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East Dunbartonshire Council

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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORTS

October - December 2018

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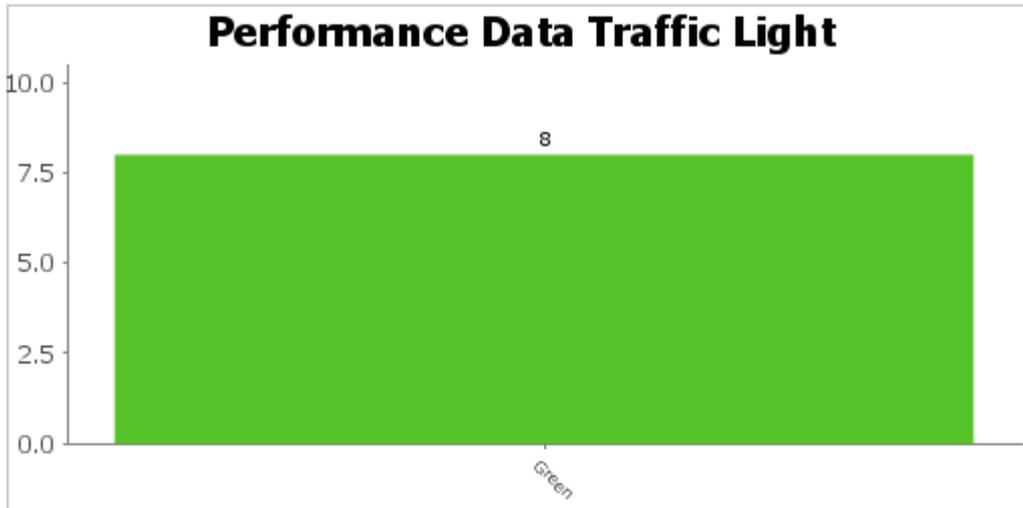
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

ASSETS & FACILITIES

October - December 2018



Overview of Progress

There has been measurable improvement across a number of areas in Assets & Facilities, most notably in the void turnaround period (Property Maintenance), which following intervention last year to introduce additional resources is now above its target of 85%

In Facilities Management, the uptake of nutritious paid meals for quarter 3 is above the target figure. There is an improvement compared to the same quarter last year and our focus remains on the schools not achieving the set target.

The uptake of free school meals is above target for quarter 3 and there is an improvement compared to quarter 3 last year. Work continues to improve the uptake of lower performing schools.

Key Achievements

Estates and Facilities Management

- Successfully delivered school meals during the October holiday period for primary school children attending the Snack n Play initiative.
- Successfully delivered the Stars Award providing catering to all attendees
- Absence levels reduced during December compared to previous months
- Work on-going to deliver the refurbishment of five nurseries to support the delivery of 1140hrs, working in partnership with Education and Major Assets Team.
- Refurbishment works completed during this period which created a wetroom in Millersneuk Primary School.

Capital Programme Management

- The Major Assets team continue to support the expansion of the Council's Early Years' Service through the development of no.3 new-build centres and the extension/selective refurbishment of Killermont Primary School and Nursery. Design development remains on-going across each of the projects ahead of proposed construction start in July 2019.
- Phase 2 construction on-going at St Nicholas' Primary School in Bearsden, where the remaining playground, sports pitches and landscaping for the school is underway.
- Defects and general aftercare on-going at Auchinairn Community Centre, Bishopbriggs War Memorial Hall and other recently completed projects across the Estate.

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

Property Maintenance

- Remain on schedule to deliver the Housing/Non Housing capital programme.
- Improved the voids turnaround time to achieve the target of 85%
- Maintained our 100% target for gas servicing.
- Supporting our colleagues in Skills for Learning, Life and Work by providing work experience places for school pupils in order to gain valuable construction industry experience.

Areas requiring Improvement

- Continue to manage levels of absence effectively to support the Councils objective in overall reduction of levels.
- Further improve uptake of free school meals and nutritious school meals. On-going Stakeholder engagement to establish where opportunities exist to do so and to identify other areas related to the provision of school meals that could be improved (theme days and re-branding).
- Delivery of capital receipts from the sale of surplus assets within reported timescales.
- Continue to work with ICT to develop the gas servicing module.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18 Value	Q4 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q3 2018/19 Target	
AF-BIP-05	% Voids returned within timescales			77%	84%	84%	78%	86%	85%	This is the first time the voids target has been achieved and with the resource level and the use of the framework, the aim is to maintain this level of performance.
AF-BIP-06	% of children taking up nutritious school meals (FM)			48.41%	48.3%	44.86%	46.95%	49.4%	45%	Target exceeded whilst the Service sees an increase compared to the previous period.
AF-BIP-07	% of children taking up free school meals			79.19%	78.81%	79.03%	68.3%	80.35%	80%	Target achieved this quarter and uptake figures improved during this period.
AF-BIP-08	Number of tonnes of carbon dioxide emitted from Council operations			7,322	7,828	5,144	5,281	4,775	8,950	Target achieved in Q3.
AF-BIP-01	SSHC Indicator 11- Average length of time taken to complete emergency repairs (No of Hrs)			4.46	6	5	4	5	6	Target achieved for Q3.
AF-BIP-03	SSHC Indicator 14 - % of Repairs Appointments Kept			98%	99%	98%	99%	99%	96.5%	Target achieved for Q3.
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 Q3.
AF-SOL-HSN4B	Average length of time taken to complete non-emergency repairs (No of Days)			12	10	16	19	12	13	Target achieved in Q3.



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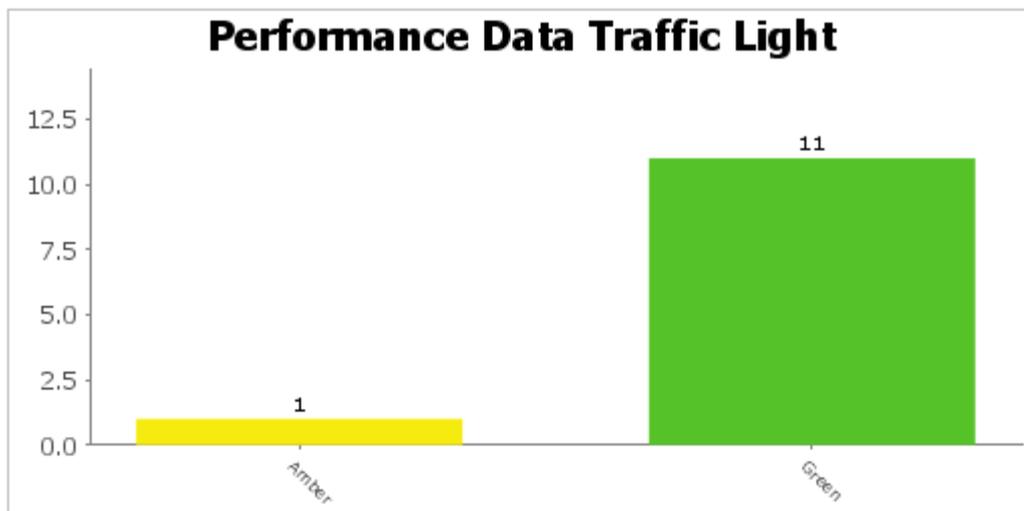
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

CUSTOMER AND DIGITAL SERVICES

October - December 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. Progress is being made in roll out of online booking functionality for registration services through Community Hubs, the Communications team continue to steadily grow social media channels with Facebook followers rising to 13,700 and Twitter rising to 15,610 and Communications plans aligned to Transformation programme and aligned to Education Assets programme are now in place. Progression of the Customer Services Service Review and development of new delivery model also began in the reporting period.

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 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.

Key Achievements

- Official opening of new St Nicholas's Primary School in Bearsden in October following multi million pound build programme
- 75 Media releases issued, generating advertising equivalent of £26,911 in coverage
- 78 enquiries responded to by deadline, with continuous positive reputational impact score supporting management of Council reputation
- Successfully delivered the 2018 STARs Awards celebration in the War Memorial Hall in December
- Successfully delivered Ready for Winter campaign including online information, social media promotion and roadshows
- Implementation and Go Live of Automatic Financial Reassessments (AFR) Carefirst Module - allowing the bulk uprate for residential financial assessments.
 - Wide Area Network Upgrade completed - increasing the internet bandwidth from 100mb to 200mb for all secondary schools and 10mb to 30mb for all primary schools.
 - Pilot of new mobile phones with additional features – full roll out to commence for other mobile data users.
- Initial analysis of LGBF benchmarking data was undertaken in advance of publication in February 2019

- Preparation of our annual corporate Public Performance Report due for publication in March 2019
- Replacement of technology for Storage Area Network which has allowed for a dramatic reduction in power consumption 8.4KW to 0.6KW
- Phase 2 of the device replacement programme within the Education ICT Estate continuing.
- SOCITM Benchmarking of the ICT Service completed.
- Baldernock Primary network, removing line of sight technology and bringing on to the Corporate Network, this increased from 5mb to 100mb bandwidth for the school

