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East Dunbartonshire Council

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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORTS

July - September 2018

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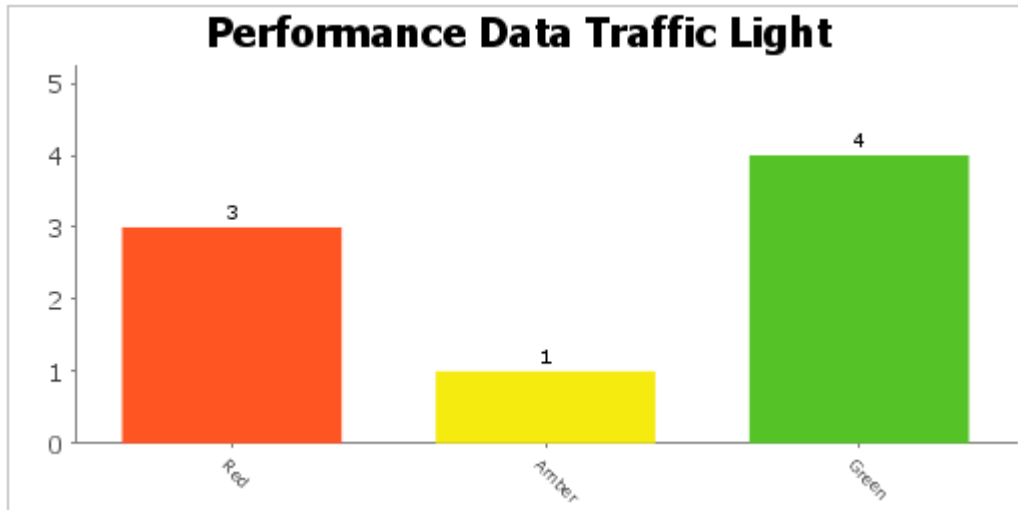
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

ASSETS AND FACILITIES

July - September 2018



Overview of Progress

Property Maintenance was involved in two significant refurbishments within Wester Cleddens PS and Castlehill PS to create Additional Support Units. These projects had extremely challenging timescales. Both projects were completed on time and both have been extremely successful and are a huge source of pride for all involved.

Due to the scale of these projects, resources were deployed from both the voids and reactive repairs teams and this has had a slight impact on performance in these areas. The key focus for Q3 is to reduce the number of days for non-emergency repairs back to our normal performance and achieve the target for the return time of voids.

Performance in the other indicators remain at a very high level.

August 2018 saw the completion of the apprenticeship for four members of our trades staff and all were appointed to craft specialist posts within Property Maintenance. All four have worked extremely hard throughout the four year period and have been trained and managed very well by their Team Leaders and their trade colleagues.

Property Maintenance are also working with our colleagues in Learning to provide work experience for pupils from schools within East Dunbartonshire schools which has become very popular with pupils looking to move into the construction industry when they leave school.

The uptake of nutritious paid and free meals for Q2 is below target which is reflected by Primary 1 pupils not remaining in school during the lunch time service during August and September. This is an annual trend and our focus remains on the schools not achieving the set target and work continues to improve the uptake of lower performing schools.

Key Achievements

Property Maintenance

- Successful completion of four apprenticeships
- Completed the creation of a new unit within Wester Cleddens PS during the summer holiday
- Completed the creation of a new unit within Castlehill PS during the summer holiday
- Maintained a high level of customer satisfaction and appointments kept (99% against a target of 96.5%)
- Delivered 100% target for gas servicing

Estates & Facilities Management

- Extensive refurbishment works carried out at Baldernock Primary and Millersneuk Primary School
- Refurbishment works completed during this period which created two ASN bases within Castlehill Primary and Wester Cleddens Primary School
- Concluded the sale of 10 Kenilworth Crescent, Bearsden
- Successfully delivered school meals to pupils attending “Snack n Play” during the Summer holiday period within three Primary schools
- Successfully decanted St Andrews and St Josephs Primary Schools to the new St Nicholas Primary school during July
- Successfully delivered a hospitality function for the Provost’s Tea Party at Lairdsland Primary School
- FM contributed to successful delivery of the annual Canal Festival
- Successfully decanted Brookwood Villa and Roman Road during this period

Capital Programme Management















- Phase 1 of the new St Nicholas' Primary School in Bearsden was successfully completed in June 2018, with staff and pupils welcomed to the new building in August for the start of the new term. Work continues to progress on Phase 2 of the project, with the completion of all external areas, playground and sports pitch expected in early 2019.
- The service continues to support the delivery of the Early Years Expansion Plan through the expansion and refurbishment of the Early Years estate. Pre-construction design and development is on-going across a number of projects across the area.
- Pre-construction design development work is on-going to support the next phase of the Council's Accommodation Strategy, including the refurbishment of Southbank House, Kirkintilloch Health and Care Centre and Broomhill Depot.



•Early stage pre-construction work is on-going across a number of other projects including the replacement Allander Leisure Centre, Kirkintilloch Community Sports Complex and proposed new ASN school.

Areas requiring Improvement

- Achieve the target for the return time for voids in Q3.
- Improve on the number of days to carry out non-emergency repairs.
- Delivery of housing capital programme (Property Maintenance delivered works) to be further scrutinised and improvements introduced to improve reporting and early intervention to ensure successful delivery of the programme.
- Support the ongoing transformation work to improve efficiencies within the repairs service, including improvements to the Total Mobile Scheduling system to ensure the system performs more efficiently.
- Continue to manage our levels of absence effectively to support the Councils objective in overall reduction of levels.
- Continuous engagement with user groups to identify and implement improvements to the catering service.
- Identify opportunities to promote the school meal service and increase the uptake of paid and free school meals such as Cashless Catering, Theme Days and re-branding.
- Delivery of capital receipts from the sale of surplus assets within reported timescales.

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
AF-BIP-05	% Voids returned within timescales			50%	77%	84%	84%	78%	85%	Property Maintenance were involved in two major school refurbishments during the summer holiday which had a tight timescale for completion. Resources from the voids team were moved to supplement the team involved in the school work which had a slight impact on the return time for voids. The focus for Q3 is achieving the target return time.
AF-BIP-06	% of children taking up nutritious school meals (FM)			42.5%	48.41%	48.3%	44.86%	43.4%	45%	Slightly under target for this quarter, however this is mainly due to Primary 1 pupils not in school during the lunchtime service, which is an annual trend.
AF-BIP-07	% of children taking up free school meals			61.56%	79.19%	78.81%	79.03%	68.3%	80%	Under target for this Quarter, however this is due to Primary 1 pupils not in school during the lunchtime service during August and September. This is an annual trend.
AF-BIP-08	Number of tonnes of carbon dioxide emitted from Council operations			5,404	7,322	7,828	5,144	5,281	8,950	Target achieved for Q2.
AF-BIP-01	SSHC Indicator 11- Average length of time taken to complete emergency repairs (No of Hrs)			4.35	4.46	6	5	4	6	Target achieved for Q2.
AF-BIP-03	SSHC Indicator 14 - % of Repairs Appointments Kept			99%	98%	99%	98%	99%	96.5%	Target achieved for Q2.
AF-BIP-04	SSHC Indicator 15 - % of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date			100%	100%	100%	100%	100%	100%	Target achieved for Q2.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
AF-SOL-HSN4B	Average length of time taken to complete non-emergency repairs (No of Days)			13	12	10	16	19	13	Property Maintenance were involved in two major school refurbishments during the summer holiday which had a tight timescale for completion. Resources from the reactive repairs team were deployed to supplement the team involved in the school work which had an impact on the non emergency repairs. In addition, there were resource issues which added to our inability to maintain our normal performance. Within the reactive repairs team, the priority was to ensure emergency repairs were carried out as soon as possible and this is reflected in the difference in performance between emergency and non emergency repairs.



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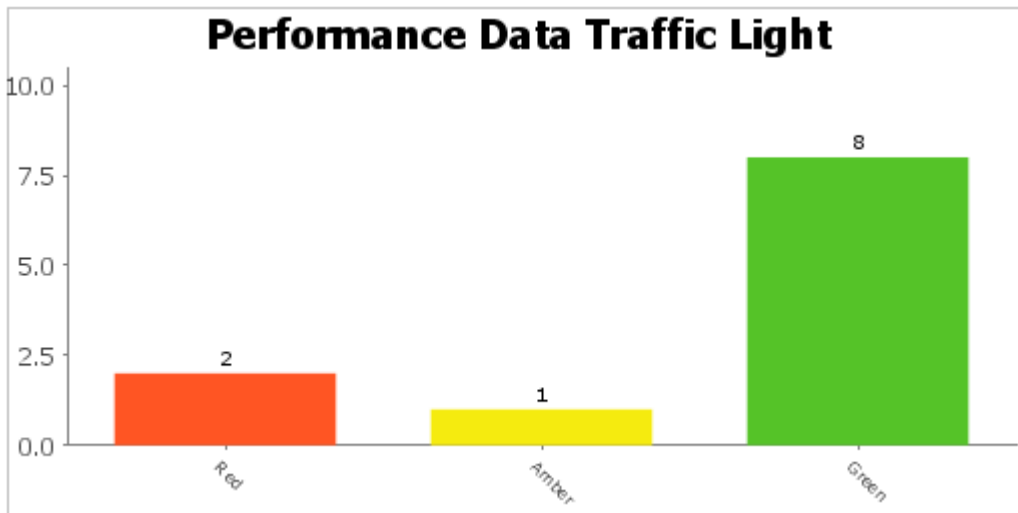
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

CUSTOMER AND DIGITAL SERVICES

July-September 2018



Overview of Progress

Customer services continue to deliver a wide range of services through our Community Hubs and Contact Centre with the aim of delivering as much as possible at first point of contact. The latest customer surveys show a very high level of satisfaction when dealing with our Customer Service Team. The Shared Services and Revenues & Benefits Teams have been focussing on improving transactional processes and are working to continually review procedures and systems that will enable better performance. The Communications & Engagement Team continue to help improve consistency of approach to consultation and engagement activity across the organisation and develop the Council's Social Media communication channels. The ICT Team are helping to enable the delivery of key projects within the Council's Transformation Programme whilst supporting the operation of our ICT Systems and business applications.

Customer & Shared Services

- Progressing roll out of online booking functionality for registration services through Community Hubs.
- Continue to implement improvements in Social Work payments, removing backlogs and achieving near real time payments in line with paperwork provided.
- Developing pilot for implementation of electronic CC4 finance forms from Care First system to improve efficiency.
- Implementation of new Early Years charging process, based on actual hours attendance.
- Completed Social Work Line of Business Application Reporting upgrade ensuring continued maintenance and support.

Communications and Engagement

- Continue to grow social media channels with Facebook followers reaching 13,478 and Twitter reaching 15,356.
- Communications plans aligned to Transformation programme in place.

ICT

- Completed implementation of the Council's ICT Enterprise Storage platform increasing storage capacity and performance for Corporate and Education estate.
- Upgraded Northgate System to support Place & Community Planning business services ensuring continued maintainability, compliance and security.
- Supported the Major Assets programme of work providing new ICT services including transition of ICT Services for the new St Nicholas Primary School.
- Improved ICT services for Mugdock Park by implementing mobile cellular based network connectivity at this remote site.
- Completed Education Secondary School Central ICT Hardware procurement and committed 18/19 Capital Education Device Replacement capital in line with approved Education ICT Strategy.
- Working in Partnership with the Scottish Digital Office & Aberdeenshire Council, successfully created and published a Scottish Local Authorities Mobile Application Catalogue enabling more informed Flexible & Mobile Working decision making.

Key Achievements







- Official opening of War Memorial Hall in Bishopbriggs following multi million pound refurbishments.
- Successfully delivered communications awareness campaign for Glasgow 2018 European Championships Cycling Time Trial (over 90% awareness of those surveyed).
- Successfully promoted Kirkintilloch Canal Festival, achieving widespread coverage.
- 65 Media releases issued, generating advertising equivalent of £49,077 in coverage.
- 112 enquiries responded to by deadline, with average reputational impact score of 18.5 supporting management of Council reputation.
- Improved storage capacity and performance of the Council's Enterprise Data Storage platform.

Areas requiring Improvement

- Continue to work closely with Social Work team managers to improve real time payments to service providers.
- Continue to review customer services response times across all channels, including continued efforts social media ahead of implementation of new delivery model following service review.
- Commencement of Shared Services service review to identify future-proof service delivery model and further business efficiencies.
- Reduce increasing resource cost attributed to maintaining legacy applications by engaging with services to decommission them and replace with alternative solutions.

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
CDS-01-BIP-4	Percentage of customers who are satisfied or very satisfied with customer service			96%	100%	98%	98%	100%	90%	Target achieved with 100% satisfaction for those surveyed in Q2 across all three months. Numbers of participants continue to fluctuate and encouraging participation remains a focus for the team.
CDS-02-BIP-4	Average time (minutes) to answer calls within the Contact Centre			5.42	3.16	0.57	1.16	1.4	3	Although slight increased on previous quarter, target has been met. Close monitoring continues to ensure this is maintained.
CDS-03-BIP-4	% of residents aware of communications campaigns			56%	62%	53%	50%	61.2%	50%	Target achieved for Q2 with 60% awareness across all campaigns over the quarter and 92% awareness of our communications for the European Championships in August, reflecting the success of the area-wide efforts to ensure communities were informed of the impact of the G2018 cycling time trials.
CDS-04-BIP-4	ICT Projects Benefit Realisation Success Rate			83%	79%	77%	81%	81%	80%	Projects delivered in line with target.
CDS-05-BIP-4	Percentage of ICT reported incidents and minor changes resolved within SLA targets			90.29%	92.56%	97.44%	95.02%	97.32%	90%	Target met for the quarter
CDS-06-BIP-4	Housing Benefit - Average Days to fully process new claims			25.1	24	24.7	21.8	23.8	27	Performance target continues to be exceeded.
CDS-07-BIP-4	Council Tax Reduction - Average Days to fully process new claims			25.3	20.07	23	18	22.2	27	Performance above target.
CDS-08-BIP-4	Housing Benefit - % of new claims decided within 14 days of receiving all information			94.5%	97.9%	90.2%	98.4%	94%	95%	On schedule to meet annual target.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
CDS-09-BIP-4	Housing Benefit - Average days to process change events			9	6.9	3.2	4.8	7.9	6	Q2 performance dipped, but still above Scottish average and on schedule for the year to meet the overall target for changes.
CDS-10-BIP-4	Council Tax Reduction - Average days to process change events			10.2	5.2	5.2	6.2	6.6	6	Still expect to meet overall performance target for the year.
CDS-11-BIP-4	Percentage of customer requests that are resolved at first point of contact by Customer Services			68%	82.7%	59.6%	71.5%	72%	70%	Target again achieved in Q2, with review to be undertaken across the team to ensure consistency in approach to this target across all channels (face to face, phone and digital).



