businesss and external stakeholders	To inform the design and business plan for the development	TBC	TBC
<b>Kirkintilloch Town Centre</b>	Working closely with Community Council and other partners as part of community led	Local Community Council businesses,	Support consultation work, capacity building and plan setting in partnership.	1-Dec-2013	TBC

	consultation and community plans for the Kirkintilloch Town Centre (as follow on work from the Masterplan).	external partners, and funders			
<b>Milngavie Umbrella Group</b>	Raise awareness of activities happening across a range of key local groups	Local community groups and businesses	Support consultation work, capacity building and plan setting in partnership. Understand synergy and improve community networks.	Ongoing	TBC
<b>Active Travel Towns</b>	<p>Internal and external stakeholder engagement through meetings.</p> <p>Working closely with local Community Groups to develop active travel priorities in Kirkintilloch and Milngavie.</p>	Local residents, businesss and external stakeholders in Milngavie and Kirkintilloch.	<p>Pilot designation of Milngavie and Kirkintilloch as 'Active Travel Towns'.</p> <p>The development of Milngavie and Kirkintilloch as Active Travel Towns will be taken forward through the town centre Strategies.</p> <p>The following will be considered further through this work:</p> <ul style="list-style-type: none"> <li>• Investigate Milngavie precinct opening to cyclists on a 'Share with care' basis.</li> <li>• Build on Milngavie's location as start of West Highland Way as an active travel destination, accessible by foot, cycle, bus and train.</li> <li>• Build on Kirkintilloch's location on the Forth and Clyde Canal and NCR 754 as an active travel destination. Complements Kirkintilloch Town Centre Masterplan project.</li> <li>• Provision of secure cycle parking, enhanced information provision and high standards of public realm.</li> <li>• Assessment of the likely environmental effects of proposals will be completed before implementation.</li> </ul>	TBC	TBC

## Neighbourhood Services

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>Roll out for Deposit Return Scheme</b>	Provide information to residents and business for the Introduction and roll out of Deposit return scheme by the Scottish Government from 2021 onwards	Residents, business and Elected Members	Working in partnership with Corporate Communications, other local authorities and Zero Waste Scotland on the plan to introduce a Deposit return Scheme in Scotland from 2021.	August 2021	June 2022

## Organisational Transformation

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
<b>Digital Development Engagement with HSCP &amp; Education Services</b>	Service level management engagement ensuring the digital needs of the services are met in line with LOIP outcomes	Education Service – Quality Officers Monthly Meetings and Biannual Presentations to ICT Coordinators.  HSCP & Social Work, Digital Health and Care Board, IT Steering Group Quarterly	Digital Strategy, Digital Health and Care Strategy & Business Case development.	March 2019	March 2022
<b>Trade Union Engagement Consultation</b>	EDC Partnership at Work Agreement	Trade Unions, Elected Members, EDC Employees, SMT	To gain collaboration in terms of joint working with all plans, policies and strategies implemented	Ongoing	Ongoing
<b>Smart Working for the Future</b>	Employee Engagement	All EDC employees	To engage with all EDC employees on the development of Smart working principles and approach	July 2020	Sept 2022
<b>Provider Forums</b>	Rolling Provider engagement & consultation events	Providers (commissioned services)	Engagement and consultation feedback used to help inform HSCP Strategic Plan / Priorities & policy development	Ongoing	Ongoing
<b>Employee Wellbeing Forum</b>	Wellbeing focused forum on recovery and priorities for supporting the workforce	Trades Unions EDC Employees HSCP EDLCT	Prioritisation of wellbeing supports Identification and informing the policy development priorities for the future in recovery and sustaining wellbeing in the future	April 2021	Ongoing
<b>Employee Survey</b>	Survey focused on understanding feedback	Trades Unions	To inform Council wide and Service specific	September	March 2022

	across themes and workforce areas.	EDC Employees HSCP EDLCT	action plans to improve levels of employee engagement	2021	
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## Place and Community Planning