Areas for Improvement

- Continue to review customer services response times across all channels, including continued efforts for social media ahead of implementation of new delivery model following service review
- Review Consultation pages on the Council website with a view to refreshing and updating the presentation of information
- Reviewing the workplan of the corporate performance and research team to incorporate the expanded remit for risk management, insurance and business continuity planning.
- Updating of policies and procedures to reflect changes within the ICT Service.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18 Value	Q4 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q3 2018/19 Target	
CDS-01-BIP-4	Percentage of customers who are satisfied or very satisfied with customer service			100%	98%	98%	100%	100%	90%	Of those sampled this quarter, 100% were satisfied with the service they received from Customer Services, with 93% finding the service excellent and 7% finding the service good. The team continues to review ways of increasing sample size.
CDS-02-BIP-4	Average time (minutes) to answer calls within the Contact Centre			3.16	0.57	1.16	1.4	1.45	3	Customer Services continue to realign resources to ensure customer calls are prioritised to meet target and address customer demand
CDS-03-BIP-4	% of residents aware of communications campaigns			62%	53%	50%	61.2%	77%	50%	A total of 77% were aware of campaigns and communication activity over the quarter. This included 89% awareness of the G2018 Championships cycling information over the previous quarter for those surveyed in October, 80% awareness of our network of Community Hubs in November and 57% awareness of our Ready for Winter preparations in December.
CDS-04-BIP-4	ICT Projects Benefit Realisation Success Rate			79%	77%	81%	81%	81%	80%	Projects delivered within target
CDS-05-BIP-4	Percentage of ICT reported incidents and minor changes resolved within SLA targets			92.56%	97.44%	95.02%	97.32%	98.28%	90%	Target met for quarter
CDS-06-BIP-4	Housing Benefit - Average Days to fully process new claims			24	24.7	21.8	23.8	24.1	27	Continued performance target met.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18 Value	Q4 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q3 2018/19 Target	
CDS-07-BIP-4	Council Tax Reduction - Average Days to fully process new claims			20.07	23	18	22.2	16.3	27	Performance shows continual improvement and within target.
CDS-08-BIP-4	Housing Benefit - % of new claims decided within 14 days of receiving all information			97.9%	90.2%	98.4%	94%	96.9%	95%	Performance exceeded target for period. On target to meet annual target.
CDS-09-BIP-4	Housing Benefit - Average days to process change events			6.9	3.2	4.8	7.9	4.7	6	On target and above the Scottish average
CDS-10-BIP-4	Council Tax Reduction - Average days to process change events			5.2	5.2	6.2	6.6	4.2	6	Met target for the quarter. Expected to meet target for the year.
CDS-11-BIP-4	Percentage of customer requests that are resolved at first point of contact by Customer Services			82.7%	59.6%	71.5%	72%	69.5%	70%	Slightly below target for Q3, overall, expected to achieve annual target. Review will be undertaken across the team to ensure consistency in approach to this target across all channels (face to face, phone and digital).
CDS-12-BIP-4	Public Liability Claims Handling - Average Days To Settle Claims			250	269	202	172	154	225	A total of 74 claims were finalised in the second quarter of the financial year. The average time to settle was 154 days which is a continued improvement on the previous quarter and is below the target of 225 days. 6 claims settled over target, two of which were litigated claims which took 458 days and 455 days respectively to settle. 92% of claims settled below the target of 225 days an improvement of 8% on the last quarter.



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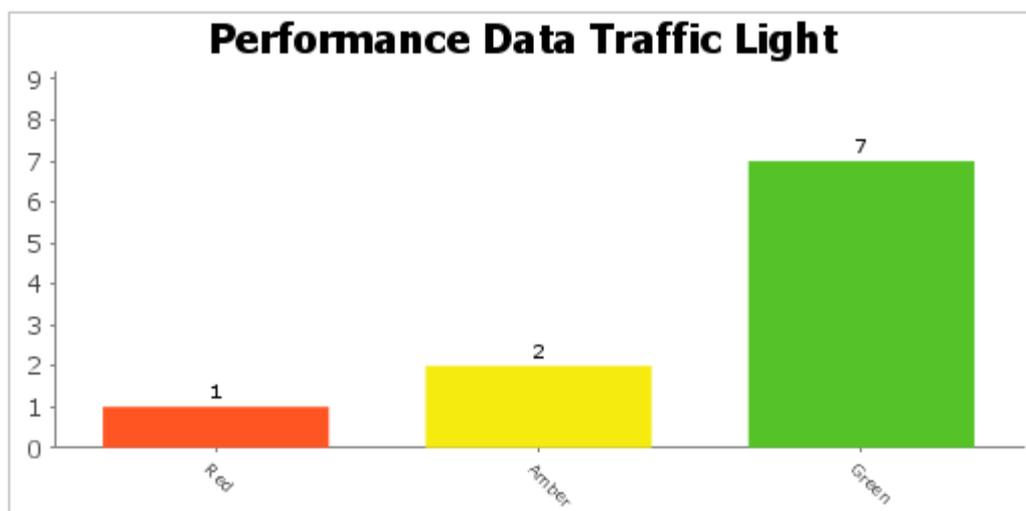
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

EDUCATION

October – December 2018



Overview of Progress

Raising attainment and achievement

- Education Scotland recently inspected Craighead Primary School and Nursery as well as Westerton Nursery. A report will come to Committee following publication of the Inspection Report.
- School reviews have been completed by the Education Service within three primary schools, using How Good is Our School?4 Quality Indicators. This process has assisted with the validation of school self-evaluation and enhanced the rigour of school improvement through the identification of strengths and development themes.
- In the primary sector all schools have had an attainment visit to scrutinise the Curriculum for Excellence (CfE) levels which have now been published by Scottish Government. Quality Improvement Officers (QIOs) will continue to support and challenge schools in relation to their own results.
- Attainment visits were conducted with all secondary schools by the Education Officer and secondary QIO. These visits focused on key areas including: SQA attainment; attainment in numeracy and literacy in both the Broad General Education (BGE) and the Senior Phase; and tracking and monitoring in the BGE with a particular focus on pupils in SIMD 1&2. As part of Career Long Professional Learning (CLPL), a Depute Head Teacher from another school was invited to attend each visit. Prior to the visit, all schools had undertaken a rigorous analysis and demonstrated a clear understanding of their performance with clear plans to address development needs identified across subject areas.
- The moderation programme implemented by Education Scotland continues and has involved staff in participating in a launch event in numeracy, reading and writing. East Dunbartonshire continues to be involved in the moderation and assessment group within The West Partnership. This initiative has a continued focus on moderating reading. Bishopbriggs Cluster is working with seven other local authorities to share standards.
- Strategic Learning Group in Literacy, Numeracy, Health and Wellbeing and Curriculum Design have been established to audit current practice and identify next steps at school and local authority level. These are multi agency groups; including school staff, Educational Psychologists, QIOS and external agencies as appropriate. These groups will help to inform the National Improvement Framework priorities for EDC.

- Primary School Learning Partnership Groups were introduced at the start of the session, and meetings have been ongoing. These groups comprise head teachers from schools with similar demographic (based on SIMD) and provide valuable opportunities for schools with similar needs to work collaboratively. The areas of focus are based on CfE levels and take account of other available data and emerging trends. Attainment analysis and support is provided to each group and interventions are identified through the link QIO.
- There has been an emphasis on practitioner development in Literacy with representation from five secondary and special schools at a full-day Secondary Literacy Champion training day. The session focused on critical literacy and literacy across learning. Primary and Early Years Literacy Champions Professional Learning Communities continue. Each Literacy Champion has completed a school audit in reading or writing and has used this to determine the focus of the enquiry.
- Career Long Professional Learning for Maths Champions continues to be delivered collaboratively by the Quality Improvement and Educational Psychology teams. As part of this approach a large volume of practitioner enquiry projects with the specific focus on, 'Leadership for improved numeracy attainment', have been started across sectors.
- Two Maths Recovery Champions, who hold General Teaching Council Scotland (GTCS) professional recognition status in, 'Leadership of Numeracy', are currently engaged in delivering direct support to targeted schools within the primary sector who require this to raise attainment. As part of this work, these Maths Champions are using EDC Assessment Scales and are working in partnership with school leadership teams to complement school improvement.
- Confucius plans submitted by Clober Primary School and St Ninian's High School have been approved by the Confucius Institute for Scotland's Schools. As a result funding has been allocated for a range of projects to develop understanding of Chinese Culture and Mandarin Language. In addition, five primary schools and five secondary schools have received funding for a range of projects.
- Two tranches of training for French Primary Language learning were completed. Twenty-nine teachers attended and this was evaluated very highly by all attendees. This will impact positively on learners as teachers attending have reported increased levels of confidence in the teaching of French. All clusters applied for funding for Language 3.
- Play2Learn training sessions have continued this quarter. Practitioners have attended sessions in creating a learning environment, child development, how young children learn and how to measure engagement in learning. Participants continue to follow the practitioner enquiry route and almost all are benefiting from the Professional Learning Community to focus on collaborative practitioner enquiry. QIOs will continue to monitor the positive impact on raising attainment and achievement across the curriculum.
- Primary and early years practitioners attended CLPL sessions for Outdoor Learning. Twenty five practitioners are attending the accredited, 'Lead Outdoor Learning', course to ensure the majority of early years establishments and a few primary schools have a skilled lead for outdoor learning and play across early level, measured against the new European standards. The impact of this training will be monitored through Quality Improvement visits to establishments.
- Support staff in primary schools attended Playground Revolution training to support improvement in use of outdoor spaces at break times. The impact of this on children's behaviour and engagement is already showing positive results as the enhanced arrangements in the playground have enabled more constructive use of approaches to play. A few schools have engaged with Grounds for Learning for bespoke training for their individual contexts.
- Around six hundred and thirty young people have registered for the Duke of Edinburgh Award for next season, which is an increase from last season. Of that number, four hundred and fifteen will be supported by the Outdoor Education Service.
- Cycling Scotland funding has enabled continued engagement with schools to deliver L2 training (training on roads linked to Bikeability) for five hundred and thirteen young people which is an increase on last year. Cycle Training Assistant courses have been delivered to

twenty eight staff/ parent volunteers and Cycle Ride Leader training to twenty two staff/ parent volunteers.