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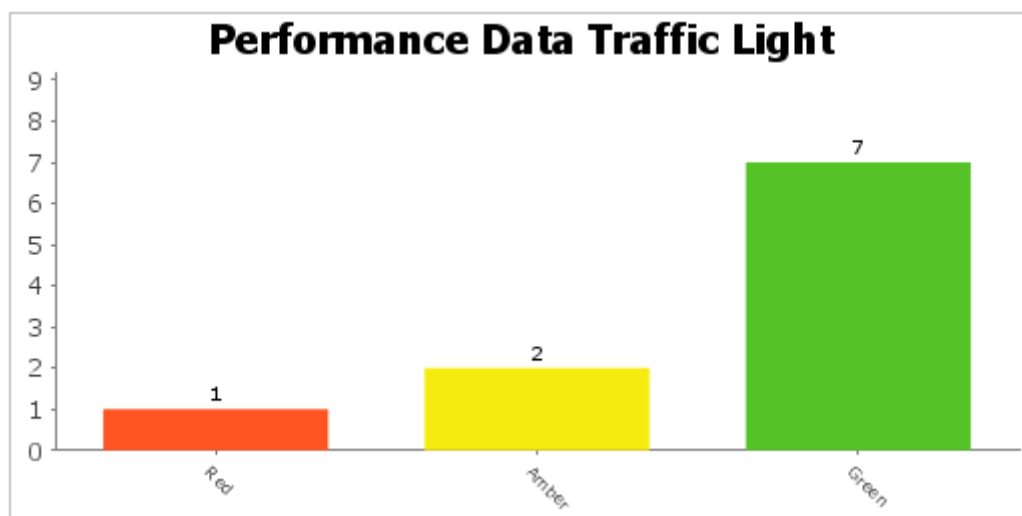
HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

EDUCATION

QUARTER 2

July - September 2018



Overview of Progress

Raising attainment and achievement

- Education Scotland recently inspected Lenzie Meadow Primary School. The report is positive and has future actions for the school to take forward this session. The Quality Improvement Officers (QIO) will focus on supporting the school to continue to deliver high quality learning experiences. The Primary Wellbeing service was also inspected by Education Scotland. This short inspection focussed on two quality indicators and the report was very positive. Follow up work will be undertaken by the link QIO. Happy Days Leisuredrome Early Years Service was inspected by Education Scotland and the report is very positive. The Quality Improvement team will focus on supporting the setting with self-evaluation, parental engagement and tracking learners experiences.
- Performance in SQA examinations continues to be high. There was continued improvement in the number of young people achieving three or more awards at Level 6 (Higher) and an improvement in the number of students achieving five or more awards at National 5. The number of students achieving 5 awards at Level 6 and 1 or more awards at Level 7 remained the same as last year.
- The results for Curriculum for Excellence (CfE) levels for P1, P4, P7 and S3 have been scrutinised and submitted to Scottish Government. Scottish Government will publish this information in December. Work continues in schools and clusters to support and improve teacher confidence in making judgements about achievement of CfE levels. Attainment in numeracy continued to rise this academic session across P1, P4, P7 & S3, evidencing the highest levels of Curriculum for Excellence achievement since 2015.
- Results from the Scottish National Standardised Assessments (SNSA) have been received from Scottish Government. The assessments are graded using high, medium and low. SNSA training has taken place this session with a particular focus on upskilling staff in schools to ensure they are familiar with the web-based assessment. There will be continued support for this.
- Thirty-five Literacy Champions from Early Years and Primary attended a two day Career Long Professional Learning (CLPL) event with a particular focus on writing. Feedback was positive with almost

all Literacy Champions indicating that the, 'Train the Trainer', course helped to improve their knowledge and understanding of writing strategies. Word Aware training took place to support practitioners to address the vocabulary gap. All practitioners reported a significant increase in understanding of why vocabulary development is important, as well as knowledge of the use of the word aware approach to narrow the vocabulary gap.

- Following implementation of the Play2Learn approach, there was a statistically significant difference with the schools performing better on reading, writing and talking and listening. There were two CLPL sessions for Play2Learn training. All participants rated their knowledge, understanding and confidence levels as being higher on post-conference. Quality assurance will continue to monitor the positive impact on raising attainment and achievement across the curriculum.
- A West Partnership, 'Making Maths Count', Conference was held to launch Maths Week. This conference facilitated sharing of good practise across schools and local authorities and attendees from East Dunbartonshire reported that this event had a positive impact on informing improvements at school level. An authority Validated Self Evaluation on Numeracy and Maths, indicating strengths and next steps has been completed. This report will form the authority's Numeracy Strategy for Raising Attainment in Numeracy and Closing the Poverty Related Attainment Gap.
- Career Long Professional Learning for Maths Champions continues to be delivered collaboratively by the Quality Improvement and Educational Psychology team. This training is providing bespoke support to Maths Champions in their role as, 'leaders of learning', who are supporting the improvement of attainment in numeracy in school. Professional recognition in 'Leadership of Numeracy', has been awarded by the General Teaching Council of Scotland (GTCS) to four Maths Recovery Champions.
- Very good work continues with the Duke of Edinburgh Award with Outdoor Education delivering an increased number of expeditions with twenty bronze and twenty silver groups engaged in practise and qualifying expeditions. Two silver canoeing groups are also out on practise and qualifying expeditions.

Ensuring Equity

- The Quality Improvement Team, following review of the school improvement plans, has undertaken analysis of the Pupil Equity Fund and the outcome from this exercise will be reported through HGIOS Quarter 3.
- The Additional Support Needs Leadership Forum provided professional development for all establishments. The Forum highlighted the rights of young carers under the Carers Act (2016) and the launch of the Young Carers Statement. The Forum also provided support to schools about information sharing for children with additional support needs. This work will enable schools to develop their protocols for better supporting young carers and completing the young carers statement. The seminar was very highly evaluated.
- The Additional Support Needs Service continues to support all children and young people with additional support needs. Training has been provided to seventy members of staff about recording accurate information for children with additional support needs. Support plan training was also provided to sixty teachers and thirty Support for Learning Assistants focussed on relationships and learning. All participants strongly agreed that the aims of the training were achieved.
- Educational Psychologists are planning a programme of CLPL for secondary schools as part of planning for implementation of ASN bases in all schools. All secondary schools have been issued with information to use to consult with parents and staff about this new provision.
- Policy and guidance on supporting learners with dyslexia and dyscalculia was launched and teachers from all primary and secondary schools reported very positively on the usefulness of the guidance and an

increase in confidence in supporting work with learners who have significant barriers to learning in literacy and numeracy.

- Further professional learning has taken place with Autism Advisers in early years and partner providers. This focused on how to support girls with autism and was very positively evaluated by participants who could state how their practice would be improved by the information shared.
- All secondary schools submitted evaluative evidence about the impact of Wellbeing Support Resources within their schools. Measures included: use of Strengths and Difficulties Questionnaire; Boxall profiles; pupil testimonials; parent reports and school observations. Improvements were noted in peer relationships, attendance, reduced levels of anxiety, behaviour which is challenging and managing anger.
- Enhanced Learning Resources opened in Castlehill and Wester Cleddens primary schools. These Resources support children with significant barriers to learning who require to work within a small group setting. Nineteen pupils have started within one locality and twenty-four in the other. Placement reviews are planned for all learners. Primary one parents have fed back that the transition processes were helpful. Teaching and support staff continue to be supported by professional learning in relation to teaching and learning as well as emotion coaching.
- Effective joint delivery at the health forum (Health and Social Care Partnership (HSCP) and Education) focussed on improving mental health for children and young people. Information about the introduction of 'One Good Adult and 'RU Okay' was given to all secondary schools to support a reduction of stress and anxiety. The self-evaluation document, 'Flourishing Together', produced in partnership with HSCP is being launched to support robust evaluation of current health programmes.
- A grant from Education Scotland has been awarded to expand Mental Health First Aid training which will enable a further member of staff to be trained as a, 'Train the Trainer'. This will enable a sustained programme of training to be provided in support of positive mental health for children and young people.

Skills for Learning, Life and Work

- Phase 6 of the apprenticeship programme started at the end of August. Eleven apprentices have started in the areas of Early Years, Streetscene, Environmental and Roads. All Phase 5 Modern Apprentices who started last year are progressing well in the areas of ICT, Youth Work, Early Years, Construction Management, Mechanics, Digital Marketing and Accountancy.
- Recruitment for the new mainstreamed graduate programme is underway. These positions are in the areas of ICT, Business change, Finance and Civil Engineering.
- The City Deal Working Matters project is providing support to long term unemployed individuals with health issues. The programme has supported over one hundred individuals with thirteen securing paid employment. Work to develop an exit strategy is ongoing given the programme is due to finish in March 2019.
- There has been continued support for young people and adults to improve their skills and confidence including support for adult literacy and numeracy and provision of English for Speakers of Other Languages (ESOL). Training has started for a new cohort of volunteers who support learners on these courses.

- Work has started with a pilot for Open University online courses and Adult Achievement Awards for adults who face barriers to lifelong learning.
- Positive Achievements successfully delivered a summer “Step Up” programme for young people at risk of disengaging over the summer.
- Supporting employability needs has remained a key priority for those young people in the NEET group (Not in Employment, Education or Training). The Scottish Government Annual Participation measure was published over the summer and showed 96.2% of 16-19 years olds in East Dunbartonshire were in education, training or employment. This is up 0.2% from last year and is higher than the national average of 91.8%.
- The Youth Employment Initiative, funded by the European Social Fund, enables grants to be given to companies to recruit unemployed young people and this has supported fifty-eight young people against a target of sixty.
- The European Social Fund Skills Pipeline project has provided support to one hundred and one individuals who have at least two significant barriers to employment and twenty-four have moved into employment.
- Five young people have been supported to enter employment with support of grants through the Scottish Employer Recruitment Incentive (SERI) programmes. All of these young people have at least one significant barrier to employment.
- At the Canal Festival an, ‘East Dunbartonshire’s Got Talent’, event was organised as part of the celebration of the Year of Young People with eight acts taking part from local secondary schools.
- A number of young people who volunteered in youth clubs through the senior phase volunteering programme successfully secured paid sessional work in youth clubs.
- A new summer engagement programme was piloted for senior phase young people identified with additional support needs. Up to fifteen young people attended and evaluations demonstrated both parents and young people valued the programme very highly.
- Planning has started for the Scottish Youth Parliament Elections to be held in March 2019. Marketing has started to generate interest in young people standing for election.
- Youth club provision resumed in August and a number of training programmes were organised for youth work staff prior to commencement. All Youth workers have begun work in secondary schools following the summer break. The Youth Work modern apprentice featured as a case study in the National Library of Scotland magazine focussed on her work on the “Young Wummin” project researching the impact that World War 1 had on women and, involving pupils from Turnbull High.

Developing the Young Workforce (DYW)

- At the start of the new session and linked to the SQA exam results there have been three hundred and eighteen young people enrolled on the senior phase programme for vocational courses. These courses are covering the following sectors: Care; Health and Sports Industries; Creative and Digital Industries; Business and Service Industries; Science; Engineering; and Design and Manufacture.
- Through the ‘Find Your Inspiration’ four-week study leave programme sixty seven young people from S4 were successful in achieving a Dynamic Youth Award and ninety six participated in a work placement. Youth workers from the Skills for Learning, Life and Work team delivered the Dynamic Youth Award element of this programme.

- The DYW audit was updated by all secondary schools to benchmark involvement with employers, work placements, wider achievement awards and careers programmes. There will be school visits undertaken to review this.
- The Regional DYW group has offered the following opportunities for schools to date: an educators insight day focussed on the life science industry; Big Bang event focussed on Engineering and finance tours from Ernst and Young.

Early Years

- The expansion of 1140 hours has been rolled out across the four 'Place' centres: Auchinairn; Lennoxton; Hillhead and Twechar. These centres are delivering extended hours over the full year for three and four year olds and eligible two year olds. There is a detailed plan for phase two, which includes a further nine centres.
- The new Auchinairn Early Learning and Childcare Centre continues to deliver 1140 hours. As of August, the centre piloted delivery of a hot nutritious lunch for all three and four year olds and eligible two year olds (those in receipt of benefits). Initial feedback is positive from parents, staff and children with all children having a lunch.
- The Summer play scheme at Merkland recently received a Care Inspectorate inspection and was evaluated as 'Excellent' for Care and Support and 'Very Good' for environment which is a very positive report. Numbers over the Summer continued to increase with seventy five children accessing the service.
- A second cohort has been trained in the Solihul approach (nurture and attachment led approach for parents and staff) and the impact of this will be evaluated as the CLPL programme progresses. This is multi-agency and led by the Educational Psychology service.

Leadership

- A new CLPL programme has been devised to support development of management and leadership through an Aspiring Leaders Programme. Participants will develop their understanding of leadership competences that impact positively on their organisation. Induction sessions have already taken place focussed on building on teacher leadership competences, as well developing an understanding of policy and procedures within the Council.
- A further group of twenty staff across the local authority and funded partner providers are being supported to take up leadership qualifications including the in house ASPIRE leadership and Management programme. Thirty-two staff have signed up to start their degree in childhood practice.
- One hundred and ten newly qualified teachers started this session (60 secondary and 50 primary) and all have settled in well to their allocated schools. Feedback from the first professional learning session was good or better and the next session will have a focus on policy and provision for children and young people with additional support needs.

School Improvement Programme

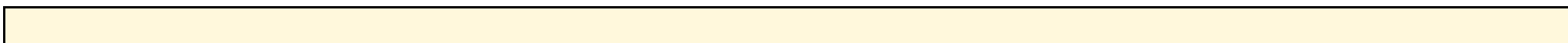
- St. Nicholas' Primary School building opened at the start of the session. Work has commenced on the second phase of the project, comprising the demolition of the St. Andrew's Primary School Building and the development of the school grounds.

- Extensive remodelling works were carried out at Castlehill and Wester Cleddens Primary Schools to provide an Enhanced Learning Resource base (ELR) in each school. At Castlehill, the existing language and communication resource was remodelled, with classrooms, toilets and staff accommodation improved. A separate early years provision was developed. At Wester Cleddens, classrooms were improved in the mainstream school, and a wing of the school was remodelled to provide a dedicated ELR environment for primary and early years.
- Planned work on outdoor spaces at Holy Family Primary School was completed, with improved access to play spaces, and the creation of a wetland habitat area.
- Summer improvement works were effectively carried out at Baldernock Primary School and Millersneuk Primary School.
- Site selection, outline design work and technical preparatory work was carried out to support the delivery of new build nurseries as part of the early learning and childcare expansion and a proposed programme of refurbishment and extension was developed to support this.