<b>Trading Standards Service</b>		customers using the consumer intervention services provided.	Feedback gathered and used to develop and inform Trading Standards service provision to consumers.	01-Apr-2021	31-Mar-2022
<b>Customer Satisfaction (Businesses) With The Trading Standards Service</b>	Customer satisfaction survey of businesses using the business advice services provided by the Trading Standards Service.	A representative portion of customers using the business advice services provided.	Feedback gathered and used to develop and inform Trading Standards service provision to businesses.	01-Apr-2021	31-Mar-2022
<b>Customer Satisfaction With Food Safety Inspections</b>	Customer satisfaction survey of businesses subject to food safety inspections by Environmental Health.	A representative portion of the local businesses subject to Environmental Health food safety inspections.	Feedback gathered and used to develop Environmental Health service provision in relation to food safety inspections	01-Apr-2021	31-Mar-2022
<b>Consultation With Local Communities Via Community Safety Team Attendance At Community Council And Other Resident Meetings</b>	Community Safety Team attendance at local community meetings to determine priorities for delivery of community safety initiatives and action plans within the East Dunbartonshire area	Community representatives attending local community council and resident meetings.	Feedback gathered and used to inform Community Safety service provision – development of targeted action plans and work to meet the needs and priorities of our local communities.	01-Apr-2021	31-Mar-2022
<b>Consultation With Local Community Representatives Through Co-Production Activity At Local Events</b>	Community Protection Service attendance at local community events in conjunction with Police Scotland representatives - consulting with local community representatives to determine and shape priorities for Co-Production service delivery within the East Dunbartonshire area.	Community representatives in attendance at local community events and engaging with Community Protection / Police Scotland representatives.	Feedback gathered and used to inform service provision in relation to Co-Production – development of targeted action plans and work to meet the needs and priorities of our local communities.	01-Apr-2021	31-Mar-2022
<b>Consultation With Representatives From The Licensed Trade And Other Liquor Licensing</b>	Community Protection Service organisation of and attendance at regular Pubwatch meetings across the EDC area.	Licensed trade and other liquor licensing stakeholders across the EDC area.	Feedback gathered and used to develop service provision in relation to liquor licensing enforcement matters.	01-Apr-2021	31-Mar-2022

<b>Stakeholders</b>					
<b>Customer Satisfaction With Pest Control Services</b>	Satisfaction survey of customers receiving Pest Control Services delivered by the Community Safety Team.	A representative portion of customers using the pest control services provided.	Feedback gathered and used to develop and improve pest control service provision.	01-Apr-2021	31-Mar-2022
<b>Place Plan Updates and Review with Place Communities</b>	Update proposed – particularly post covid pandemic	Place consultation-communities with Plans	Update on Plans and consideration of SIMD data from 2020	2021	2022
<b>LOIP Outcomes Updates and Review with ED Communities</b>	Update proposed – particularly post covid pandemic. Monitoring report for 2021/22	East Dunbartonshire Communities and Community Planning Partners	Update to LOIP	2021	2022
<b>Equalities Outcomes</b>	Setting new corporate outcomes and key priorities for equalities	Internal and Community Planning Partners	Working Group development and consultation exercise.	01- Apr-2021	31-May-2021

## Roads and Environment

<b>Title</b>	<b>Description</b>	<b>Audience</b>	<b>How this engagement will be used to inform planning and service delivery</b>	<b>Planned Start Date</b>	<b>End Date</b>
<b>Glazert Water Restoration</b>	Design of improvements along riparian corridor to provide improved flood storage capacity, habitat improvements and increased connectivity	Local residents	Returning river to its natural course will manage river flow and reduce risk of flooding properties downstream, in addition to habitat and amenity improvements	March 2020	TBC
<b>Surface Water Management Plans</b>	Identify and mitigate flood risk of surface water to Bearsden, Milngavie and Bishopbriggs.	Local residents in these areas	Identify actions to be carried out by 2022 to manage surface water.	June 2018	2022
<b>Canniesburn Toll Signalisation</b>	Internal and external stakeholder engagement through meetings	Local residents, businesses, internal and external stakeholders	Support LP&D Traffic and Transport Colleagues in the delivery of the appropriate junction and road improvements where applicable to enhance operation and safety and reduce queuing and vehicular delay  Improvement to junctions/road network affected by development  Deliver improvements to the A81 Route Corridor to mitigate congestion and improve air quality  Implement the SCOOT system to improve traffic management	April 20	Sep 21
<b>Lennoxtown Sustainable Transport Improvements</b>	Information and Consultation Drop In events  Presentations and awareness raising with regular attendance at community committee meetings	Widespread public awareness raising throughout the project	Support LP&D Traffic and Transport Colleagues in the delivery  Better health and safer routes for walking	April 19	Mar 22