Ensuring Equity

- As part of the ASN review, Educational Psychologists have developed a bespoke programme of training for secondary school staff who will be working with young people assessed as requiring Tier 1 and Tier 2 support detailed in, 'Including Every Learner'. This training will focus on nurture, emotion coaching, specific literacy and numeracy difference and developmental coordination difficulties to build capacity for staff.
- Educational Psychologists have been planning with health colleagues to build capacity with secondary wellbeing teachers to support young people with mild anxiety problems through the introduction of, 'Let's Introduce Anxiety Management', (LIAM).
- The Educational Psychological Service continues to provide bespoke training at whole school level, across primary and secondary schools, to support implementation of nurturing approaches and this is based on an audit of need.
- Bespoke CLPL for all staff working with children who have additional support needs has taken place and covered: Emotion Coaching; NAS Accredited Teaching and Learning approach (SPELL) which is autism specific approaches to teaching and learning; and CALM – which is a nationally recognised de-escalation and support strategy.
- The final rollout of PATHS training has taken place for the remaining primary schools.
- The Educational Psychologists and Quality Improvement Officer continue to coordinate and evaluate the programme for the Autism Advisers. This session, all local authority practitioners are undertaking a process of collaborative practitioner enquiry which aims to inform the role of the Autism Adviser within their establishment. There has been input from multi agency presenters which includes sessions on: Pathological Demand Avoidance, Girls and ASD, ASD and other neurological profiles, ASD and diet/sleep, ASD and ASN. Evaluations of the training continue to be very positive.
- A joint program with Positive Achievements and the Secondary Wellbeing Support Service (SWSS) is now underway involving ten young people working with two Outdoor Instructors concentrating on mountain biking and bikeability training. An instructor is delivering outdoor sessions to a less confident group of young people within the SWSS to support an increase in confidence and health and wellbeing.
- Outdoor Education and the ASN team have been working with small groups of young people requiring an alternative curriculum and a review of this work will take place to inform next steps. This complements the twelve week programme that has been implemented in one primary school for a group of children (mixed age) who engaged with hillwalking and climbing.
- The Additional Support Needs Service continues to support schools and early year centres for those children with additional support needs. Training has been provided by staff at the centre (Hearing Impairment, Visual Impairment and Assistive Technology) to school staff. Evaluations focused on the aims of the session and all participants strongly agreed that the aims had been met.
- Sixth year pupils from Bearsden Academy, Douglas Academy & Boclair Academy hosted an Alternative and Augmentative Communication Awareness raising session. The session was attended by staff from Early Years and Childcare Centres, primary schools and Primary 7 pupils. Pre and post session evaluations demonstrated significant increased knowledge.

- Quality Improvement visits have had a strong focus on Pupil Equity interventions, use of funding and analysis of impact. Support from the attainment advisor has allowed schools to have increased confidence in measuring the impact of reducing the attainment gap in literacy, numeracy and health and wellbeing.

Skills for Learning, Life and Work

- Eleven apprentices are progressing well as part of Phase 6 of the apprenticeship programme in the occupational areas of Early Years, Streetscene and Roads.
- Recruitment for the new mainstreamed graduate programme was completed with six new graduates starting in the areas of ICT, Business Change, HR, Finance and Civil Engineering.
- Almost all graduates from the 2017/18 programme have now secured good quality employment as a result of participating on the GRAD + programme with three being recruited within EDC.
- 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). Ten new volunteers have completed training and are now supporting learners.
- An ‘adult learning’ achievement and celebration event was held to mark, ‘Book Week Scotland’, with over fifty learners and volunteers in attendance.
- Working Matters, which provides employability support to adults with significant health issues, has successfully piloted *Adult Achievement Awards* in partnership with Newbattle College. Fourteen learners have successfully completed the awards.
- Positive Achievements programmes, have continued. As part of this a Fire Skills course was run at Kirkintilloch Fire Station in partnership with Scottish Fire and Rescue.
- Twenty two young people took part in a week long residential experience which was run jointly with the Secondary Wellbeing Support Service.
- The Youth Employment Initiative programme was completed. This programme of wage incentives to encourage local employers to support young people access employment assisted fifty-seven young people. A follow up exercise has found that 75% of young people sustained at least six months employment and 68% have sustained at least twelve months.
- Seven young people started the introduction to construction skills course. Those successful will be offered a place on Tigers ADVANCE Employability Course or Modern Apprenticeship.
- Based on the success last session, a second cohort of young people were recruited to volunteer in youth clubs.
- Work is ongoing in relation to the Scottish Youth Parliament elections which will be held in March 2019. Training and development activities have commenced with prospective candidates.
- Planning and development work has taken place to facilitate the Hillhead Primary School Junior Youth Club which will start in January 2019. The cohort of young people able to access this pilot project will be pupils in primary one to three who attend the school.
- Nine young people from Merkland School were supported to attend a National Year of Young People 2018 Voices event at the Glasgow Arches.

Developing the Young Workforce (DYW)

- Partnership working with the colleges, East Renfrewshire Council and Glasgow City Council continues to develop. The Additional Support Needs Group is engaged in planning courses for next session for vulnerable young people with additional support needs.
- Two secondary schools have taken up the opportunity to engage with the Top Up programme organised and part funded by Glasgow University. This is a pre-entry programme for young people as preparation for applying to and attending university and involve sessions in school and at the university.
- Through the DYW Regional group, there has been an army educator event organised. In addition, two schools have been successful with a business partnership with Network Rail.
- The Senior Phase Programme Prospectus is currently being updated for next session and this offers a range of opportunities from SCQF Level 1 – 7 across a wide range of courses. The partnership working has led to more opportunities being available to young people in schools. This will be available this year as an online brochure.

Early Years

- Four centres in the areas of 'Place' (Hillhead, Lennoxton, Auchinairn and Twechar), currently offering 1140 hours to families, continue to be positively welcomed. Initial evaluation has taken place and increased hours have supported a number of families to get back to either work or training.
- The continued phasing to deliver the expansion of 1140 hours is progressing well. A further two centres; Meadowburn and Holy Family, will move to extended year from January. Recent staff engagement and consultation has been positive with existing staff securing better full time and permanent contracts.
- The Little Explorers Nurture Day (LEND) for families with children 0-5 years continues to be very well attended every Thursday in the Hillhead Community Centre. LEND has now been replicated every Tuesday in Auchinairn Community Centre and has been a great success with families accessing family learning, cooking activities, sport and coaching sessions. This approach is supported by multi agency partners, including health and sport and leisure.
- One hundred staff from across early years, health and social work attended a seminar on early brain development, which is an attachment based approach to positive parenting. This will lead to better support for parents working alongside early years practitioners.
- The Merkland Playscheme for children aged 5-12 years with mild to moderate additional support needs was a great success with forty seven children accessing the service over the October break. The feedback from parents remains positive highlighting the value of the service to allow children time to form friendships.

Leadership

- Two Depute Heads of Centre have been appointed in Holy Family Primary and Meadowburn Primary in preparation for the delivery of 1140 hours.
- Eight staff across local authority Early Years centres and funded providers have completed the BA Childhood practice with a further thirty-two staff have signed up to start their degree which is funded by Scottish Government.
- In October, two Early Years graduates were appointed in Hillhead nursery to support the centre in raising attainment around literacy, numeracy and health and wellbeing. The additional Graduate is part of the Scottish Government's approach to raise attainment during the expansion to 1140 hours.
- The Aspiring Leadership programme introduced in August 2018 includes programmes for senior, middle and teacher leaders. Senior Leaders are currently working on module 2 with

module 1 having been very highly evaluated. Funding has been offered to all teacher leaders to undertake Masters Level Learning with Strathclyde University.

School Improvement Programme

- St. Nicholas' Primary School building opened at the start of the session. The second phase of the project, comprising the demolition of the St. Andrew's Primary School building and the development of the school grounds, is due to be delivered in early February 2019. This will mark the end of the project.
- Extensive design and development work is being carried out on three new build nurseries in Kirkintilloch, Bearsden and Milngavie. These nurseries will provide essential additional capacity to ensure delivery of the 1140 hours expansion and public engagement sessions have commenced.
- Extensive design and development work is being carried out on the extension of Killermont Primary School and Nursery Class, to be delivered in late 2019.
- A consultation under the 2010 Act was held on proposals to close Campsie View and Merkland School, and establish a new build ASN school in Kirkintilloch. Following consideration of the consultation report, the Council agreed to proceed with the proposal. This decision is currently awaiting consent from Scottish Ministers.
- A consultation under the 2010 Act was held on a proposal to establish an enhanced learning resource at Harestanes Primary School. This proposal will be considered by Council in due course.

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.