Areas Requiring Improvement

- Continued implementation of the expansion of early learning and childcare.
- Continued implementation of the Strategic Review of Additional Support Needs including the new ASN provision and building capacity within the primary and secondary sector.
- Continue to raise attainment in literacy and numeracy, while ensuring equity as detailed in the National Improvement Framework (NIF).
- Improve approaches to youth voice and consultation.
- Reduce exclusions particularly in the primary sector.

Q2 Performance Indicators



Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
EDU-01-BIP-2	Attendance levels of Looked After Children attending all EDC schools			91.9%	91.1%	93.7%	92.2%	92.8%	90.5%	This data is based on 73 Looked After Children and young people, 28 primary and 37 secondary and 8 special school pupils. The primary attendance rate for looked after children is 97.6% The secondary attendance rate for looked after children is 88.9% The attendance rate for looked after children in our special schools is 94.1% Overall, in comparison to Q2 in 2017 this is an increase in the attendance figure of 0.9 percentage points.
EDU-02- BIP-2	Exclusion rates of Looked After Children attending all EDC schools			12.2	12.5	0	0	0	55	The number of exclusions for Looked After Children attending primary, secondary and special schools is 0. The data are based on the number of exclusions per 1000 pupils who have been looked after at home/looked after away from home continuously since 1st August 2018 (total 73 children).
EDU-03-BIP-2	Percentage of parents completing the Triple P programme who state that their parenting skills have improved			100%	100%	100%	100%	100%	100%	All parents completing a parenting intervention have reported that their confidence has improved.
EDU-04-BIP-2	Number of parents participating in the Triple P programme			40	41	56	47	45	40	The family champion approach within Early Years centres has supported delivery of preventative and Early Intervention Parenting support and advice. The parenting surgeries within Milngavie and Bearsden locality has

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
										supported parents to access short term timely advice
EDU-05-BIP-2	% of those supported by employability programme into employment			55%	63%	63%	66%	54%	55%	Job outcomes figures (30) in this quarter have been supported through the European Social Fund funded Skills Pipeline project, the Scottish Employer Recruitment Incentive, Lift Off fund, Activity Agreements for 16-19 year olds and the new EDC apprenticeship programme.
EDU-06-BIP-2	% of those supported by employability programme moving into and sustaining employment for 6 months			74%	73%	74%	72%	94%	75%	This PI reports on learners who moved into employment between January and March 2018 and who have sustained employment. Currently 94% have sustained employment.
EDU-07-BIP-2	Attendance rates in secondary schools (%)			94.98%	92.57%	93.28%	93.68%	94.84%	95%	Attendance rates are consistent with the expected patterns for Q2. Although the attendance is slightly down on last year, it is comparable with the equivalent period for the previous two years.
EDU-08-BIP-2	Attendance rates in primary schools (%)			97.37%	96%	96%	95.93%	97.33%	97.3%	The attendance rate for Q2 is 97.33% which is comparable to the same period last year.
EDU-09-BIP-2	Exclusion rates of young people in secondary schools (days lost)			24	75	41	73	30	70	Q1 exclusion rate has increased slightly compared with the last recorded equivalent period. The increase is due to a number of incidents in our secondary schools. This figure of 30 openings relates to 10 incidents involving 10 pupils across five schools. In all cases there was support provided to return the pupils to school.
EDU-10-BIP-2	Exclusion rates of children in primary schools (days lost)			9	27	9.5	18	12	15	Q2 exclusion rate has slightly increased compared with the last recorded equivalent period. The increase is due to a number of incidents in our Primary schools. This figure of 12 openings relates to 4 incidents involving 4 pupils across four schools. In all cases there was support provided to return the pupils to school.



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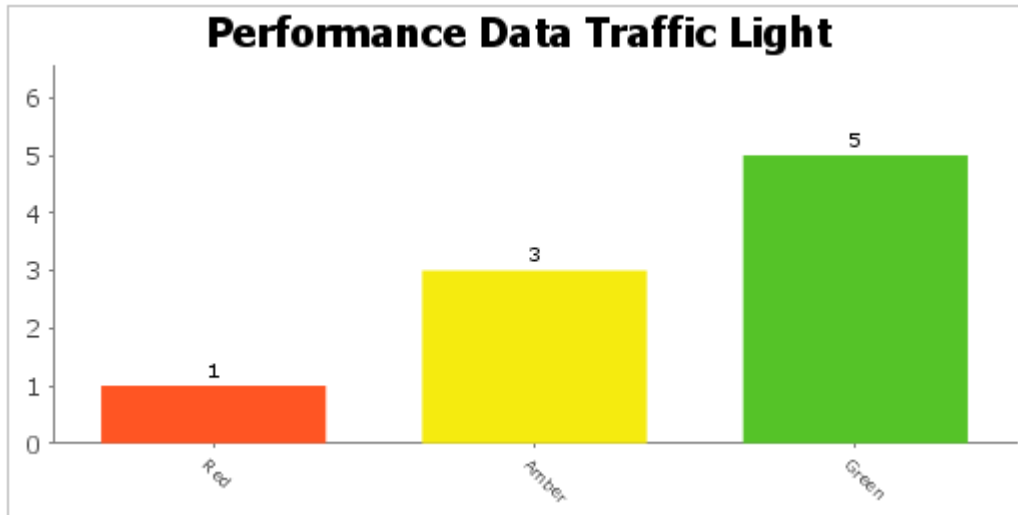
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

FINANCE, AUDIT AND PERFORMANCE

July - September 2018



Overview of Progress

Audit and Risk

Across the Audit and Risk teams, good progress is being made towards completion of the Business Improvement Plans. In Q3 the Health and Safety team supported the People Development Team in the delivery of four Duty Holder Training sessions. The internal audit team has progressed their 2018/19 internal audit plan, including completing some unplanned work at the request of management and Council. The audit plan has some contingency time which has been allocated against these assignments.

The Corporate Fraud team have continued to provide the required investigatory skills to ensure that all instances of suspected fraud/error, bribery, whistleblowing and money laundering are investigated to a standard that ensures all relevant legislation is complied with and that any action taken would not prejudice any future criminal action.

The Corporate Performance and Research team continue to make progress towards their planned objectives for 18/19. Providing support across all Council service areas, and to the Health and Social Care Partnership, ensuring the implementation of the Council's strategic planning and performance framework, providing bespoke statistical / research support to inform planning and improved performance and through the collation and submission of statutory data returns.

Finance

The team has been focussing on liaison with external audit to produce the Council's annual accounts to the statutory deadline. This included a major change (£10 million) to the pensions figure. The result was a positive external audit report on the Council, Mugdock and charity accounts. There has also been work to establish a more efficient and standardised process for producing figures for the Local Financial Returns (LFRs), the main financial return for the Scottish Government and one extensively used for benchmarking performance. Work on the competing the Whole of Government Accounts for HM Treasury was also well under way, with completion in Q3.

Revenues and Benefits

The revenues and benefits team's performance during this quarter has been maintained and improved from the same period in previous years. They have continued to make progress with pay.net which will replace the current software used.

The team has also changed the referencing of the fixed penalty notice and have maintained council tax collection levels. During this quarter the team have also started to liaise with owners of second homes and long term empty properties to ensure our records are correct and allow us to progress the implementation of the policy changes over the rest of this year,













Key Achievements







- Completion of Council's annual accounts, including group accounts
- Completion of accounts for the Council's charitable trusts
- First draft of financial plan taken to Council
- Health and Safety support in the delivery of four Duty Holder Awareness sessions.
- Identification by the Corporate Fraud Team of two council tenancies, one having been sublet without permission and the other not used by the tenant as their principal home, and subsequently reclaimed.
- Acceptance of a licensing case in relation to a false statement on an application by the Crown Office and Procurator Fiscal Service, for criminal proceedings, with a trial date set for January 2019.
- Data cleansing exercise completed of outstanding internal audit actions to remove replication of issues.
- The production of a child poverty statistical profile to inform the Councils forthcoming Child Poverty Strategy
- Completion of the first SOURCE Adult Social Care return to the Scottish Government. SOURCE has replaced the annual Social Care return with the main aim of better integrating health and social care datasets.
- The publication of the East Dunbartonshire performance guide for 18/19
- Finalised the single person discount review.
- Implemented the Department of Work and Pensions Employee Authentication Service.
- Recruitment of two accounting technicians full time through graduate scheme

Areas requiring Improvement

- Improving the process for producing the LFRs to be more efficient
- Focus on revised BIP Guidance for implementation 2019 onwards
- Health and Safety 2nd Tier meetings to be initiated following the recent 1st Tier Meeting.
- Internal audit Public Sector Internal Audit Standards recommendations to be implemented.
- Ensuring that all of the data required by Audit Scotland for the forthcoming National Fraud Initiative (NFI) is submitted, both on schedule and with a 100% compliance to the required data specifications.
- Improve format of Public Performance Reporting in advance January 2019 Publication
- Improve on future mechanisms for collation and submission of SOURCE data
- We will undertake a review of current item costing under Scottish Welfare Fund to ensure continued best value for money.
- Review our Discretionary Housing Payment processes to ensure we are maximising the assistance to the correct people.
- Improvements to be made to the format of financial projections for P&R papers

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
FAP-BIP-01	Percentage of finalised audit outputs against the number anticipated in the annual audit plan.			41%	69%	90%	23%	49%	50%	Outputs progressing in line with plan.
FAP-BIP-02	Percentage of productive days worked against the target productive days set in the annual audit plan.			52%	66%	97%	21%	47%	50%	Productive days spent slightly behind plan due to unexpected staff absence. However, no material impact on outputs has been experienced.
FAP-BIP-03	Public Liability Claims Handling - Average Days To Settle Claims			165	250	269	202	172	225	A total of 140 claims were finalised in the second quarter of the financial year. The average time to settle was 172 days which is a continued improvement on the previous quarter and is below the target of 225 days. 23 claims settled over target, two of which were litigated claims which took 677 days and 450 days respectively to settle. 84% of claims settled below the target of 225 days an improvement of 7% on the last quarter.
FAP-BIP-05	No. of audit reports issued within 20 days of completion of field work			92%	89%	85%	90%	94%	100%	Slightly behind target due to the delay in Q1 of the issuance of a report. This was because of the priority given to time critical pieces of work.
FAP-BIP-08	Percentage of Key Financial Returns Completed on Time			77.8%	86.7%	100%	92.3%	77.8%	100%	In Quarter 2 19/19, 7 out of 9 returns were submitted on time; the 2 that weren't were each submitted just 1 day late by the Revenues & Benefits service
FAP-BIP-09	Percentage of fraud referrals assessed within 5 days.			N/A	N/A	N/A	95.08%	95.38%	95%	During Qtr2 65 referrals were received by the Corporate Fraud Team. When a referral is received the information contained within the referral and any intelligence held is assessed to establish if most appropriate course of

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
										action e.g. investigation undertaken, referral forwarded to another agency etc.
FAP-BIP-10	Percentage of fraud investigations commenced with 10 days of assessment.			N/A	N/A	N/A	97.82%	100%	95%	In Qtr 2 56 investigations were commenced. 100% of the investigations were commenced within 10 days of the initial assessment.
FAP-BIP-11	Percentage of finalised Health and Safety outputs against the number anticipated in the Health and Safety team plan.			N/A	N/A	N/A	28%	49%	50%	Broadly in line with target for the year to date position.
FAP-SOL-CORP7	Council Tax Collection - Percentage of income due received by the end of the year			56.43%	84.34%	96.99%	28.68%	56.24%	56.43%	Current collection level confirms on course for achieving year end target



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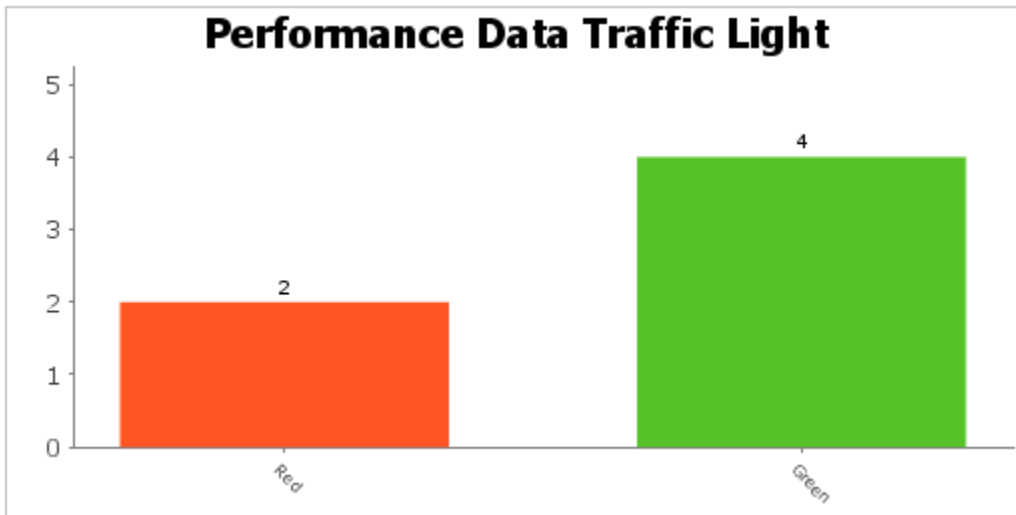
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

HOUSING

July - September 2018



Overview of Progress

We are progressing reasonably well against the selected indicators, with three of the five indicators meeting target this quarter.

Our void turnaround time has slipped back a little but remains within the overall target and significantly below the position this time last year. The longer terms strategic improvements to this area are demonstrating their sustainability within this current financial year, as well.

Homeless decisions are being made expediently and all within 28 days and the picture remains fairly consistent in this area.

Overall, rent arrears has fallen back on the previous quarter mainly due to the ongoing difficulties tenants are having in responding to universal credit payments. Our efforts to limit this impact have been expanding to new forms of outreach, additional support for claimants and a new IT system that has recently gone live.

In addition to the above the Housing Service has moved significantly towards the commencement of construction under the Affordable Housing Investment Programme, with 4 sites scheduled to begin before the end of January 2019 (27 homes), 2 in the process of tendering (125 homes) and 1 being considered for planning (38 homes). The housing service has also committed to purchasing 13 homes during this financial year and is considering increasing the numbers further.