	and other stakeholder events delivered in partnership with other internal services.		and cycling  Reducing inequalities - Improving access to jobs, services and leisure will be widened for all – including children, older people, people with disabilities and people on low incomes.  Creating place that is pleasant and practical for walking and cycling, with better pedestrian and cyclist safety to improve people’s lives in many ways, including feeling connected to the community.  Supporting delivery of sustainable economic growth  Improving the path network while investing in tourism, active travel and recreational walking and cycling.		
<b>Parkburn Flood Alleviation</b>	Development of a flood risk scheme	Local residents	Reduce risk of flooding of properties	April 17	Sep 2021
<b>Climate Ready Park – Woodhill &amp; Etive Park</b>	Finalised designs – update to project	Local residents	Online update for residents once ground investigation works and designs are complete for information prior to lodging with Planning		
<b>Engagement with Friends of Group</b>	Regular meeting attendance and project development and creation with the following groups (attendance at all Comm Council groups when requested): 1. Whitefield Pond Group, Lennoxton 2. Lennoxton Project Group, Lennoxton 3. Campsie Community Council 4. Milton of Campsie Community Council 5. MOC Railway Restoration Project 6. Friends of Lenzie Moss 7. Waterside Community Council 8. Bishopbriggs Community Council 9. Milngavie in Bloom 10. Balmore Community Council 11. Torrance Greenspace Group 12. Milngavie Community Council 13. Milngavie Development Trust 14. King George V Group 15. Cairnhill Woods Group 16. Mains Estate Residents Group 17. Westerton Group 18. Friends of Bishopbriggs Park	Local residents	Maintain communication with local communities providing updates on projects and improvement works	Apr- 20	Mar- 21

	19. Lenzie Community Council				
<b>Waterside Play Consultation</b>	Consultation with residents as to potential play upgrades at Taig Road, Waterside	Local residents	This will inform play park improvements in the local area required and suitability of transferring current LAP to a larger LEAP play park at the turning circle at Taig Road.	Apr-2021	March 2022
<b>Westerton Play Consultation</b>	Consultation with residents as to potential play upgrades at Westerton Play Park	Local residents	This will inform play park improvements in the local area required	Apr-2021	March 2022
<b>Meadowburn Park redesign</b>	Proposed redesign and construction of recreational facilities at Meadowburn Park, Bishopbriggs. Requires application for external funding	Local residents	To engage with local communities to ascertain preferred play equipment required and final design (subject to external funds being won)	Apr-2021	March 2022
<b>Bishopbriggs Park Play Park redesign</b>	Redesign and construction of a play park at Bishopbriggs Park, Bishopbriggs	Local residents	To engage with local communities to ascertain preferred play equipment required and final design (subject to external funds being won)	Apr-2021	Mar-2022
<b>Craigfoot Field Allotment site</b>	Development of an allotment at CraigfootField, Milton of Campsie, subject to ground investigations	Local residents	Online update for residents once ground investigation works are complete for comment prior to lodging with Planning	Apr-2021	March 2022
<b>Mugdock Strategy 2021-2026</b>	Audit and Strategy for 5 year plan for Mugdock Country Park	Local residents and visitors	Online consultation will be made to feed into Mugdock Strategy	Apr-2021	March 2022