Q2 Performance Indicators



Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
EDU-01-BIP-2	Attendance levels of Looked After Children attending all EDC schools			91.1%	93.7%	92.2%	92.8%	89.4%	90.5%	This data is based on seventy-six, 'Looked After Children' and young people. Twenty-seven primary, forty-one secondary and eight special school pupils. The primary attendance rate is 94.4%. The secondary attendance rate is 85.5% and the attendance rate for special schools is 92.2%. In comparison to Q3 in 2017 this is a slight decrease in the attendance figure of 0.7%. It is likely that this is due to an increase in the number of 'Looked After Children' in the secondary sector.
EDU-02- BIP-2	Exclusion rates of Looked After Children attending all EDC schools			12.5	0	0	0	78.9	55	The data is 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 (76 children). There were no primary and no special school pupils excluded during this time. Two secondary school pupils (from 2 schools) were excluded, each on 3 occasions. Additional supports have been put in place to ensure that these pupils are no longer at risk of exclusion.
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%	The feedback from families completing the triple P programme continues to be very positive with 100% of families stating their confidence has improved.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
EDU-04-BIP-2	Number of parents participating in the Triple P programme			41	56	47	45	52	40	Triple P and parenting intervention including group and 1-1 support continues to be well received across all localities. Family Champions within Early Years continue to deliver 1-1 support with families.
EDU-05-BIP-2	% of those supported by employability programme into employment			63%	63%	66%	54%	65%	55%	Twenty -two people have been supported in this quarter into employment through the European Social Funded Skills Pipeline project, the Lift Off fund, Activity Agreements and the early career programme.
EDU-06-BIP-2	% of those supported by employability programme moving into and sustaining employment for 6 months			73%	74%	72%	94%	66%	75%	This indicator reports on learners who moved into employment between April and June 2018 and who have sustained employment. The current figures stands at 66%. Evidence of sustainment for other learners is still being followed up.
EDU-07-BIP-2	Attendance rates in secondary schools (%)			92.57%	93.28%	93.68%	94.84%	92.73%	92.6%	Attendance rates are consistent with the expected patterns for Q3 and have slightly improved on the same period last year.
EDU-08-BIP-2	Attendance rates in primary schools (%)			96%	96%	95.93%	97.33%	96.23%	96%	The attendance rate for Q3 is 96.23% which is an improvement on the same period last year.
EDU-09-BIP-2	Exclusion rates of young people in secondary schools (days lost)			75	41	73	30	86	75	The exclusion rate has increased compared with the equivalent period last year and is the highest figure since 2013/14. The increase is due to serious incidents in a number of secondary schools. This resulted in lengthy exclusions for a number of pupils. There were thirty- seven individual incidents in seven secondary schools. In all cases support has been provided to return the pupils to school.
EDU-10-BIP-2	Exclusion rates of children in primary schools (days lost)			27	9.5	18	12	19.5	15	The exclusion rate has decreased compared with the last recorded equivalent period. The increase is due to fifteen incidents in seven primary schools. In all cases there was support provided to return the pupils to school.



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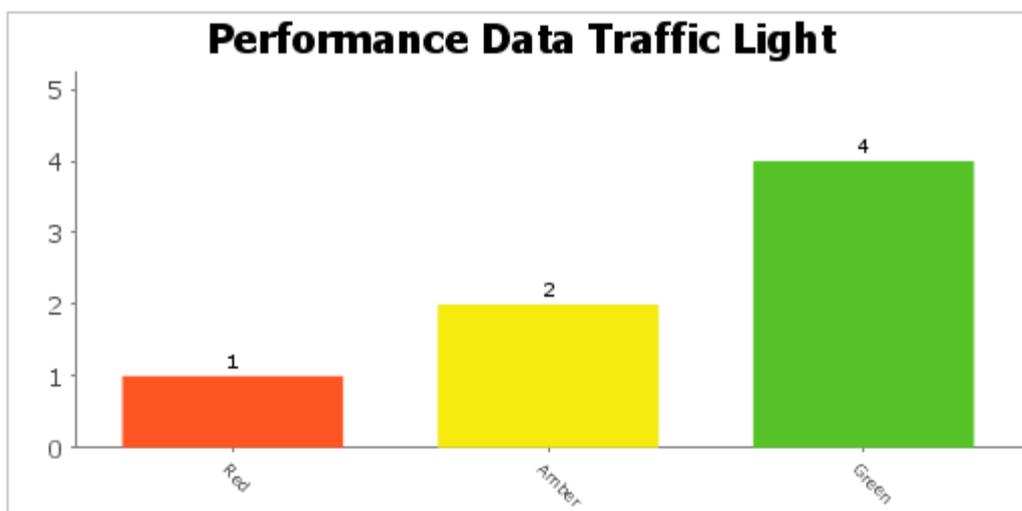
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

FINANCE AND AUDIT

October - December 2018



Overview of Progress

Finance

The budget setting process for 2019/20 commenced and included a Financial Outlook and Budget Setting Process paper in September 2018, which set out an indication of expected financial gaps for the next three years. At special Council in December 2018, following the Scottish Government's Draft Budget and associated Finance Circular this gap was revised, as advised in a technical note, and the latest position advised.

Work on the competing the Whole of Government Accounts for HM Treasury was finished in Q3 with a resolution of all queries. Local Finance Returns were also completed and submitted on the basis of a new, more efficient model. The Annual Report on Loans Fund and the Treasury Management Strategy Report were successfully completed in the period and submitted to the Audit and Risk Management Committee.

Internal Audit and Fraud

Across the Internal Audit and Fraud teams, good progress is being made towards completion of the Business Improvement Plans. The internal audit team has progressed their 2018/19 internal audit plan, including an unplanned consultancy note on Brexit as the risk of a 'no deal Brexit' was deemed to have increased.

The Corporate Fraud team have continued 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. During Q3, the team has been undertaking the preparatory work required for the National Fraud Initiative exercise, by extracting relevant data.

Compliance and Systems (Revenues and Benefits)

The council tax collection rates performance during this quarter is broadly in line with target and previous years. The slight adverse variance appears to be primarily due to increased numbers taking the option of paying by direct debit over 12 months. This is also the first year council tax has increased and banding levels have increased. Associated risks and collection rates will continue to be

closely monitored. Progress has continued with pay.net which will replace the current software used.

During this quarter the team have also continued 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

- Whole of Government Accounts submitted, with all queries resolved.
- Successful completion of Annual Report on Loans Fund and Treasury Management Strategy Report.
- Improved Excel spreadsheet skills within the team through advanced spreadsheet training.
- Achievement of CIPFA recognition as an accredited employer for continuing professional development purposes.
- Following a review of key risks facing the council and consultation with key stakeholders, the draft internal audit plan for 2019/20 has been completed.
- Progress has been made with policy updates with the first draft of the revised Corporate Fraud and Corruption Policy completed and shared with Organisational Transformation and Legal for comments.
- A member of the Corporate Fraud Team was short-listed for the CIPFA Counter Fraud Awards in the Outstanding Proactive Detection category.
- Criminal proceedings instigated against a licence applicant and warrant for apprehension subsequently issued by sheriff court. Also after the intervention of the Corporate Fraud Team, three licence applicants withdrew their applications.
- Further results from the work of the Corporate Fraud Team included three Early Years places/partnership funding requests being refused and twelve offers of housing being withdrawn.

Areas requiring Improvement / Areas of Focus

- Completion of revenue and capital budget setting process.
- Year end planning for the process of producing financial statements.
- Further refinement of the Local Finance Return model used.
- Preparing for the Provisional Outturn and Budget Estimates return, including reviewing process with a view to making improvements.
- Completion of a Fraud Maturity Self-Assessment.
- Completion of the 2018/19 internal audit plan.
- Internal audit Public Sector Internal Audit Standards recommendations to be implemented.
- Review of risk based approach to the large number of NFI data matches made available in January 2019, to ensure efficient allocation of resources.
- Supporting the schools registration process to identify applications made containing errors.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 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.			69%	90%	23%	49%	77%	75%	Slightly ahead of plan for the quarter, representing good progress towards delivering on the internal audit plan of 34 outputs, which has been specified to enable the Audit & Risk Manager to provide an opinion on the Council's internal control, governance, and risk management systems.
FAP-BIP-02	Percentage of productive days worked against the target productive days set in the annual audit plan.			66%	97%	21%	47%	71%	75%	Less staff days than planned due to unexpected staff absence and a slightly longer than planned vacancy in the team. However, no material impact on outputs.
FAP-BIP-05	No. of audit reports issued within 20 days of completion of field work			89%	85%	90%	94%	92%	100%	Slightly behind target due to the delay in issuing two reports in the year, due to the prioritisation of time critical pieces of work.
FAP-BIP-08	Percentage of Key Financial Returns Completed on Time			86.7%	100%	92.9%	77.8%	92.9%	100%	In Q3 13 out of 14 returns were submitted on time. For the return not submitted on time there was a delay in submission due to challenges completing a new part of the return which had only been introduced the year before. The delay was agreed with the Scottish Government beforehand.
FAP-BIP-09	Percentage of fraud referrals assessed within 5 days.			N/A	N/A	95.08%	95.38%	96.49%	95%	During Qtr3, 57 referrals were received by the Corporate Fraud Team. 96% of these were actioned within target timescales. When a referral is received the information contained within the referral and any intelligence held is assessed to establish if most appropriate course of action e.g. investigation undertaken, referral forwarded to another agency etc.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
FAP-BIP-10	Percentage of fraud investigations commenced with 10 days of assessment.			N/A	N/A	97.82%	100%	100%	95%	In Qtr 3, 44 investigations were commenced. 100% of the investigations were commenced within the target of 10 days of the initial assessment.
FAP-SOL-CORP7	Council Tax Collection - Percentage of income due received by the end of the year			84.34%	96.99%	28.68%	56.24%	84.07%	84.34%	Broadly in line with target, with the slight difference appearing to be primarily due to increased numbers taking the option of paying by direct debit over 12 months. This is also the first year council tax has increased and also of the increase in the banding levels.