Key Achievements



- Following a period of significant delay, a Housing Development Framework has now been established and the first houses will commence delivery in Q4.
- Average time taken to relet is 6 days below the target of 55. There is a consistency to the figures now which suggests a sustainable solution and system has bedded in.
- Homeless decisions made within 28 days is presently 96%

Areas requiring Improvement



- Rent arrears remain a concern as they have increased again to reach £1,123,599. We expect that the impact of UC will continue to provide a difficult headwind, eroding the overall position while we seek to address this via the implementation of Mobysoft, via the court system and our collaborative working practices with the DWP.
- Tenant satisfaction has seen some slippage - albeit on the basis of a small sample size. We will monitor conditions and outcomes into Q3 and take substantive action if this trend holds.

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
HOU-BIP-03	Rent Arrears - Active accounts. Monetary value			£1,002,846.33	£1,069,075.73	£806,657.94	£1,039,782.00	£1,123,599.53	£650,000.00	<p>Arrears remain the focus for the Housing Service and our specialist team continue to work solely on rent arrears management. The service has an ongoing arrears campaign "Your rent matters" with posters and leaflets throughout Hubs and council buildings, as well as including leaflets with rent arrears letters sent to tenants directly.</p> <p>The impact of Universal Credit (UC) and Welfare Reform continue to effect the level of arrears. We have a pilot project in conjunction with Kirkintilloch Job Centre where at least one Housing Officer is attending every Tuesday morning in order to support and advise both tenants and Job Centre staff regarding claiming the Housing Costs element of Universal Credit. Housing Officers have had initial visits to Springburn Job Centre in order to replicate joint working when all areas of EDC will be subject to full service Universal Credit from 31st October.</p> <p>Cases have been referred to Court for Proof Hearings, where tenants challenge our instructions at court; this is a lengthy process at Glasgow Sheriff Court in particular and arrears continue to rise in cases awaiting a hearing where a tenant is not paying. These delays are out with the control of Housing</p>

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
										<p>Services/Council and liaison meetings with Legal Services have commenced.</p> <p>The service has also purchased a small IT system "Mobyssoft" to assist officers to identify priority arrears cases and improve reporting, this was implemented mid -August and training has been delivered. Early indications are that this will help target actions for early intervention and free up officer time.</p> <p>The target for this indicator is for HRA active dwelling rent accounts only, this is in line with the Scottish Social Housing Charter indicator 31. Over and above this indicator, there are arrears for active homeless and garage rent accounts. Targets for these are set separately.</p> <p>For information, the breakdown is as follows:- Active dwelling rent accounts (HRA) - £ 1123599.53 Active homeless rent accounts (HRH) - £ 126358.07 Active garage rent accounts (HRG) - £ 7909.59</p> <p>As reported at 29th September 2018 (week 26)</p>
HOU-BIP-04	Rent loss due to void properties (monetary value – shown as cumulative)			£80,312.84	£108,942.72	£129,938.32	£38,016.66	£72,867.97	£65,000.00	<p>The £72,867.97 figure shown is the cumulative amount over the first 6 months of this financial year.</p> <p>The void loss figure for Q2 is £34,851.31; this represents a decrease of £3,165 since Q1 and comparing figures to Q1 last year void loss is down by £7,444.</p>

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
										<p>Our overall target was met last year and we are below our figure for this time last year therefore, would expect to also meet overall target for this year.</p> <p>The figure represents the total HRA void loss in line with the Scottish Social Housing Charter indicator 34. Lost rent for homeless is reported separately.</p> <p>The breakdown for 2/10/18 is as follows: Lost rent (Total) = £72,867.97 This is comprised of... lost rent (actual) dwellings - £ 72598.01 lost rent (actual) service charges - £ 269.96</p> <p>The following are in addition... lost rent (actual) homeless - £ 74715.22 lost rent (actual) garages / lockup sites - £ 7020.15 lost rent (actual) lead tenancies - £ 38815.00 lost rent (actual) VAT - £ 1004.37</p> <p>Housing and Property Maintenance Service are maintaining a Smartsheet, which works based on collaboration and is used to assign tasks, track progress and share documents. The Property Maintenance Team has recruited tradesmen and this is having a positive effect.</p>
HOU-BIP-05	Percentage of homeless decisions made within 28 days			96%	91%	96%	100%	96%	98.5%	There is a significant improvement in the overall figure since last year. This figure is an estimate for this quarter and will be revised.
HOU-BIP-06	Number of new affordable houses completed in the year			0	0	0	0	0	0	First sites scheduled for commencement in January 2019.
HOU-BIP-01	Average length of time taken to re-let properties in the last year (days)			70.47	45.52	46.65	46.51	48.57	55	The number of days taken to relet properties has remained under target for the second quarter of this year. Improvements made to

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
										the process of void turnaround have bedded in well and are showing as sustainable over the last year.
HOU-BIP-02	Percentage of tenants satisfied with the standard of their home when moving in.			89.47%	91.3%	78.57%	87.5%	80%	80%	Satisfaction has decreased this quarter. Of the tenants completing the satisfaction survey, only one tenant gave reasons for their dissatisfaction. They have noted that the main causes for dissatisfaction is decoration, cleanliness, condition, repairs and garden. This will continue to be monitored. A limited number of satisfaction surveys have been completed during this quarter which has effected the overall percentage for this quarter.



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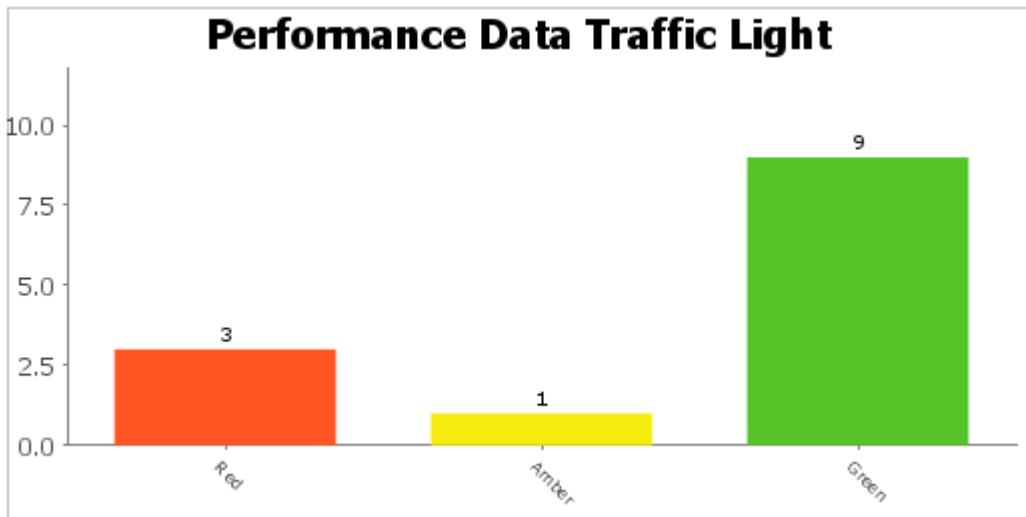
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

HEALTH AND SOCIAL CARE PARTNERSHIP

July - September 2018



Overview of Progress

Whilst there has been a slight decline in performance in five of the 13 indicator areas reported, the HSCP has reached or exceeded the stated target in 9 indicator areas in the latest reporting period.

Performance has fallen or stayed below the target level in 3 indicator areas. Where performance is below the target level there is an understanding of the reasons behind this. The means of delivering improvement in known and action is in train.

In relation to each of the service areas covered by the HSCP, good work continues to progress to continuously improve how we meet the needs of the local population and deliver on our strategic priorities. Progress against key strategic priorities is reviewed each quarter by the HSCP Board and in detail each year in the HSCP Annual Performance Report. Reported below are the areas where there have been significant improvements in performance against key performance indicators since the last HGIOS report, and where performance has fallen below the target level.

Key Achievements

There has been improvement since the last quarter in relation to:









- Percentage of people 65+ indicating satisfaction with their social interaction opportunities (94%-98%).
- Percentage of service users satisfied with their involvement in the design of their care packages (98%-100%).
- Percentage of court report requests allocated to a social worker within 2 working days of receipt (89.41%-100%).
- Meeting all targets, particularly ensuring those made subject to a CPO beginning work within 7 days.
- In partnership with police, criminal justice has implemented the new breach protocol for persons subject to Parole licence to ensure swifter notification and proportionate action via the Parole Board.
- Training community and prison criminal justice staff in UP2U: creating healthy relationships which is an evidenced based programme to address domestic abuse.
- Training all community criminal justice staff in MFMC which is the nationally accredited programme which aims to address the risk of those convicted of sexual offences.
- Development of new initiatives between SFRS and criminal justice unpaid work.
- Unpaid work team continues to undertake a range of community projects. This included the successful completion of a significant piece of landscape work for Caurnie Angling Club and written letter of appreciation.
- Planned Community Justice Partnership conference in November 2018.









Areas requiring Improvement











There has been a decline in reported performance since the last quarter in relation to:

- One case of delayed report processing for Integrated Comprehensive Assessments.
- One occasion of staffing/leadership shortages resulting in delayed Child Protection Review resulting in breached timescales.
- 1st dated technical issues affecting the receipt and processing of Adult Support & Protection referrals.
- Three occasions of service start being delayed in community care (3 out of 109 new cases did not start service within the target timescale due to pressures on the service).
- Four people did not start unpaid work placements within the target timescales (in the quarter, 19 did, however).
- 2 Child Protection Case Conferences did not happen in the target timescale in this quarter due to issues relating to the last referral of the children concerned, and no systematic issues.
- Establishment of an independent EDC Care First system to improve efficiency and improved interrogation and analysis of data to better target resources to meet local need and address risk.
- Criminal Justice unpaid work service is relocating its premises to Kilsyth Road, Kirkintilloch with a view to providing an improved environment to facilitate additional unpaid work projects.
- Criminal Justice is engaging in specific pieces of research with Community Justice Scotland to prepare for the awaited presumption against short term sentences.
- Ongoing monitoring to ensure persons subject to CPO begin their unpaid work within 7 days in line with target.

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
HSCP-01-BIP-3	% of child care Integrated Comprehensive Assessments (ICA) for Scottish Children's Reporter Administration (SCRA) completed within target timescales (20 days), as per national target			89%	90%	100%	100%	83%	75%	Performance in this area has decreased during Q2 but continues to be above the national target. 6 ICA reports were submitted to SCRA during Q2, 5 of which were submitted within target timescale. 1 report was submitted outwith timescale due to an error in sending the report for processing.
HSCP-02-BIP-3	% of first Child Protection review case conferences taking place within 3 months of registration			100%	100%	100%	100%	94%	95%	Performance in Quarter 2 has declined from the previous quarter and is slightly below target. 16 First Child Protection Reviews took place during Quarter 2 and 15 of these were within timescale. 1 case conference had to be rearranged due to staffing issues and availability of a Chair took it beyond target timescale.
HSCP-04-BIP-3	% of first Looked After & Accommodated reviews taking place within 4 weeks of the child being accommodated			100%	100%	100%	100%	100%	100%	Performance in Quarter 2 is on target. There were 6 first LAAC Reviews held during Q2, all took place within the target timescale.
HSCP-05-BIP-6	% of Adult Protection cases where the required timescales have been met			87.5%	88.8%	93.9%	83.7%	81.7%	95%	29 October 2018 This indicator measures quality of case handling processes in Adult Protection. Figure of 81.7% presented for Q2 is based on data collected on the Social Work Carefirst database, including ASP forms on CareAssess. Validation sources include Carefirst observations and ASP meeting minutes (where available). Performance is lower than in the previous 4 quarters, showing a continuing impact of the technical issues affecting receipt of Police

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
										concern forms during the industrial action in June. These technical issues have now been addressed. Excluding delays explicitly resulting from this issue, the performance figure is 86.2%. A large scale investigation (LSI) undertaken in August & September required the deployment of significant ASP staff resource away from standard case handling processes, and will also have contributed to the reduction in overall performance. The LSI is now completed and is not expected to affect performance levels in Q3.
HSCP-06-BIP-6	% of customers (65+) meeting the target of 6 weeks from completion of community care assessment to service delivery			100%	100%	99.2%	99.3%	97.2%	95%	14/11/2018 97.2% of cases met the target of 6 weeks from assessment to input of first personal care service this quarter. This is based on 109 new cases where 3 of the cases did not meet the target of 6 weeks from assessment to input of services.
HSCP-07-BIP-6	% of CJSW Reports submitted to court by due date			100%	96%	98%	100%	100%	95%	Performance in Quarter 2 is above target for this indicator. 58 reports were submitted to Court during the quarter and all were within target timescale.
HSCP-08-BIP-6	The % of individuals beginning a work placement within 7 working days of receiving a Community Payback Order			59%	53%	79%	88%	83%	80%	Performance in Quarter 2 has decreased from the previous quarter but remains above target. 19 out of 23 individuals started an unpaid work placement within the agreed timescale.
HSCP-09-BIP-6	Percentage of people 65+ indicating satisfaction with their social interaction opportunities			95%	94%	94%	94%	98%	95%	Q2 figure of 98% based on a total of 46 reviews, with the remaining 30 reviews which took place omitted from the figures as they were either not applicable or were left blank (6 n/a and 24 left blank). The number of reviews recorded has increased since the introduction of recording on CareAssess.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
HSCP-10-BIP-6	Percentage of service users satisfied with their involvement in the design of their care packages			95%	98.5%	100%	98%	100%	95%	Q2 figure of 100% based on a total of 47 reviews, with the remaining 29 reviews which took place omitted from the figures as they were either not applicable or were left blank (5 n/a and 24 left blank). The number of reviews recorded has increased since the introduction of recording on CareAssess.
HSCP-94-LPI-3	% of initial Child Protection Case Conferences taking place within 21 days from receipt of referral			86%	73%	100%	93%	83%	90%	Performance in Quarter 2 is below target. 12 Initial Child Protection Case Conferences were held during Quarter 2, 10 of which were within timescale. 1 case conference was arranged within timescale however had to be postponed due to childcare issues for the family and it was not felt appropriate for the children to attend.
HSCP-96-LPI-3	% of Social Work Reports Submitted to Child Protection Case Conference			100%	100%	100%	100%	100%	100%	Sept – Social Work report submitted to all Child Protection Case Conferences held during month.
HSCP-CS-LPI-3	% of Court report requests allocated to a Social Worker within 2 Working Days of Receipt			99.07%	96.4%	100%	89.41%	100%	100%	Performance in Quarter 2 has improved from the previous quarter and is on target. 86 report requests were allocated during the quarter, all of these within timescale.
HSCP-SOL-CHN9	Balance of Care for looked after children: % of children being looked after in the Community			86%	83%	83%	83%	84%	89%	Sept - figure has decreased slightly from the previous month as 1 young person has moved from a community to a residential placement meaning a slight shift in the balance of care.