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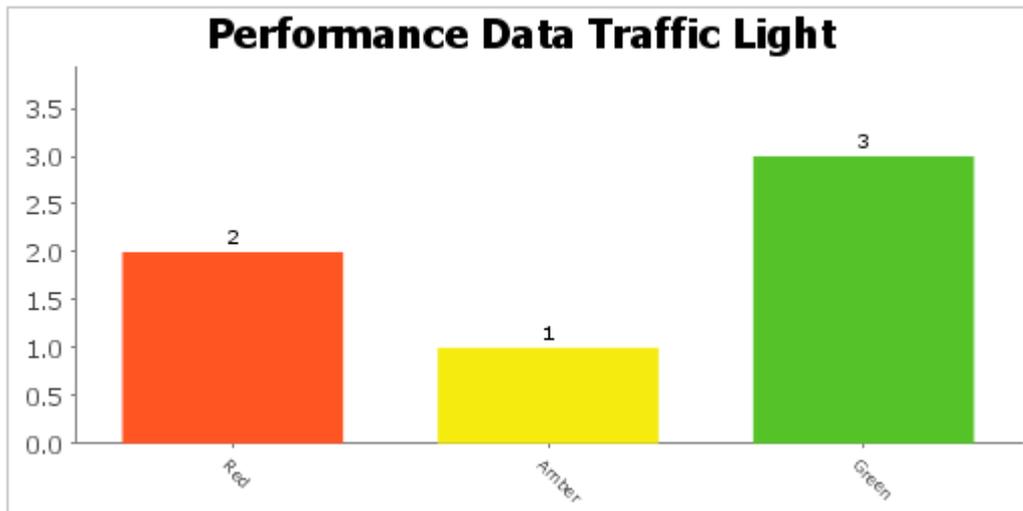
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

HOUSING

October - December 2018



Overview of Progress

Our void turnaround time remains within target. The longer term strategic improvements (smartsheet & more staffing resources) applied to this area are demonstrating their sustainability this financial year, as well as last year.

Homeless decisions are being made expediently and all within 28 days. There was a reduction in presentations, and of these, less were determined as being homeless which means more advice was provided and less alternative permanent accommodation duties arose this quarter.

Overall, rent arrears has fallen back marginally on the previous quarter, mainly due to the ongoing difficulties tenants are experiencing responding to universal credit (UC) payments. UC has rolled out to all areas of EDC as of late Oct 2018. Mitigation actions are centred on limiting this impact through new forms of outreach, additional support for claimants and a new IT system that went live in the autumn of 2018.

In addition to the above, the Housing Service has moved significantly towards the commencement of a construction phase under the Affordable Housing Investment Programme, with 4 sites commencing in late January (27 homes), 1 in the process of tendering (27 homes), 1 being designed (90 homes) and 2 being considered for planning (98 homes). The housing service has also committed to purchasing 25 homes during this financial year for social rent and shared equity.

Key Achievements

- Average time taken to relet is 6 days below the target of 55. There is a consistency to the overall figures now, indicating that a sustainable solution and improved system is bedding in.
- Rent Loss due to void properties is significantly below this quarter last year.
- Homeless decisions made within 28 days is 100%.

Areas requiring Improvement

- Rent arrears remain a concern as UC has now fully rolled out across the entire area. The Service anticipates the pressure on rent arrears continuing to be a challenging environment, with UC eroding the preventative and pro- active work to some extent, while the service continues to mitigate debt through the implementation of Mobysoft (new IT system), 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 in Q3 and take further action if this trend continues.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
HOU-BIP-03	Rent Arrears - Active accounts. Monetary value			£1,069,075.73	£806,657.94	£1,039,782.00	£1,123,599.53	£1,132,147.00	£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 to reinforce the message that rent must be paid.</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 began to be subject to full service Universal Credit from October 2018.</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
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
										<p>Services/Council and liaison meetings with Legal Services are ongoing.</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 by Sept and training has been delivered. Early indications are that this will help target actions for early intervention and free up officer time through the use of predictive analytics.</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>Rent arrears are increasing nationally following the introduction of Universal Credit and this is being reflected in local trends. While addressing arrears continues to be a key focus of the service and we have implemented IT and organisational changes to mitigate the impact of welfare reforms, targets from 19/20 onwards will be amended to be more achievable given the changing landscape in this area.</p>
HOU-BIP-04	Rent loss due to void properties (monetary value)			£108,942.72	£129,938.32	£38,016.66	£72,867.97	£99,582.00	£97,500.00	<p>The £99,582 figure shown is the cumulative amount over the first 9 months of this financial year. 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. The overall target is £130,000.</p>

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
										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. Housing and Property Maintenance Services 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 has had a positive effect.
HOU-BIP-05	Percentage of homeless decisions made within 28 days			91%	96%	100%	96%	100%	95%	The homelessness service has seen a reduction in the number of presentations in Q3 vs the same period last year. Of these cases, a smaller proportion were classed as being homeless. We have exceeded our target for decisions this quarter.
HOU-BIP-06	Number of new affordable houses completed in the year			0	0	0	0	0	0	New builds will show in 2019/20.
HOU-BIP-01	Average length of time taken to re-let properties in the last year (days)			45.52	46.65	46.51	48.57	49.34	55	We are working hard to maintain the average days to relet but this figure has crept back up over the last 2 quarters although still under target. We have had a few hard to let properties and this has added to the relet days.
HOU-BIP-02	Percentage of tenants satisfied with the standard of their home when moving in.			91.3%	78.57%	87.5%	80%	75%	80%	There were 13 visits not carried out due to staff sickness and there were 16 visits that ended in no access. If these 13 visits had been carried out and we had more access, then our percentage would have been higher. We will push to gain access to new tenants in Q4 in an attempt to increase our satisfaction percentages and response rate.



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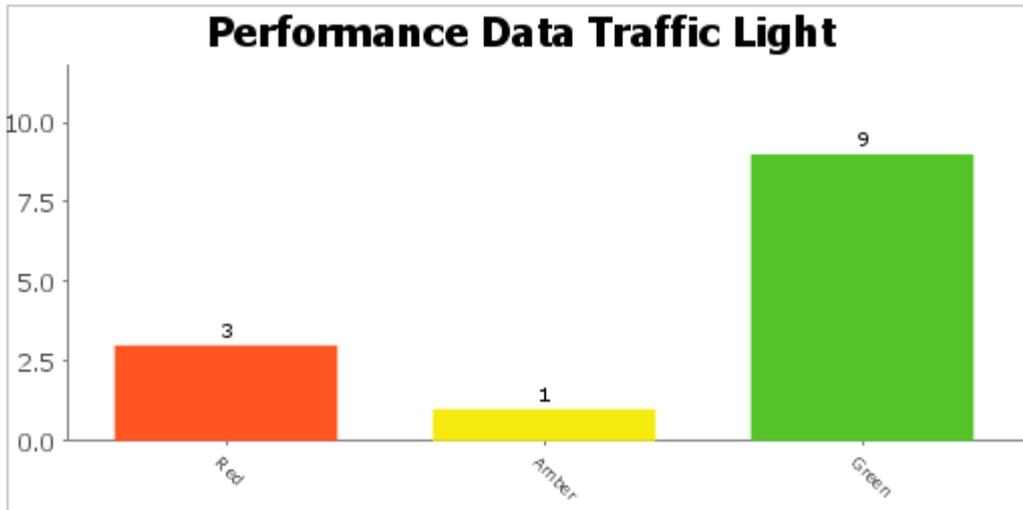
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

HEALTH AND SOCIAL CARE PARTNERSHIP

October - December 2018



The HSCP continues to delivery on the statutory and strategic imperatives of our Strategic Plan 2018 – 2021. Performance is reviewed each quarter by the HSCP Board and is further scrutinised by the Performance, Audit and Risk Committee of the HSCP Board. There is an Annual Performance Report and in addition the HSCP reports performance in relation to specific key performance indicators of relevance to East Dunbartonshire Council via the quarterly How Good Is Our Service (HGIOS) report.

All services which make up the HSCP strive to deliver safe, effective, efficient and person centred care and support. A transformation programme is in place to facilitate the achievement of best value and our governance processes are robust to ensure compliance with standards and regulatory expectations.

Overview of Progress

Reported below is a summary by each HSCP service area 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.

Whilst there has been a slight decline in performance in 3 of the 13 indicator areas reported this quarter, the HSCP has reached or exceeded the stated target in 9 indicator areas. Performance has fallen or stayed below the target level in 2 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.

Adult Services

The suite of services in Adult Services includes; primary care and community mental health, addictions, learning disabilities and public health improvement. The service's main responsibilities are the assessment, care and treatment of people with needs in these areas, and to progress improvement in population health and wellbeing. There are a number of registered services in this service who are subject to regulation by the Care Inspectorate. These services are assessed as good and improving. A full review of service for people with a Learning Disability is progressing well and a needs assessment in relation to mental health and substance misuse needs in the

area has been commissioned. In the coming quarter we expect to receive the outcome of the Care Inspectorate and Healthcare Improvement Scotland Strategic Inspection of Adult Services.

Key notable performance:

- % of Adult Protection Cases taking place within timescales - Target timescales missed over 2017/18 into 2018/19 due to increased numbers of referrals and impacted by technical issue around the industrial action and additional work brought to light through a Large Scale Investigation. Q3 shows 4.7% increase from previous quarter.
- Service users continue to report their satisfaction with being involved in the design of care packages. Performance consistently exceeds target.

Older People Services

The suite of services in Older People's Services includes; adult intake, older people's social work, care at home, physical disability and rehabilitation, and community health services. The internal care at home service is registered with the Care Inspectorate and is routinely monitored. The care at home service was inspected in May 2018, and revisited in January 2019. An action plan in response to that inspection is being worked through as a number of requirements and recommendations were imposed by the Care Inspectorate to ensure the continuous improvement of the service and compliance with regulatory requirements.

Notable performance includes

- Time from Community Care Assessment to service delivery – Consistently performing above target throughout the previous quarters, and has exceeded the target in current reporting quarter.
- Service users indicating satisfaction with their social interaction opportunities - 2% decrease noted from previous quarter. Continues to meet target.
- Average caseloads per worker in the Older People's Social Work Team have grown from avg. 29 in 2017/18 to avg. 35 in 2018/19, reflecting increased referrals and workload.
- Our day care redesign has been delivered in the West locality and we achieved sign off for the completion of our day care transformation (and East locality re-provision) which will be completed by summer 2019.

Children's Services

Services in the Children and Families service area include; child protection, fieldwork, family support and residential services. There are a number of registered services in this service who are subject to regulation by the Care Inspectorate. These services are assessed as good and improving. Staff aspire to deliver high quality services to protect children and ensure their wellbeing needs are being met. Staff are committed to keeping children safe and improving outcomes, services continue to be delivered efficiently, effectively and embedded in the principles of Getting It Right For Every Child.

Children and Families have entered a Strategic Review Process, to identify the way forward for the service to ensure we are efficient, and have the best service configuration to meet the needs of our population now and in to the future.

Notable performance includes;

- ICA reports for Scottish Children's Reporter completed within timescales –we continue to meet the target, however, there was an 8% decrease from the previous quarter.
- Child Protection review cases taking place within timescale – with the exception of the decrease of 6% in Q2 this indicator consistently exceeds target. We have seen an increase in Child Protection activity and referrals, resulting in more children's names being placed on the CPR and made subject to a Child Protection Plan. Our Child Protection Committee has ensured performance is monitored and there is a programme of multi-agency quality assurance, improvement programmes and a robust multi-agency training calendar developed in partnership West of Scotland University.
- % first looked after & accommodated child reviews – This indicator consistently exceeds target with the exception of the decrease of 33% noted this quarter
- % Initial Child Protection Case Conferences taking place within timescales – Continues to meet target, however, performance has fluctuated throughout 2018/19. Significant increase (29%) from the position in previous year.
- Social work reports submitted to case conferences – Consistently meets target.
- % of children being looked after in the community – Remains below target slight increase over quarters.
- We have seen an increase in kinship care which helps us in the intention to avoid external placements.
- Positive inspections carried out by The Care Inspectorate on the following Services:
 - Ferndale Residential Services
 - Community Support Team - We have developed efficient and effective Community Resources which have been evaluated by The Care Inspectorate as "Excellent", the focus being on preventative work with vulnerable families.
 - Adoption Services
 - Fostering Services - We continue to focus work in this area as a priority to improve this service and consequently reduce external placements. In addition we have developed a Permanence Course with the intention of increasing the skill base within our workforce in relation to avoiding drift in achieving permanency for LAAC children.

Criminal Justice Services

Services in the criminal justice service area include; Court and fieldwork, prison based social work, and supervision of unpaid work

Notable performance includes;

- CJSW Reports Submitted within timescales - Consistently meets target. Performance in Q3 exceeds target
- Individuals beginning CPO – 10% reduction from previous quarter and falls under target, however, a significant improvement from position in previous year.
- % court report requests allocated within timescales – Continues to meet target.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 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			90%	100%	100%	83%	76%	75%	Performance in this area has decreased during Q3 but continues to be above the national target. 17 ICA reports were submitted to SCRA during Q3, 14 of which were submitted within target timescale.
HSCP-02-BIP-3	% of first Child Protection review case conferences taking place within 3 months of registration			100%	100%	100%	94%	100%	95%	Performance in Quarter 3 has improved from the previous quarter and is above target. 9 first Child Protection Reviews took place during Quarter 3 and all of these were within 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%	67%	100%	Performance in Quarter 3 is below target. There were 3 first LAAC Reviews held during Q3, 2 took place within the target timescale. 1st Review was outwith the target timescale although a TAC meeting did take place and plans for the initial LAAC Review were subject to the availability of a minute taker.
HSCP-05-BIP-6	% of Adult Protection cases where the required timescales have been met			88.8%	93.9%	83.7%	81.7%	85.6%	95%	6 February 2019 This indicator measures quality of case handling processes in Adult Protection. Figure of 85.6% presented for Q3 is based on data collected on the Social Work Carefirst database, including ASP forms on CareAssess. Validation sources include Carefirst observations and minuted ASP meeting records. Performance is improved compared to the last two quarters, when it was affected by technical issues which arose during the

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
										industrial action in June 2018 and the prioritisation of resources to support the LSI in August and September. Performance has not however yet recovered to within 5% of the annual target, and this can be attributed at least in part to some temporary staffing issues later in the quarter which have since been rectified.
HSCP-06-BIP-6	% of customers (65+) meeting the target of 6 weeks from completion of community care assessment to service delivery			100%	99.2%	99.3%	97.2%	100%	95%	100% of cases met the target this quarter
HSCP-07-BIP-6	% of CJSW Reports submitted to court by due date			96%	98%	100%	100%	100%	95%	Performance in Quarter 3 is above target for this indicator. 51 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			53%	79%	88%	83%	73%	80%	There has been a decline in performance during Quarter 3 and the indicator is now below target. 21 out of 29 individuals started an unpaid work placement within the agreed timescale. In all cases, failure by the client to attend on the agreed start date was the reason for those outwith the target timescale.
HSCP-09-BIP-6	Percentage of people 65+ indicating satisfaction with their social interaction opportunities			94%	94%	94%	98%	96%	95%	Q3 figure of 96% based on a total of 77 reviews, with the remaining 25 reviews which took place omitted from the figures as they were either not applicable or were left blank (10 n/a and 15 left blank). The number of reviews recorded has increased since the introduction of recording on CareAssess.
HSCP-10-BIP-6	Percentage of service users satisfied with their involvement in the design of their care packages			98.5%	100%	98%	100%	100%	95%	Q3 figure of 100% based on a total of 76 reviews, with the remaining 26 reviews which took place omitted from the figures as they were either not applicable or were left blank (11 n/a and 15 left blank). The number of

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
										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			73%	100%	93%	83%	94%	90%	Performance in Quarter 3 has improved from the previous quarter and is above target. 17 Initial Child Protection Case Conferences were held during Quarter 3, 16 of which were within timescale.
HSCP-96-LPI-3	% of Social Work Reports Submitted to Child Protection Case Conference			100%	100%	100%	100%	100%	100%	Social Work report submitted to all Child Protection Case Conferences held during Quarter 3.
HSCP-CS-LPI-3	% of Court report requests allocated to a Social Worker within 2 Working Days of Receipt			96.4%	100%	89.41%	100%	100%	100%	Performance in Quarter 3 is on target. 75 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			83%	83%	83%	84%	85%	89%	Performance at the end of Quarter 3 has improved from the previous quarter but continues to be below the target figure. There has been a decrease in the number of children in residential placements leading to a shift in the balance of care.



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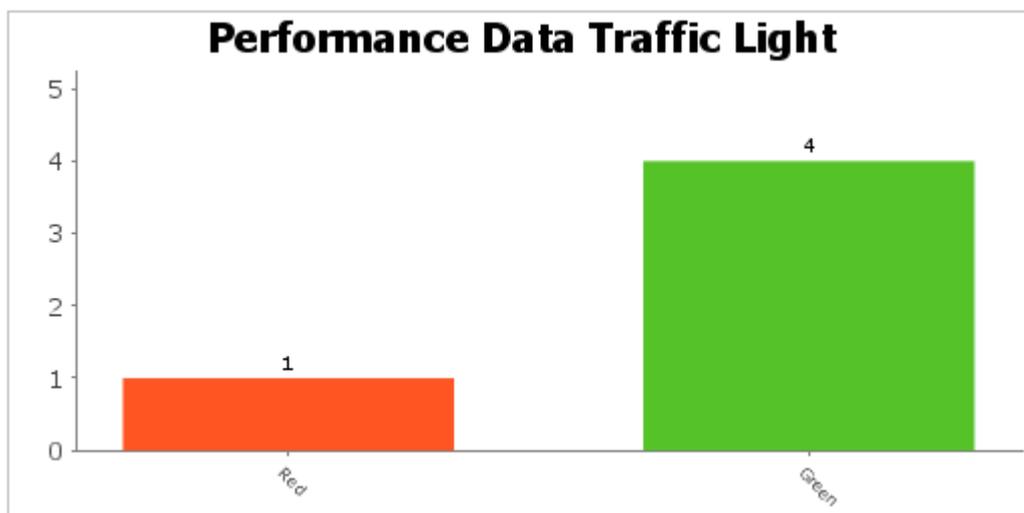
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

LAND PLANNING & DEVELOPMENT

October - December 2018



Overview of Progress

Sustainability Policy Team

The Sustainability Policy Team has led and contributed to a number of strategies and projects during the quarter. Work was completed on the draft version of East Dunbartonshire Council's first Food Growing Strategy which was subsequently approved by PNCA Committee in January for consultation which will take place in spring 2019. Steady progress is being made on the implementation of the Council's Open Space Strategy which was approved by the Development & Regeneration Committee in January 2015. A Progress Report, presented to PNCA Committee on 4 October covering progress on delivering actions between April 2017 and March 2018, highlighted that 78% of projects were in progress or completed. Preparation for the development of a new Open Space Strategy, covering the period 2020-25, was undertaken during the HGIOS reporting period with the intention of commencing an open space audit in early 2019. Funding has been successfully secured from SEPA's Water Environment Fund to commission feasibility work on options for river restoration, natural flood management, and access and biodiversity improvements on the Allander Water, Luggie Water and Park Burn. The Team undertook work to prepare for commencement of the feasibility studies in May/June 2019. Work also continued during the period on the preparation of a Sustainability & Climate Change Action Plan, a Management Plan for Cairnhill Woods as part of preparatory work towards the creation of a new Local Nature Reserve, discussions with the Scottish Government on funding to support the preparation of a Low Carbon Heat and Energy Efficiency Strategy for East Dunbartonshire, and commencement of the preparation of a policy focused on the reduction of use of single use plastics. The team has also been working in collaboration with Place & Business Development on preparation of the Strategic Business Case for the Council's City Deal project; with Land Planning & Development on preparation for the production of the Main Issues Report for Local Development Plan 2, later in 2019; and with Corporate Performance & Research on updating the Business Improvement Plan Guidance.