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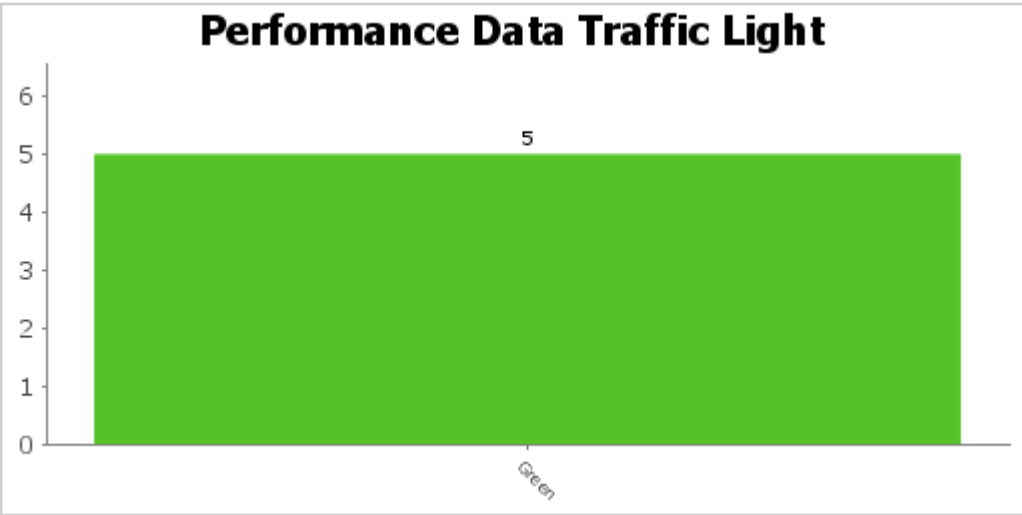
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

LAND PLANNING AND DEVELOPMENT

July - September 2018



Overview of Progress

The Land Planning and Development Teams have shown good progress over the last two quarters.

Development Applications

The Development Applications Team – Planning have seen a busy second quarter with a total of 201 applications being decided and 214 received. Several Proposal of Application Notices (PoANs) have also been received for Major residential development enabling the team and stakeholders early engagement opportunities. The PoANs relate to allocated housing sites within the LDP. The team have also ensured their focus on Processing Agreements has remained high and have prepared several Processing Agreements. The Enforcement Team opened 36 new cases and closed 30 closed. The Development Applications Building Standards Team have mirrored this pace. Major residential development has commenced at a number of sites across the area which have required significant team resource to ensure appropriate site inspections and surveys are carried out timeously. During Q1 a Building Standards Surveyor left the team and unfortunately a further two surveyors left the team in Q2. Work is ongoing to address these vacancies however in the meantime it is expected there will be a reduction of performance in forthcoming quarters.

Sustainability Policy

The Sustainability Policy Team have progressed a number of policy initiatives. Work continued on the emerging Food Growing Strategy and the emerging Climate Change Adaptation Strategy has benefitted from a summer student project in partnership with Strathclyde University. This has assisted in profiling impacts of climate change in East Dunbartonshire and will inform Strategy development. Aided by the conclusion of a recent heat network opportunity assessment, the Sustainability Policy Team has led a cross-service dialogue to consider possible approaches to developing a Local Heat and Energy Efficiency Strategy (LHEES) for East Dunbartonshire during 2019.

The team has exercised its monitoring function via the production of the first Green Network Strategy Annual Progress Report, the preparation of an Open Space Strategy Progress Report for presentation to October Committee, and the creation of the annual Strategic Environmental Assessment (SEA) Audit Report. Support on SEA was provided for a number of Council Services over the first half of the year including Local Development Plan 2, the Local Transport Strategy and the Food Growing Strategy.

Work has also commenced on the production of annual climate change and carbon management reports, for presentation to November PNCA Committee.

The Sustainability Policy Team has continued to support the work of various other Council services, including supporting the sustainability case for City Deal proposals, shaping Allander river restoration plans and contributing to consultations on 1140 Hours plans, the Cleddans housing proposal, the Joint Health Improvement Plan, the Community Learning and Development Plan, various planning applications and Place Plans for Lennoxton, Hillhead/Harestanes and Auchinairn. The team has also worked closely with the Land Planning Policy Team to deliver Local Development Plan Supplementary Guidance and to help steer the early stages of Local Development Plan 2.

Land Planning Policy

The Land Planning Policy Team have progressed a number of policy initiatives relating to its areas of policy responsibility for culture, leisure and sport, economic development, land use planning and transport.

Following the adoption of the Economic Development Strategy in February 2018, work has been ongoing to deliver the Strategy, including producing guidance for Home Based Businesses, commissioning STEAM tourism data, completion of Town Centre Strategies as well as considerable input into the production of the Lennoxton and Hillhead & Harestanes Place Plans which were considered by Council in September 2018. Overseeing coordination and chairing of the East Dunbartonshire Economic Partnership, responsible for delivering LOIP Local Outcome 1, has been an ongoing area of work for the team.

Following the adoption of the Local Development Plan in 2017, work has continued to focus on delivering related Supplementary and Planning Guidance. This has included the following work:

- The Draft Air Quality Planning Guidance was approved at May 2018 PNCA Committee and public consultation took place in May and June 2018. The Final Guidance was produced for October 2018 PNCA Committee.
- The findings of the consultation on Town Centre Strategies for Bearsden, Milngavie and Bishopbriggs were reported to PNCA Committee in May 2018, with the three strategies being approved at PNCA Committee in August 2018.
- Natural Environment Planning Guidance was updated with revised Local Landscape Areas and additional Local Nature Conservation Sites designated in the Green Infrastructure and Green Network Supplementary Guidance.

A range of planning consultations were responded to including two forestry agents on pre-application woodland consultations, a Forestry Commission Scotland formal consultation on a woodland grant application, a Scottish Natural Heritage consultation on Landscape Character Area Review and Historic Environment Scotland Consultations on designating Milngavie Reservoirs as a nationally important Garden and Designed Landscape and Bearsden Primary School as a listed building. A range of annual survey work was completed including the Housing Land Audit and Vacant and Derelict Land Survey.

In addition, work has begun on reviewing the Local Development Plan for adoption of LDP2 in 2022. As such a Local Development Plan Working Party was held in at the start of October 2018 in order to start the LDP2 process and research began on Business Land, Retail Trends and Capacity and other topics to inform LDP2.

With regards to transport policy a number of work streams were progressed. A biennial monitoring report was produced for the Active Travel Strategy 2015-2020 and was reported to Place, Neighbourhood and Corporate Assets Committee in May 2018. This report provided an update on the strategy's action plan and the strategy's main success indicators. Work continued on refreshing the Local Transport Strategy. The A81 Options Appraisal Study was completed in March 2018 and was presented to a meeting of the Transport Working Group in May 2018. The progress being made on the Transport Options Report was also reported to this Transport Working Group. This culminated in the Transport Options Report being approved at PNCA Committee at the start of October. A meeting of East Dunbartonshire Council in April 2018 agreed a number of actions for the Council to take in order to submit an application to the Local Rail Development Fund. Land Planning Policy led on progressing these agreed steps, including preparing the Council's application to the Local Rail Development Fund. This application was developed over April and May 2018 and was submitted in June 2018. Development of this application included ongoing discussions with Transport Scotland, Network Rail and SPT. The application and subsequent process the Council would be required to follow was presented to Transport Working Group in May 2018. The outcome of the Local Rail Development Fund application and setting out possible next steps was reported at a meeting of the Transport Working Group in September 2018. In addition, a response to the Transport (Scotland) Bill was completed by Land Planning Policy and approved by the Place, Neighbourhood and Corporate Assets committee in August 2018. The response was subsequently submitted to the Scottish Parliament's Rural Economy and Connectivity Committee's Call for Views.

GIS Team

The GIS team have collaborated with teams and external parties on key strategies and projects with the aims of improving workflows, access to data and meeting required efficiencies. The team have worked closely with the Land Planning and Sustainability Policy teams, collating data required for analysis to support work streams associated with the Housing Land Audit, Low Carbon Strategy and the Food Growing Strategy. The team have also worked alongside Zero Waste Scotland and officers within the Streetscene department creating and analysing over 20 datasets to allow scoring surveys to be carried out aimed at assessing and prioritising the cleanliness of East Dunbartonshire. The team have also continued to enhance the stamper programme, enabling larger applications to be processed automatically and successfully named and numbered 9 new developments with the assistance of the elected members. The team are currently in discussions with the Improvement Service, ICT and Legal with a view to providing a free data cleansing service for the council.

Key Achievements





- The team has granted planning permission for a range of applications that have been subject to Section 75 Agreements. Collectively the Section 75 Agreements have secured a range of wider benefits to East Dunbartonshire and total over £634, 000. These are broken down below and cover Q1 and Q2.
 - Affordable housing = £77, 800 and 21 on site units
 - Education = £278, 664
 - Open space = £121, 730
 - Town centre improvements = £59, 400
 - A81 Route Corridor improvements = £97, 300
- Three historical 'legacy cases' have also been decided and were also subject to Section 75 Agreements and protracted negotiations.
- Completion of a multi-stakeholder Food Growing Strategy event which secured buy-in both internally and externally
- Commencement of a Local Climate Impacts Profile ('LCLIP') to inform the Climate Change Adaptation Strategy
- Progression of Local Heat and Energy Efficiency Strategy discussions with Scottish Government, in preparation for significant funding allocation next year
- Following the adoption of the Economic Development Strategy in February 2018, work has been ongoing to deliver the Strategy through overseeing coordination and chairing of the East Dunbartonshire Economic Partnership (EDEP).
- Following the adoption of the Local Development Plan in 2017, work has continued to focus on delivering related Supplementary and Planning Guidance. This has included Air Quality Planning Guidance, Town Centre Strategies for Bearsden, Milngavie and Bishopbriggs, Green Infrastructure and Green Network Supplementary Guidance and Natural Environment Planning Guidance.
- Work has begun on reviewing the Local Development Plan for adoption of LDP2 in 2022.
- Ongoing contribution to regional planning work streams through work relating to the preparation of Clydeplan Strategic Development Plan 2.
- Work continued on refreshing the Local Transport Strategy, culminating in the Transport Options Report being approved at PNCA Committee at the start of October.
- Land Planning Policy led on preparing the Council's application to the Local Rail Development Fund. Development of this application included ongoing discussions with Transport Scotland, Network Rail and SPT.







- Successful pilot of the Geomentoring programme with the Geography department at Turnbull High, enabling pupils to utilise the latest technology to record trends and aid studies. Aim is now to take this forward to other secondary schools in East Dunbartonshire
- Promotion of the stamper programme at the latest LABBS workshop held in Edinburgh, enhancing collaboration between partnering local authorities which aim to resolve issues with the portal as well as discuss new ways of improving user experience when submitting an application.

Areas requiring Improvement

- Securing greater completions of Processing Agreements
- Climate change adaptation: progressed via LCLIP work mentioned above
- Healthy Environments: progressed via the aforementioned JHIP work
- Local Development Plan Supplementary and Planning Guidance: Ongoing delivery of guidance.
- Local Development Plan 2: Significant work is required to front load the LDP2 process, therefore engagement and evidence work has been project planned for Q3 and 4.
- Local Transport Strategy: Significant engagement work has been project planned to ensure detailed engagement on the Transport Options Report.

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
LPD-BIP-01	Percentage of planning applications submitted electronically per month			72.25%	81.22%	86.49%	87.29%	89.57%	70%	<p>The second quarter of 2018/19 saw a small increase of planning applications submitted electronically, continuing the positive trend and ensuring that targets are being surpassed.</p> <p>Supporting this trend are the efforts in immediately reporting and tracking of any portal issues and assisting applicants who have any issues. Further to this, the GIS team have significantly contributed into the latest portal improvements through workshops and direct communications with the Scottish Government. Internally the GIS team are continuing to make best use of the Idox technology, whilst supplementing this with their own automation tools, freeing up time for staff to make the electronic application process as seamless as possible.</p> <p>The Development Applications and Corporate Communications teams continue to advise and publicise the portal through direct communications and social media with the overall objective of ensuring that targets are surpassed and that this number continues to grow.</p>
LPD-BIP-02	Average time (weeks) to deal with major development applications			0	30.4	0	34	0	16	No major planning applications have been determined in the reporting period.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
LPD-BIP-03	Average time taken to respond to building warrant applications (working days)			N/A	N/A	N/A	17	18.82	20	The increase in average time taken to respond to building warrants reflects losing a Building Standards Surveyor from the team.
LPD-BIP-04	Percentage of LPD documents that comply with SEA legislation			N/A	N/A	N/A	100%	100%	100%	
LPD-BIP-05	Percentage of support calls logged with GIS Landesk answered within 48 hours			N/A	N/A	N/A	57%	81%	60%	The use of Landesk is now fully embedded in the GIS team and is checked daily. Issues raised previously were now used as solutions, leading to an increase in resolving calls. This figure is expected to increase over the next quarter as the team have greater sight over users issues and become more proficient in resolving them.



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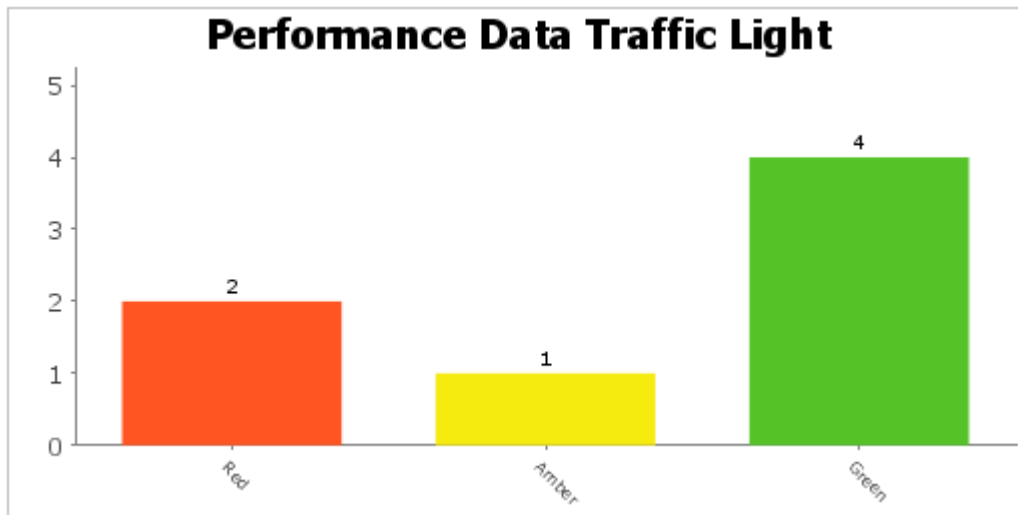
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

LEGAL AND DEMOCRATIC SERVICE

July - September 2018



Overview of Progress

Over July and August, Democratic Services had a significant focus on the preparations for the alterations to the Administrative Scheme, which were approved by Council in September. The focus is now to implement these changes across the Council and have arrangements in place for the introduction of the earlier issue of papers following the Christmas holidays.