The Sustainability Policy Team's monitoring remit was exercised during the quarter through the production of the Council's third Required Report on Climate Change and its third Carbon Management Plan Annual Report; to support this, the Carbon Management Officers Group was reconvened, facilitating ongoing improvements in data analysis and action-planning.

Development Applications

The Development Applications Team – Planning have seen a busy third quarter with a total of 278 applications being decided and 259 new applications received.

Two 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 proposed housing developments sites in Kirkintilloch and Bishopbriggs. The team have also ensured their focus on Processing Agreements has remained high and have prepared several Processing Agreements.

The Enforcement Team opened 47 new cases and closed 32 covering a wide range of issues.

The Development Applications Building Standards Team have mirrored this pace. Major residential development continues 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. The challenges with recruitment of surveyors continued in this quarter and the team currently carries 5 vacancies. A number of options to resolve this were investigated including a revised team structure and temporary agency staff. A combination of measures will be implemented in forthcoming quarters. The team are also working closely with the Building Standards Division of the Scottish Government to identify service improvement opportunities and met with them regularly during quarter 3. It is likely that there will be a short term reduction in performance in terms of timescales during this period as the focus of the team remains on maintaining a high standard of decisions.

GIS Team

As well as responding to requests for street naming and numbering of new properties, the GIS Team have focused on a number of projects during quarter 3 including supporting the Building Standards Team in data return activities and supporting the uptake of applications being submitted electronically. This has involved 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.

Land Planning Policy

The Land Planning Policy Team ran two consultations between 3 December 2018 and 11 February 2019:

- The Local Transport Strategy Transport Options Report. The team received over 200 questionnaire and email responses.
- The Local Development Plan 2 Early Engagement. Over 800 responses were received in the form of questionnaires, place standards, call for site responses and emails.

Since the close of the consultation the team has been working through these responses to understand communities' views on a range of transport projects and views on priorities for our places and land use planning.

Key Achievements

- Completion of the Draft Food Growing Strategy, subsequently approved by PNCA Committee in January for consultation
- Agreement with the Scottish Government to support the production of a Low Carbon Heat and Energy Efficiency Strategy, with work to start in 2019
- Confirmation of funding from SEPA's Water Environment Fund to support feasibility studies on a multiple-benefit environment project on three tributaries of the River Kelvin, due to start during 2019
- Hosting of the Scottish Local Biodiversity Action Plan Officers Network, including site visits providing an opportunity to showcase biodiversity achievements in East Dunbartonshire
- Commencement of three year programme to re-survey Local Nature Conservation Sites
- The Transport Options Report was approved at PNCA Committee on 3 October. As a result a 10 week public consultation commenced on 3 December including a range of drop-ins, attendance at community council meetings and a questionnaire.
- The commencement of preparing Local Development Plan 2 was approved at PNCA Committee on 29 November. As a result a 10 week public consultation commenced on 3 December including a range of drop-ins, workshops, a questionnaire and call for sites form.
- The Development Applications Planning 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 £68,000. These are broken down in subject areas for Q3.
 - Affordable housing contribution = £20, 750 and three on site dwellings
 - Education contribution = £24, 634
 - Open space = £26, 440

Areas requiring Improvement

- Climate Change Mitigation Improvement Action: Work continued during the quarter on the production of a Dynamic Action Plan to support delivery of the Sustainability & Climate Change Framework objectives, and provisional agreement was reached with the Scottish Government on support for the production of a Low Carbon Heat and Energy Efficiency Strategy during 2019
- Climate Change Adaptation Improvement Action: The Sustainability Policy Team continued to contribute to the work of Climate Ready Clyde (CRC) on adaptation during the quarter. The CRC Climate Risk Opportunity and Risk Assessment for the Glasgow City Region was launched on October 31st and will form the evidence base for the production of a City Region Adaptation Strategy and Action Plan. Initial work is under way to prepare a parallel strategy for East Dunbartonshire which will complement the City Region Strategy
- Healthy Environments Improvement Action: The Healthy Environments sub-group of the Local Outcome 5 Delivery Group was relaunched during the quarter. The Sustainability Policy Team play a key role in the Group and support the delivery of the Healthy Environment dimension of the JHIP through the Group. An important aspect of this is the delivery of the Food Growing Strategy, on which consultation will be carried out during 2019.
- Securing greater completions of Processing Agreements and working with developers to understand barriers to the use of Processing Agreements.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
LPD-BIP-01	Percentage of planning applications submitted electronically per month			81.22%	86.49%	87.29%	89.57%	90.16%	75%	<p>The third quarter of 2018/19 saw the percentage of applications received electronically continue into the 90% bracket surpassing targets set.</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			30.4	0	34	0	0	16	No major applications were determined within Q3

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
LPD-BIP-03	Average time taken to respond to building warrant applications (working days)					17	18.82	23.97	20	The decline in performance reflects the number of vacancies in the team. A number of options are being progressed to address this.
LPD-BIP-04	Percentage of LPD documents that comply with SEA legislation			N/A	N/A	100%	100%	100%	100%	Work on the Strategic Environmental Assessment of the emerging Local Development Plan 2 has been a major focus in Q3
LPD-BIP-05	Percentage of support calls logged with GIS Landesk answered within 48 hours			N/A	N/A	57%	81%	80%	60%	The GIS team received 34 requests for assistance during the third quarter. 27 of these were answered and actioned within the agreed timeframes. This figure is expected to rise once the current vacant Land Planning Technical Officers posts are recruited for and the new officers are in place.



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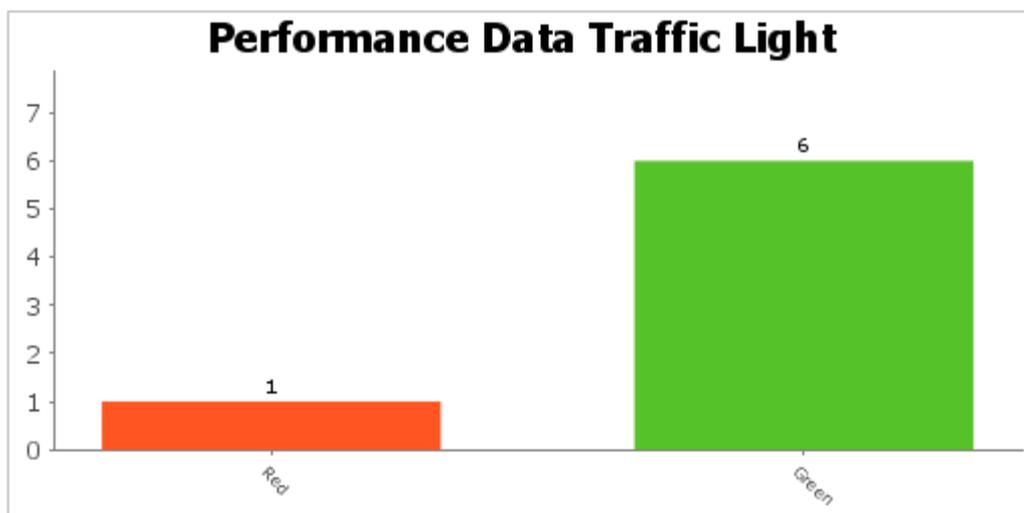
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

LEGAL AND DEMOCRATIC SERVICE

October - December 2018



Overview of Progress

During the period October to December, Democratic Services had a significant focus on the preparations for the alterations to the Administrative Scheme, which were approved by Council in September. In October Democratic Services led the recruitment of volunteers to the Children’s Panel as part of the national Children’s Hearings Scotland Campaign. New Panel Member training was delivered in November and December.

The implementation of GDPR was and continues to represent a substantial amount of work across 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 2, GDPR implementation work has been resource intensive for both Legal and Democratic Services. Significant work continued in relation to providing dedicated support and training to each service area on compliance and dealing with emerging issues. In addition, Legal Services continued the process of reviewing and varying all of the Council’s contracts to ensure GDPR compliance.

Further external demands were placed on the Service during Quarter 3. Resources within the Information Management and Legal teams were diverted to deal with orders emanating from the Scottish Child Abuse Inquiry. These Notices are statutory and so have to be fulfilled within a specified time period.

The work involved in the above has had a knock on effect on information management performance indicators – the urgent and compelling nature of the outstanding GDPR work and the statutory nature of the Notices is such that these matters required to take 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.

As statutorily required, Democratic Services commenced a consultation on polling places and polling districts in East Dunbartonshire. Proposals are scheduled to be submitted for Council approval in March 2019.