The Service supported the planning and delivery of the Canal Festival in August. The provision of early and proactive licensing advice and services provided greater certainty and assurance in terms of the various elements of the Festival requiring a licence e.g. fair ground attractions. In addition, the Service co-ordinated arrangements for emergency planning and provided a civil contingency resource for the duration of the Festival.

The implementation of GDPR was and continues to represent a substantial amount of work for the Service, which has been delivered within existing resources and with minimal impact on day to day business performance. The Service continues with a post implementation programme of work on GDPR, which aims to incorporate best practice identified through the practical experiences of the Council's services into a wide-ranging review.

As in Quarter 1, GDPR implementation work has been resource intensive for both Legal and Democratic Services. Intense work continued in relation to providing dedicated support and training to each service area on compliance and dealing with emerging issues. Legal Services continues to be in the process of reviewing and varying all Council contracts to ensure GDPR compliance.

The work involved in this has had a knock on effect on information management performance indicators – the urgent and compelling nature of the outstanding GDPR work is such that it took priority over the data protection spot checks and the Service is of the view that this was the correct decision to make having regard to the relative risks. Notwithstanding, data protection spot checks will resume towards the end of Q3.

The commercial team within Legal Services has also supported the major assets, estates, planning, roads and housing teams in delivering many key strategic projects throughout the Council.

The litigation and licensing team within Legal Services has played a critical role in respect of protecting the most vulnerable members of the Council's area and partnering with colleagues in Social Work in order obtaining various orders and determinations.

The wholesale review of the Council's taxi/private hire, civic government and liquor licensing activity is a large and complicated piece of work, which has occupied much of the team's resource this quarter. A review has not been conducted for a number of years and substantial work is required in rethinking and rewriting the conditions and policies in order to reflect the current social and cultural environment, as well as advances in technology and customer behaviours. The review involves public consultation processes engaging with many stakeholders, all of whom have differing views and interests. Quarter 3 will see significant engagement through public meetings and other sessions, so as to ensure that, as far as possible and appropriate, all parties' needs are reflected in the consultation exercise. In addition, the Licensing Board is consulting on a new Licensing Policy statement which looks at the general access and provision across East Dunbartonshire..

Work is ongoing to implement the new strategically aligned model of legal support within the Legal Services team. This approach will result in a shift of approach for Legal Services to a "business partnering" model, which will allow Legal Services to deliver insightful, proactive and commercial advice with in-depth understanding of the drivers and priorities of the relevant service area.

The service is working closely with areas of the Council to undertake a wholesale review of standard procurement documents and contractual templates in order to ensure they are fit for purpose, protect the Council's interests and deliver best value. Going forward, it is proposed to introduce "self service" arrangements where appropriate and commensurate with the level of risk.

Key Achievements















- Revision of Administrative Scheme including Council Standing Orders, Delegations to Committees, Delegations to Officers and revised guidelines for Procurement and Contract Standing Orders.
- Ongoing implementation of the Council's GDPR compliance project
- Finalisation of draft proposed taxi/private hire licensing conditions and commencement of the formal consultation process
- Supporting various services throughout the Council in respect of major and strategic projects
- Supporting various services throughout the Council in respect of the realisation of sums due to the Council
- Supporting social work in respect of various actions taken to protect vulnerable people within the area.
- Key involvement in respect of important housing projects
- Continued support and advice to the education service in respect of its service provision
- Continued support for a number of contentious legal matters including scrutiny of external consultants in respect of major asset projects
- Further implementation of a service review of Legal Services, which will better position the service to meet the needs and priorities of the organisation.
- Continuation of a wholesale review of procurement documentation and various terms and conditions used throughout the Council.

Areas Requiring Improvement

- Review of the Council's Polling Scheme
- Progression of the review of public entertainment licences and policies
- Completion of review of non- taxi/private hire licensing
- Ongoing engagement regarding the taxi/private hire consultation and determination of the responses in order to recommend the best set of conditions that deal with the interests of all parties, where appropriate and possible.

- Further progression of implementation of the Council's GDPR compliance project
- Completion of implementation of Legal Services Review including introduction of new model of Strategically Aligned Support Solicitors and furtherance of the aims of newly established focus groups.
- Completion of wholesale review of standard procurement documents and contractual documentation used throughout the Council.
- Review of the various types of current legal support provided across the Council in order to identify opportunities for the introduction of self-service arrangements where it is safe to do so from a risk management perspective

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
LDS-BIP-01	% of Contract acceptances completed within 14 days of full instructions			100%	100%	100%	100%	100%	100%	Indicator on Target
LDS-BIP-02	Percentage of Committee / Council Action sheets issued within 24 hours			100%	100%	100%	86%	88%	90%	8 Action Sheets (7 within 24 hrs and 1 outwith 24hrs) The issue of action sheets was affected by industrial action in August. The reduction in performance relates to the late issue of one action sheet.
LDS-BIP-03	Percentage of Reports checked by Monitoring Officer within 3 days			80%	80%	80%	90%	90%	75%	Indicator on Target
LDS-BIP-04	Number of hours of members training delivered			9	5	2	4	4	3	Affordable Housing, Hsg Sub - Landlord licensing, Fire & Rescue, Taxi briefing
LDS-BIP-05	Percentage of FOI requests allocated to the correct named officer within 24 hours of receipt			94%	98%	97%	87%	84%	90%	This covers the period of industrial action, combined with extra resources being diverted to support GDPR work
LDS-BIP-06	Number of data protection spot checks carried out			4	4	4	1	0	4	No scheduled spot checks due to resources being diverted to assist the ongoing GDPR compliance work
LDS-BIP-07	Percentage of Taxi licence applications approved or refused by Legal Services within 5 days of receipt of the complete application			100%	100%	100%	100%	100%	90%	109 applications were received and all were approved or refused with 5 days of receipt of the completed application.



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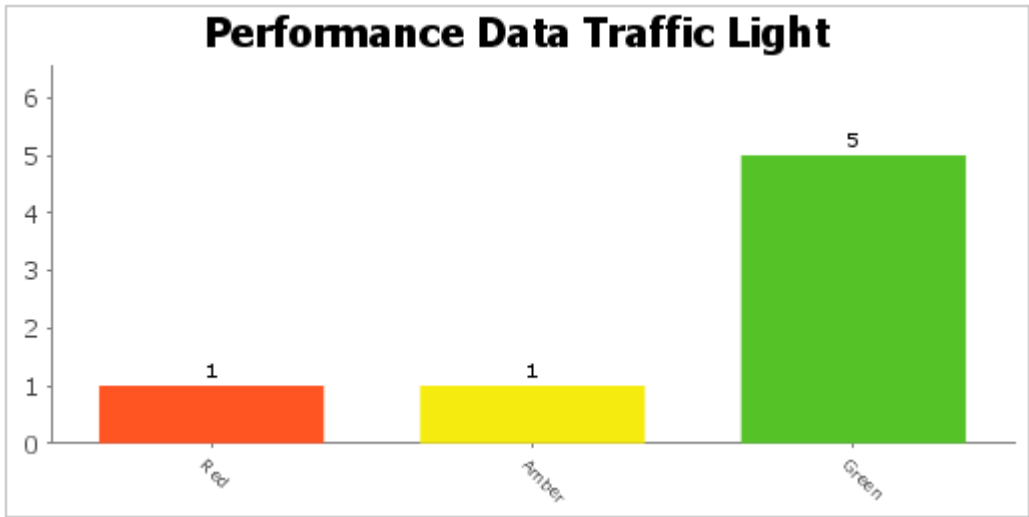
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

NEIGHBOURHOOD SERVICES

July - September 2018



Overview of Progress

Waste Services is responsible for the collection of over 100,000 assorted bins on a weekly basis, providing residual waste, recycling, food, garden waste, commercial and special collections on behalf of the Authority. The service also manages the throughput of over 10,000 tonnes annually of materials at the Mavis Valley Recycling Centre. The Service is currently working towards the ban on biodegradable municipal waste going to landfill by January 2021 through the implementation of the Clyde Valley Residual Waste Contract.

The Greenspace & Streetscene team continue to undertake the cyclic grounds maintenance tasks on behalf of the Council whilst undertaking the daily street cleansing tasks associated with the public realm. The team also manage, supervise and undertake the Services Care of Garden scheme. The team also continued with burials and maintenance within all operational EDC cemeteries.

The team continue to undertake a wide range of functions that significantly contribute to service operations responding to all enquiries (correspondence) pertaining to planning casework, trees, drainage, maintenance, cemeteries, memorials, open space drainage, access improvements, high hedges, unauthorised advertising in addition to invasive non-native species. Other duties include update and maintenance of all statutory Cemetery records, ecology records, coordinate major development projects associated with cemeteries, play areas, allotments, open space drainage, football pitch maintenance etc. The Greenspace service liaise with Community groups around projects, Open Space Strategy, Green Network Strategy, Local Biodiversity Action Plan, Play Park Action Plan, Food Growing Strategy, Parks Management Plans and various policies and strategies.

Fleet Management has a Capital budget of around 3.5 million pounds for the replacement of vehicles and plant due for replacement in this financial year. The team have been working in conjunction with service users and officers within the procurement team in order to specify, tender and procure a new fleet of vehicles for the Waste Management service. This is in addition to vehicle and plant assets for other Council services, in line with the ongoing Fleet Replacement Programme. This work coincides with Fleet Lease contracts terminating and will deliver longer term savings associated with revenue costs.

The team continue to manage the Fleet operations including the Councils Goods Vehicle Operator Licence and compliance across all services. This includes provision and management of the maintenance workshops, annual testing, statutory inspections and management of Drivers in line with obligations and conditions laid out in the Councils commitment to the Scottish Traffic Commissioner.

In addition to the above the fleet service also manages Transport Operations to provide an ASN Transport service for Education and Integrated Health and Social Care including Schools meals delivery on behalf of the authority.

Key Achievements

Waste

- The garden waste collection teams have collected over 4849 tonnes of materials from the kerbside this relates to an increase of 1% from 17/18.
- Completed the evaluation and award for waste & recycling contracts due for renewal in 2018/9.
- Waste Services managed 15698 tonnes of waste/recycling overall in Quarter 2 leading to a 0.3% reduction on the same period for the previous year.
- The service participated in the National Recycle Week 24th - 28th September focusing on Plastics in the waste stream.
- Carried out 4 community hub roadshows across district in promotion of National Recycling week.
- Participated in the Tenants Event in Kilmardinny House & the SQA Climate Event.
- Continued Joint working with the Major Assets team on the development of the Mavis Valley Transfer Station facility ahead of the Clyde Valley Residual Waste Contract in December 2019.
- Participation in the planning detail around Waste Collection for the new early years facilities.
- Preparation of the SEPA service waste data returns, providing information on end destinations of waste generated in EDC.

Greenspace & Streetscene

- Streetscene operations coordinate programmed cyclical grounds maintenance works, herbicide treatment of adopted roads and pavements, verge grass cutting, road sweeping and the treatment of invasive non-native species spraying.
- Completed Play Equipment Replacement Project (which involved replacing large items within 7 of our Play Areas across EDC).
- Pitch renovation works; drainage upgrade of Oakburn pitch.
- Supporting Communities on litter picking events. Project managed the installation of Benclouch Play Area in Lennoxton which was completed on 31st August 2018.
- Installation of second phase of pathworks and drainage upgrades at Boghead Woods, Kirkintilloch.
- Completion of second phase of major drainage upgrades at Old Aisle Cemetery, Kirkintilloch.
- Continuation of greening works and natural restoration, Whitefield Pond, Lennoxton.
- Second quarter LEAMS inspection completed by KSB with a score of 91.8% which is ahead of the 90% target.
- Successful tender and associated works for archaeological and SEPA groundwork investigations for Cadder Cemetery extension studies (3rd phase survey works)
- Coordinate the actions resulting from the 2018 Annual playground inspection by RPII Inspector.
- Completed and delivered a presentation to the War Memorial Trust on the successful completion of our War Memorial Restoration Projects.

Fleet















- Introduction and delivery of a new fleet of refuse collection and recycling vehicles for Waste service to coincide with lease terminations in November 2018.
- Secured additional Transport Scotland funding (Circa 134k) for the growth of electric vehicles onto the Councils Fleet.
- Continued Fleet compliance activities including Biannual Licence checks for over 1100 drivers including management of Drivers hours and Digital tachograph records management.
- Successful delivery of an in house MOT Testing facility for class 4, 5 & 7 testing station within a continued "Green" operational risk status.
- Management of Fleet Operations in compliance with Operator Licencing legislation with a DVSA Operator Compliance Risk Score of Green 03.
- Management of vehicle and plant termination and Defleet work in conjunction with Fleet Replacement programmes and Lease expiry.
- Review of funding requirements for the replacement of vehicles and associated items of plant from 2019 through to 2025 to include preparation of tenders and specifications for the replacement of a range of assets.

Areas requiring Improvement

- Increase the number of food waste collections in our flatted properties while reducing general waste collections in these areas.
- Continue to roll out dry recycling in our flatted properties in order to ensure all residents have full access to recycling services.
- Improve performance in our special collection service, reducing the timescales and meeting customer expectations.
- Reduce emissions through the increased use of electric vehicles on the Councils fleet. Explore funding through external partners.
- Increase Cemetery Capacity for the Council through the extension of Langfaulds & Cadder Cemeteries.
- Introduce digital software for the upgrade of Cemetery records Management in line with changes in legislation.

- Transfer all records to electronic Grounds Maintenance system in order to improve reference data and potential ticketing system.
- Continued work with partners in the management and responsibility for the Council's Growing Strategy pertaining to community gardens, growing spaces and allotments.

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
NS-BIP17-01	Percentage of Fleet Utilisation			78.38%	81.62%	78.98%	77.77%	77.38%	80%	The Utilisation figure for Q2 is slightly below target of 80% however it is anticipated that the recent changes to the waste Fleet should see this figure improve moving forward due to the removal of the outgoing fleet.
NS-BIP17-02	Tonnage of biodegradable municipal waste landfilled			2,864	3,041	3,197	1,555.2	280.07	2,500	The recent change to Residual Waste contracts has seen this figure drop significantly due to the treatment process and subsequent diversion from landfill.
NS-BIP17-03	Percentage of special uplifts completed within 7 working days			90%	91%	75%	74%	84.2%	90%	The performance for Q2 is up by around 10% on the Q1 figure however still below the 90% target.
NS-BIP17-04	% of municipal waste collected by the authority which is recycled			64.31%	56.63%	51.12%	62.23%	65.46%	55%	The Authority recycled over 65% of its waste in Q2 however a further 29.7% was also diverted from Landfill through the RDF process as a consequence of recent changes to the treatment process for residual waste.
NS-BIP17-05	Percentage of Vehicles Passing DVSA Annual Test First Time			93.33%	92.31%	89.29%	93.33%	90%	90%	The Annual Test Performance figure is on Target for the Q2 period.
NS-BIP17-06	Percentage of Vehicle repairs completed within 48 hours of being defected			78.11%	77.5%	74%	80.6%	84.05%	80%	Figure for Q2 is ahead of the 80% target.
NS-SOL-SENV03b	Street Cleanliness Index - % Clean			92.3%	93.3%	93.3%	87.5%	91.8%	90%	The most recent score for Q2 is ahead of target at 91.8 as validated by KSB.



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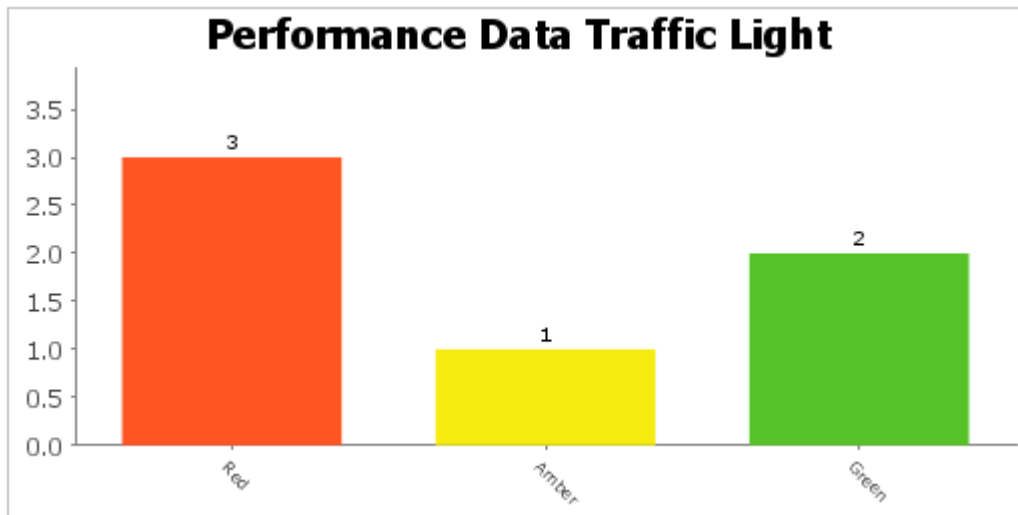
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

ORGANISATIONAL TRANSFORMATION

July - September 2018



Overview of Progress

Organisational Transformation services have continued to prioritise the development and delivery of the Transformation Programme, Workforce Strategy and Procurement on behalf of the Council and in partnership with other strategic service groupings. During the period, priority resources were allocated to support the Depute Chief Executive – Education, People & Business with significant employee relations processes and statutory frameworks for collective bargaining.

Business Change Team has developed Digital Workstreams within the transformation programme to enable the delivery of Channel Shift, support continuous improvement and to maximise digital solutions and process automation. To ensure best use and prioritisation of resources, the team continues to lead understanding of the transformational change interdependencies across Business Change, ICT, Organisational Development, Procurement, Finance and Customer Services, in progressing a “people, process and systems approach”.

Workforce Strategy continues to lead on workforce centred activities with particular focus on the provision and analysis of statistics including; absence, total resourcing and workforce planning. The team continues to support the implementation of Principles of Change for transformation work streams including the Early Years Expansion Programme for 1140 hours implementation. Work is underway in supporting the strategic service review process across a number of services. The team pro-actively support a positive employee relations environment, strategically, by supporting the achievement of a collective agreement following industrial dispute, and locally, by effectively supporting service managers through discipline, grievance, performance improvement and absence cases to ensure legal compliance and mitigation of risk.

Corporate Procurement is supporting a number of procurement requirements across Housing Capital, Capital Programme and Transformation Programme work streams. The taxi and transport contract requirements for term 2018/19 for Education and Social Work have been completed. Progression with E Invoicing has continued in this quarter, with the “on-boarding” of Grafton, working with Business Change to automate invoice processes, with further phases being scoped based on the return on investment. A review of Iproc processes has commenced, with lessons learned incorporated into revised considerations within the Governance approach.

HR Services continues to provide transactional HR and payroll functions and the necessary structural and data analysis to support transformation projects. The Job evaluation team has continued to assess roles in line with the established framework including any requests for re-evaluation.

Key Achievements











- Supporting the Depute Chief Executive – Education, People & Business to reach a collective agreement on an alternative package of change and the redundancy payment framework;
- Significant progress with absence improvement benchmarking in relation to top performing Local Authorities from the Local Government Benchmarking Indicator results. An action plan in relation to improving attendance has been informed by this research.
- The Occupational Health Tender has been assessed and contracted Suppliers will be appointed in Quarter 3 with contract discussions for implementation planned;
- Embedding the Workforce Strategy 2018-21 within strategic services. Focussing on service specific requirements relating to demographic, leadership, succession planning & skills challenges to enable effective management and monitoring of the workforce and identifying mitigation to challenges;
- Implementation of the Teachers Pay & Leave Specification took place within Quarter 2 with ongoing system integrations taking place.
- Employee data analysis to support national data collection via CoSLA for the impact of Brexit on the workforce with further actions scoped for the remainder of 2018 and early 2019.
- Policy reviews including Secondary Employment, Special Leave including further guidance on mobilisation of armed forces, Retirement, Drug & Alcohol and Disciplinary in preparation for consultation.
- Early Years Expansion: 1140hrs – Process redesign and digital form development currently underway, working closely with Shared Services, ICT and Early Years. These new processes and improvements will provide a more efficient and effective way of working.
- User Access Testing for the Transport database has been completed. The Transport database improves record keeping and provides robust reporting function. Alternative service delivery methods are being considered, to review costs and improve efficiency of processes.
- Development and launch of e-payslips took place in September 2018 with corporate users roll out underway. The next stages of access for frontline employees are currently being scoped.
- Successful “on-boarding” of Grafton's through e-invoicing project to continue to secure benefits from automation in high volume invoice processes.



Areas requiring Improvement

- Development of the functionalities for Employee Self Service to frontline employees to maximise benefits.
- Continue to deliver plans to reduce absence levels across the Council. Development of Resilience assessment, workshop and e-learning resource centre as part of wider Wellbeing at Work programme;
- Improve completion rates for PDR. HR will continue to work with services to understand barriers and identify improvement actions relating to the process and/or paperwork;

- Maximising the use of e-learning facilities and development of e-learning/blended learning to improve efficiency;

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19 Target	
OT-BIP-01	% of employees who have a completed PDR in place			76.57%	85.68%	86.82%	53%	61.7%	75%	Engagement continues across strategic Service's on the PDR completion rates and regular reporting of figures has been built into the Total Resourcing Reports for Executive Officers which is anticipated to bring further improvement for Q3. Education Non Teaching PDR rates are now included in Q2, which is represented as their Q1 figures.
OT-BIP-02	% Reduction in Number of Invoices Received for Processing			12%	10%	12%	2.87%	7.7%	5%	The implementation of iprocurement and the commencement of the e-invoicing project, placed focus on reducing the number of invoices manually processed by the Organisation, to reduce cost and increase efficiency.
OT-BIP-04	% reduction in non-contracted spend			5.58%	7.59%	10.2%	1.8%	1.38%	2.5%	Contract coverage increasing due to Procurement involvement across all Council service areas, by identification of opportunities for contractual requirements and increased involvement in Capital projects. Contracted Spend calculation based on contracts in excess of £16,500 and those on the Contract Register. Total current Contracted Spend in excess of £16,500 is 94.45%
OT-SOL-CORP3B	The percentage of the highest paid 5% employees who are women			62.58%	61.44%	63.35%	62.73%	62.09%	50%	The sample size and the overall figure remains consistent with the previous reporting period.
OT-SOL-CORP6	Sickness absence days per employee			3.98	6.62	9.48	2.53	4.88	4.5	The number of work days lost to sickness per FTE for all EDC employees is reported as 4.88 for Quarter 2 2018/19. This is an improvement of 0.18 WDL/FTE from Quarter 1 2018/19 (2.53 WDL/FTE) however

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18 Value	Q3 2017/18 Value	Q4 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q2 2018/19 Target	
										Quarter 2 is above the 4.5 WDL/FTE target by 0.38 WDL/FTE.
OT-SOL-CORP8	Invoice Payments - Percentage of invoices paid within 30 days %			89.96%	91.02%	90.4%	89.27%	88.55%	89.97%	The return of the School in August creates an increase in invoices for payment in August/September, along with the work to rule and annual leave taken July/AUGust, there has been an affect on this quarters performance.



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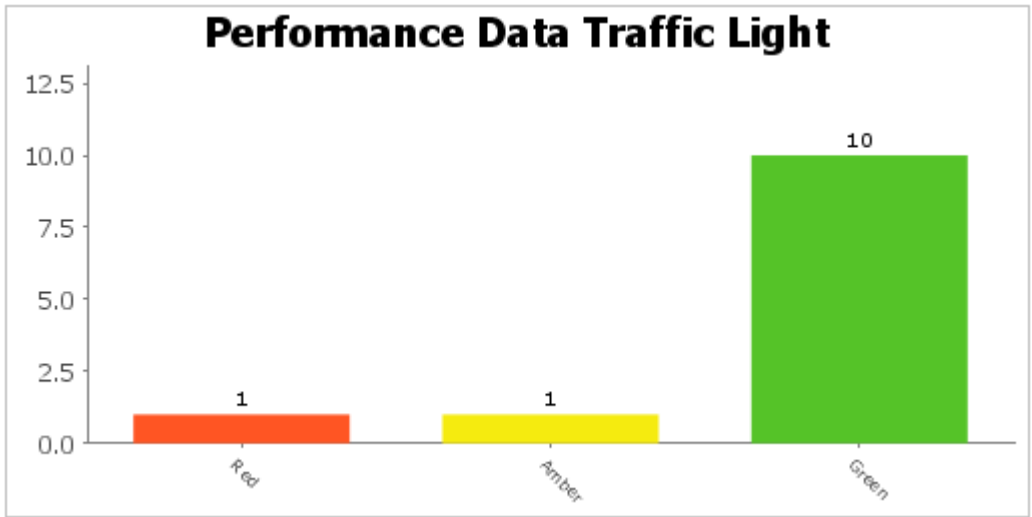
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

PLACE AND COMMUNITY PLANNING

July - September 2018



Place and Community Planning includes seven service teams which are separated into two broad management areas of;

- **Community Protection** (Environmental Health, Trading Standards & Licensing, and Community Safety); and
- **Place and Business Development** (Business Support, Regeneration & Town Centres, Community Planning & Partnerships and Mugdock Park).

Overview of Progress

Community Protection

The Service delivers on a broad statutory remit, with delivery measures centred on the protection of public health and safety, wellbeing and consumer protection. Quarter 2 2018/19 has seen further development of Co-Production activity in conjunction with colleagues from Police Scotland, with participation in daily tasking meetings to prioritise and coordinate activity. This has resulted in joint work to protect communities across the East Dunbartonshire area, with initiatives in relation to a wide range of community protection issues being delivered.

In order to deliver the range of statutory duties and functions placed upon the Community Protection Teams effectively, the Service has continued to develop an intelligence led approach towards all work. Gathered intelligence has been used to target consumer protection, community safety and environmental health enforcement and prevention work locally towards areas of greatest need, risk and priority.

The Trading Standards and Licensing Team has continued to deliver the risk based, targeted, and intelligence led Trading Standards and Licensing Enforcement Programme for 2018/19, with priority being given to activities closely aligned to local outcomes under the LOIP. Service delivery during the second quarter has included the delivery of programmed age related sales test purchasing activity, the delivery of educational and advisory work on scam and doorstep crime issues, and the delivery of a range of projects contained within the 2018/19 Trading Standards and Licensing Project Plan. The team has also been heavily engaged in the delivery of suitable programmes of enforcement activity in relation to liquor and civic licensing, with particular emphasis being placed upon local compliance levels in relation to recently introduced legislative provisions for the Minimum Unit Pricing of alcohol.

From a Community Safety perspective, Decriminalised Parking Enforcement continues across East Dunbartonshire with extensive programmes of enforcement work for both on and off street parking being delivered during the course of the reporting period. The Team has continued to deliver joint action plans in conjunction with partners, targeting known hotspots and tackling antisocial behaviour. Youth diversionary work has included assistance to the KLC629 initiative via continued support from the Community Wardens. Additional activities have been provided for young people through delivery of the Junior Warden Scheme. The Team has responded effectively to a wide range of service requests in relation dog fouling, control of dogs, litter, fly-tipping, neighbour disputes, youth disorder, domestic night noise, pest control and parking matters.

The Environmental Health Team provide an effective Public Health service for the community, through delivery of a range of statutory duties as well as delivery of an education and advice service for local businesses and the public. The team works to protect the community from hazards in the environment and to regulate and facilitate the growth of responsible businesses. The team delivers its service in accordance with evolving legislation and in accordance with risk assessed programmes and bespoke service plans in areas including pollution control, environmental protection, housing, air quality, food safety and health and safety. The service has recently submitted its Annual Air Quality Progress Report which has been commended by the Scottish Government.

Place and Business Development

Throughout the quarter, the Community Planning and Partnerships Team have been progressing the final drafts of the Place Plans for Hillhead and Harestanes and Lennoxton, together with engagement and capacity building work in other place areas ahead of the creation of Place Plans for these communities later in 2018/early 2019. The Community Learning and Development Plan has been developed with a summer consultation and significant work to develop the governance for this plan taking place within the community planning structure. Two years of additional full time support to Syrian refugees has now been secured through a contract with Citizen's Advice Bureau and several of our adults have moved in to employment. Local D/deaf and Deafblind BSL users had the opportunity to inform the first British Sign Language Plan for the area, which will be approved in quarter three.

The Regeneration and Town Centres Team has continued to lead in the improvement of our town and village centres throughout the year. Working collaboratively with other key Council services, local community and business groups and partners, the team has played a key role in the development, progression and delivery of various strategies and projects. Key work has included the delivery of the annual Kirkintilloch Canal Festival and for first time in partnership with the new Whiskey Festival. It continues to provide support to the Milngavie town centre Business Improvement District, and work within Kirkintilloch Town Centre to support the development of a community led plan and emerging BID Steering Group.

The Business Support Team continues to lead on the Council's range of programmes and services to facilitate economic growth, business development and sustainability. This quarter saw the implementation of the new Business Week, which was held over May at various locations in East Dunbartonshire delivering a wide range of networking events, workshops and business support surgeries. The Business Support team continue to work on the progression of a range of initiatives, including in this quarter work with the third sector to begin to examine joint Social Enterprise support working partnership with EDVA, together with Visit Scotland World Host and local export initiatives with the local Chamber of commerce. The overall performance of the Business Gateway contract has continued to improve in the quarter.

A refreshed Business Plan was finalised and approved in this quarter to support the 2015-20 Mugdock Strategy, which has set out a programme of proposed business development investments and improvements at the Park to support continuing trends of increased income generation and promotion of the facility. Footfall at the Park for this quarter has exceeded the target helped by good weather and a strong programme of events, activities, and promotion.

Key Achievements

Community Protection







- Co-Production activity between Community Protection and Police Scotland, with particular focus on effective daily tasking processes and the delivery of joint action plans and initiatives to protect the communities of East Dunbartonshire;
- Finalising the 'Safer Stronger Together Strategy and Action Plans 2018-21', with service delivery across Community Protection being closely aligned to the priorities and activities contained therein to deliver on Local Outcome 4;
- Compliance and education work at a range of local community events (including the Kirkintilloch Canal Festival, the Milngavie Beer Festival and the annual East Dunbartonshire Tenant Event) during the course of the reporting period;
- Completion of work with colleagues from ICT to successfully introduce and launch a new streamlined service for customer complaints about dog fouling issues;
- Local Air Quality Management - production and publication of the 2018 Air Quality Annual Progress Report;
- Delivery of educational and advisory work on scam and doorstep crime issues and the continuation of work in conjunction with Police Scotland colleagues to develop and deliver the East Dunbartonshire Community Alert project;
- Successful delivery of test purchasing activity for age restricted products during the reporting period as part of the wider Trading Standards & Licensing age restricted sales enforcement programme for 2018/19;
- Delivery of work to monitor compliance levels in relation to recently introduced legislative provisions for the Minimum Unit Pricing of alcohol; and
- Annual APSE Returns for the Environmental Health Service and the Trading Standards Service collated and submitted during the reporting period.











Place and Business Development









- A large scale, community led fun day at Auchinairn Community Centre, attracted over 200 people to learn about services in the new centre and to contribute their feedback to the Place Plan for the area;
- Delivery of a pilot participatory budgeting (PB) scheme - 'Your Community Fund', supporting the European Championships which saw 22 original projects with an art and culture theme receiving support;
- Completion and opening of the Milngavie Youth Café toilets and meeting spaces in Milngavie Town Centre;
- Delivery of the Kirkintilloch Canal Festival and partnership Whiskey Festival within the new Kirkintilloch Town Hall;
- Working with a range of partners delivered a successful Business Week over May;
- Work to stabilise the overflow field in Mugdock was started, to help enable events/festivals and parking on busy days to go ahead all year round;
- Mugdock Castle was opened at weekends from May to September and a new initiative, a pop up refreshments stall, was in place on busy days; and
- MugStock Music Festival took place at the end of July and was well received despite very poor weather conditions.

Areas requiring Improvement

- Examine the end of Quarter 2 position for all Community Protection performance indicators and business improvement plan actions, implementing appropriate remedial action in cases where any risk exists in terms of delivering annual targets for the Service for the 2018/19 reporting year;
- Balancing of priorities of the whole of the Community Safety Team, in particular the multi-functional Community Warden role including antisocial behaviour, night noise, diversionary activities, 'on' and 'off' street parking, as well as the low level environmental incivilities including dog fouling, litter and fly-tipping;
- The Community Planning Partnership community engagement strategy continues develop with all partners considering how they can improve in this area;
- Lessons learned from the Participatory Budgeting pilot should now be applied to develop the current Community Grants Scheme;
- Work to review security at Mugdock Park, and increase visitor activity development;
- Review of Kirkintilloch Canal Festival started to look at business plan for the future years of the festival; and
- Ongoing work to increase performance of certain individual targets within the Business Gateway contract.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
PCP-BIP-01	Town centre footfall across network			1,895,384	2,712,607	3,308,131	914,212	1,823,290	1,500,000	Town centre footfall continues to exceed target which is encouraging given challenging times for retailing across the country. The team continues to work to support town centres with town centre action plans being adopted by the Council in this time and the team move forward with the actions.
PCP-BIP-02	Percentage of Town Centre retail vacancies vs total number of town centre retail units			9%	9%	9%	8%	9%	9%	The vacancy rate has gone up by 1% but is still within the limit set and in line with national average. This increase as been caused by an addition 7units becoming vacant. The team are working within the actions of the Town Centre Strategies and the Economic Development Strategy to provide support for town centres and looking at different potential uses within town centres.
PCP-BIP-03	Amount of funding generated			£1,421,422.02	£2,605,249.00	£2,905,930.32	£201,905.00	£0.00	£20,000.00	Claims have been submitted in this quarter, but due to timing of returns the amounts have not reached accounts and

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
										are therefore not noted in this HGIOS return. Overall funding targets for the year are being met.
PCP-BIP-04	Visitor numbers to Mugdock Country Park			371,396	499,415	631,798	192,707	377,439	328,000	In quarter 2 footfall at Mugdock is above target due to a combination of warm weather, strong events programme and improved facilities.
PCP-BIP-05	Number of new start businesses supported by local authority funded business support activities (including Business Gateway) and other LOA partners			85	86	64	76	91	53	Access to business services, including internal & external partner products via Business Gateway has enhanced delivery of support to businesses and optimised service delivery
PCP-BIP-06	The number of jobs created through business support programmes			52	70	69	63	61	60	Rate of job creation remains relatively steady with companies still cautious about recruitment
PCP-BIP-07	Business survival rates percentage for new start businesses 12 months after initial intervention			92.9%	94.7%	90.7%	93.2%	91.35%	87.5%	Constant review of market requirements and feedback from start-ups allows development of products to better support new business and enhance sustainability
PCP-BIP-08	Total non-new-start businesses supported through Economic Development Interventions (including Business Gateway) and other LOA partner programmes			151	156	129	150	143	100	Restructured business support provision along with increased public sector partnership working continues to provide increased engagement

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	
				Value	Value	Value	Value	Value	Target	
										with local businesses across all sectors.
PCP-BIP-09	Number Of Targeted Underage Sales Test Purchasing Visits Carried Out For All Age Restricted Products Where Enforcement Responsibility Lies With Trading Standards & Licensing Team Within Community Protection			29	35	43	22	37	20	Details of test purchasing visits carried out during Quarter 2 2018/19 collated and added to Pentana. Target exceeded at half year point in reporting year.
PCP-BIP-10	Number Of Targeted Decriminalised Parking Enforcement Initiatives and Patrols (Including Schools And Residential Areas) In Response To Complaints, Service Requests And Intelligence Received			87	94	124	31	79	60	Details of targeted decriminalised parking enforcement initiatives delivered during the Quarter 2 2018-19 reporting period collated. Target exceeded.
PCP-BIP-11	Percentage Of Environmental Health High Risk Food Safety Inspections and Public Health Service Request Responses Delivered Within Target Timescales			94%	99%	96%	97%	96%	85%	Quarter 2 2018/19 data collated - target met in terms of delivering high risk food safety inspections and responding to public health service requests within required timescales.
PCP-BIP-12	Number Of Targeted Co-Production Initiatives Jointly Delivered By The Community Protection Service And Police Scotland			27	36	47	13	23	24	Details of targeted joint Co-Production initiatives carried out during the reporting period collated - broadly in line with target at half year point with further initiatives scheduled for the quarter 3 period.



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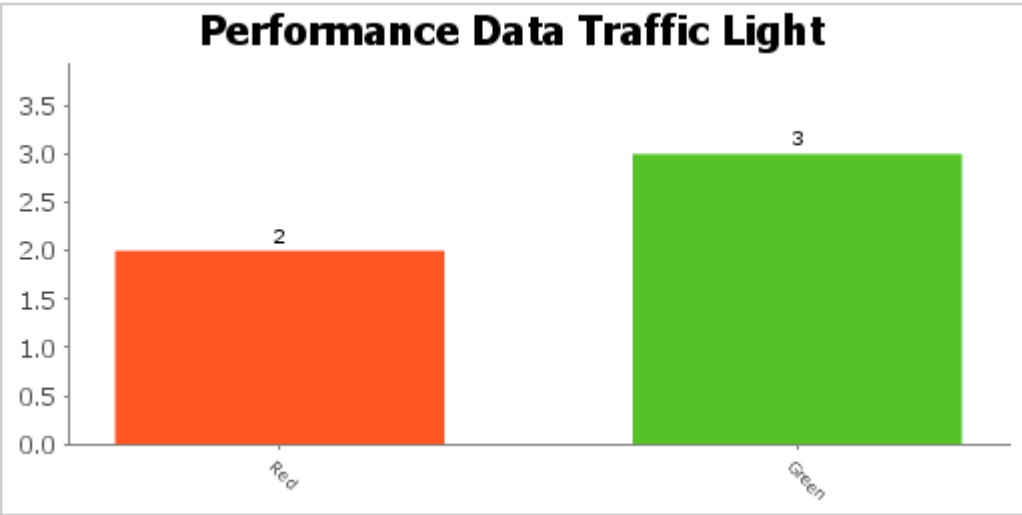
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

ROADS AND TRANSPORTATION

July - September 2018



Overview of Progress

All indicators are on target this quarter apart from the performance indicators for the percentage of responsive road repairs and street light repairs completed within required timescales. This is due to the impact of the severe weather events on the Council's infrastructure and the recent industrial action.

There are action plans in place to address this, mitigate against the increased demand anticipated during the Winter period and to retain the performance levels. In addition, the Service is continuing to focus on absence management.

Key Achievements

Network Operations

- Preparation, facilitation and on the day management of the European Championship Cycling Event
- Carriageway resurfacing works completed in Hillhead Road, Kirkintilloch, Canniesburn Road and Inveroran Drive, Bearsden, Prestonfield, Milngavie, Bankhead Road, Waterside and Kirkintilloch Road, Bishopbriggs.
- Footway resurfacing works completed at Milngavie Road, Bearsden and Drumlin Drive, Milngavie.
- The installation of the Christmas lights has commenced in advance of the town centre light switch-ons. Dates are programmed for all switch-ons.
- The LED street lighting bulb upgrade programme has commenced with Canniesburn Road completed.
- Street Lighting improvements completed in various locations including Prestonfield, Milngavie, Applecross, Kirkintilloch and Limetree, Milton of Campsie
- The Winter Service Policy for 2018/19 has been completed in line with the updated Well Maintained Highways code of practice and plans are in place for the commencement of winter.

Technical and Engineering

- Road Construction Consents are commencing for a number of major development sites, including the University Site at Kilmardinny, Jellyhill, Bishopbriggs and Broomhill Hospital, Kirkintilloch.
- Two new footbridges completed within Barloch Moor in a joint project with Neighbourhood Services.
- Design completed and works programmed for the installation of traffic calming measures and gateway features on Mugdock Road, Milngavie to improve road safety.
- Mossfinnan Bridge over the Luggie Water, Kirkintilloch completed replacing an older structure with a sympathetic design.
- Flood alleviation works completed to the rear of Golf View delivered in partnership with Bearsden Golf Club.
- Drainage CCTV survey works completed at locations identified during the Severe Weather Event on 9th June. Investigation works and development of proposals are ongoing with Scottish Water, the Flood Forum, residents and other stakeholders.
- The Glazert River Restoration project has been awarded funding and the team are preparing the tender documents and plans.











Transport & Traffic

- The Bearsden out of town centre and West Chapelton Traffic Regulation Orders have been advertised for public observation and comment.
- 4 new electric connections have been procured for new charging points at the Leisuredrome, Bishopbriggs, Queens View, Torrance, Lennoxton HUB and the Twechar Healthy Living and Enterprise Centre.
- The contract for the Twechar path improvements project is now awarded and will commence on site in November.
- Designs and contracts awarded for traffic signal upgrades at Rannoch Drive/Maryhill Road and Bearsden Cross. Works due to commence on both sites in October.
- The Wester Way, Bishopbriggs was completed and a launch event held which was well attended. A competition was held to design the gateway signage with local school children and these are now installed.
- Successful public event held in Torrance during the European Cycling Championships.
- Bike Shelters installed at the Leisuredrome, Bishopbriggs and at Torrance Primary School.

Areas requiring Improvement

- Resilience measures in place to maintain performance as service demands increase on approach to Winter.
- Continue to manage our levels of absence effectively to support the Councils objective in overall reduction levels.

Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2017/18 Value	Q3 2017/18 Value	Q4 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q2 2018/19 Target	
RT-1-BIP-4	Percentage of responsive road repairs completed within timescales			85.81%	72.9%	71%	80%	66%	85%	Earlier poor weather condition and events resulted in lower performance. September resulted in an improvement which is expected to continue with target performance being achieved in quarter 3.
RT-2-BIP-4	Percentage of all street light repairs completed within 7 days			96.85%	95.6%	96%	93%	90%	95%	Resource issues have caused a small drop in performance in the last two months of quarter 2.
RT-3-BIP-4	Percentage of traffic light repairs completed within 48 hours			100%	100%	100%	100%	100%	85%	Performance remains at 100%
RT-4-BIP-4	Percentage of noticing failures reported to the Road Works Commissioner			2%	1%	2%	1%	6%	25%	Quarter 2 showed a slight increase in failure notices, still well under target. Measures are in place to resolve this and we should see a return to very low notice failures.
RT-5-BIP-5	Percentage of external funding spent compared to that received			97%	97%	97%	97%	97%	85%	Spending of funds received is on target.