The Commercial team within Legal Services has 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 some of the Council's most vulnerable service users 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 occupied much of the team's resource during Quarter 3. The team has managed an in-depth consultation on taxi and private hire conditions with the public, the trade and various interested groups. This has included numerous public meetings and other forms of engagement to ensure that a licensing regime which represents the interests of all interested parties but, above all, secures public safety in put in place.

Separate consultation exercises were performed in relation to a taxi fares increase as well as changes to the public entertainment licensing regime aimed at ensuring a clearer and more transparent process which also provides the best protection to the public.

In addition, the team supported the Licensing Board in 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 and solicitors will be formally aligned to other Council services during Quarter 4. 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

- Implementation of revisions to the 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
- 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.
- Conducting consultation and engagement exercise in relation to a wholesale review of taxi and private hire licensing.
- Conducting consultation and engagement exercise in relation to a wholesale review of public entertainment licensing.
- Conducting consultation and engagement exercise in relation to taxi fares.
- 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.
- Review of the Council's Polling Scheme.

Areas requiring Improvement

- Review of resource allocation within Information Management Team
- Review of internal team procedures in order to identify opportunities to streamline
- 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, appointment of solicitors to strategic area 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

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19 Target	
LDS-BIP-01	% of Contract acceptances completed within 14 days of full instructions			100%	100%	100%	100%	100%	100%	Despite resource restrictions the team has continued to progress all contract acceptances within 14 days of receiving full instructions.
LDS-BIP-02	Percentage of Committee / Council Action sheets issued within 24 hours			100%	100%	86%	88%	100%	90%	10 Action Sheets (10 within 24 hrs and 0 outwith 24hrs) All action sheets issued within 24 hours
LDS-BIP-03	Percentage of Reports checked by Monitoring Officer within 3 days			80%	80%	90%	90%	92%	75%	
LDS-BIP-04	Number of hours of members training delivered			5	2	4	4	3	3	Code of Conduct - Update, Taxi Conditions & Fare Increase Briefings, Review of Polling Scheme
LDS-BIP-05	Percentage of FOI requests allocated to the correct named officer within 24 hours of receipt			98%	97%	87%	84%	97%	90%	Q3 - 403 FOIs received of which 391 were allocated within 24 hours.
LDS-BIP-06	Number of data protection spot checks carried out			4	4	1	0	1	4	1 scheduled spot check - Due to resources being diverted to assist the response to the Scottish Child Abuse Inquiry - Section 21 Notice and impact of GDPR - increased reporting & assistance to service areas
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%	All applications received were approved or refused with 5 days of receipt of the completed application



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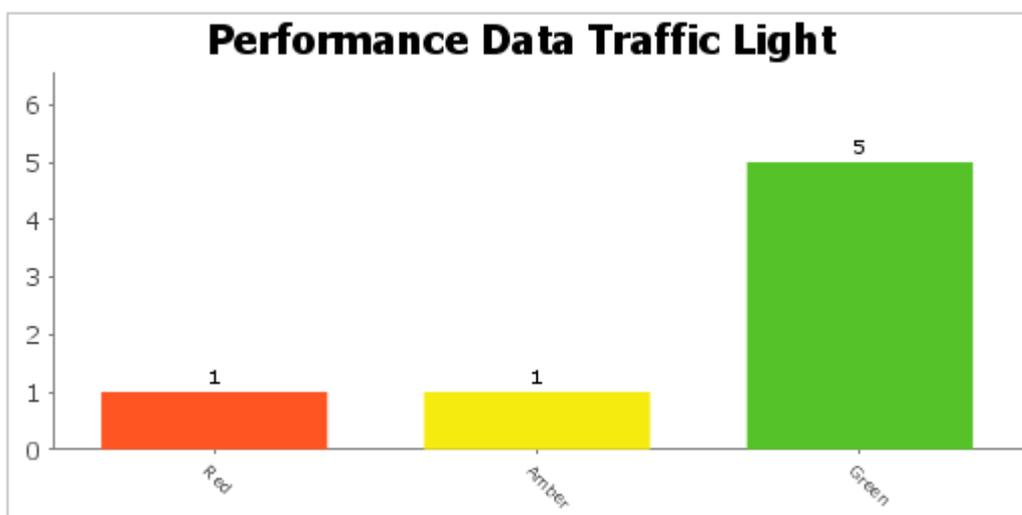
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

NEIGHBOURHOOD SERVICES

October - December 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 due to commence in December 2019.

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 Gardens 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 £3.7m for the replacement of vehicles and plant due for renewal 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 Service continues to work with the Major Assets team in the development and build of a new Waste Transfer Facility at the Mavis Valley Transfer Station for the commencement of the contract in December 2019.
- As a consequence of new treatment contracts introduced earlier in the year the service has seen a significant drop in Biodegradable Municipal Waste sent to landfill. The move to Refuse derived fuel treatment has led to 94.54% of the Councils household and commercial waste being recycled, composted and diverted from landfill from the start of the financial year.
- The Garden Waste collections stopped for the year in November with a total of 9242 tonnes being collected through the 2018 season.
- The Waste Service secured a new contract with Dow's in the management and treatment of Street Sweeping Waste it is anticipated that this will generate revenue savings in the new financial year.
- Festive Campaign on Social Media in December to inform resident how to tackle festive food and packaging. Food Waste increased by 30% in December compared to the previous month.
- Between October and December the service managed 50 tonnes of electrical equipment at our Mavis Valley Household Recycling Centre.
- In November and December the service collected an additional 200 tonnes in dry recycling material.

Greenspace & Streetscene

- Streetscene initiated Horticultural Supplies & Services Framework development to help streamline the procurement of materials and services for the Service. This work includes roadside maintenance of verges and hedges and will be completed in Q4 and forms part of the Council's transformation process.
- An audit of all play parks has been completed by consultants and will form part of a larger Play Park Action Plan. This plan will outline a series of recommendations for play over the next 10 years.
- Play Park contracts awarded for the upgrading of Milngavie Precinct, Cypress Court and Eastside. Works to be completed in Q4.
- Stage 3 groundwater analysis started at Cadder in December 2018 as part of Cadder Cemetery extension works. The sampling period will be for 12 months.
- Winter programme for Streetscene Operations, including partnership working with Roads/Lighting regarding Christmas tree installation and removal.
- Trial of larger capacity litter bins in Milngavie Precinct and High Park Cemetery.
- Construction of new path between Firbank Avenue to Kelvin View, Torrance (contract awarded).
- Outline design of flood mitigation works started in December for Green Infrastructure fund application. Works carried out in conjunction with Roads Technical & Engineering team.
- Brief for contractors completed for River Glazert Restoration project, in partnership with the Roads Technical & Engineering team and SEPA. Currently out to tender.
- Phase 2 of major upgrading of drainage works completed at Old Aisle Cemetery.
- Streetscene has organised demonstrations of low vibration and zero emission electric tools and machinery for replacement of current equipment. This will tie in with existing work with HSE regarding vibrating machinery in the workplace, and includes the implementation of a new system of monitoring of machine usage and service schedules.

Fleet

- The Service has concluded the replacement of the new waste and recycling vehicle fleet in as part of the wider fleet replacement programme in year.
- Orders have been placed for an additional 16 electric vehicles for use across Council services funded through Scottish Government grant funding it is anticipated the new vehicles will be delivered March / April 2019.
- Continued support to front line service operations through the provision of In house fleet maintenance function including horticultural and construction plant repairs.
- The Fleet Service recently underwent an audit by the DVSA for its in house MOT Testing facility for class 4, 5 & 7 testing station. The Service achieved a satisfactory assessment with a continued “Green” operational risk status and no areas requiring improvement.
- Continued management of Fleet Operations in compliance with Operator Licencing legislation with a DVSA Operator Compliance Risk Score of Green 03.
- The Service has been working through the fleet replacement programme in order to manage vehicle and plant terminations over the period. This work has seen a significant number of vehicles returned to lessors upon leases expiring which will deliver revenue savings in the coming financial year.
- Continued support of front line services through the ongoing provision of Short Term Hire facility for all vehicles, plant, small tools and equipment across the authority.
- 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.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18 Value	Q4 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q3 2018/19 Target	
NS-BIP17-01	Percentage of Fleet Utilisation			81.62%	78.98%	77.77%	77.38%	83.37%	80%	The utilisation for Q3 is ahead of target for the period.
NS-BIP17-02	Tonnage of biodegradable municipal waste landfilled			3,041	3,197	1,555.2	280.07	455.43	2,500	Recent changes to the treatment and disposal of residual waste have seen a significant reduction in biodegradable municipal waste being sent to Landfill.
NS-BIP17-03	Percentage of special uplifts completed within 7 working days			91%	75%	74%	84.2%	69%	90%	The figure for Special uplift performance is low in Quarter 3. Availability of resources though this period impacted on performance meaning a number of uplifts went beyond the target. There was also a requirement to allow employees to use annual leave prior to year end, in addition to managing increased demands for other service activities.
NS-BIP17-04	% of municipal waste collected by the authority which is recycled			56.63%	51.12%	62.23%	65.46%	55.8%	55%	The Q3 figure for municipal waste recycled in the period is ahead of target at 55.8%
NS-BIP17-05	Percentage of Vehicles Passing DVSA Annual Test First Time			92.31%	89.29%	93.33%	90%	88.89%	90%	The Annual test performance for the quarter is slightly below target however the introduction of the new fleet and removal of outgoing fleet should see this performance increase in the new year.
NS-BIP17-06	Percentage of Vehicle repairs completed within 48 hours of being defected			77.5%	74%	80.6%	84.05%	87.5%	80%	The recent introduction of new fleet has seen an improvement in this PI with the figure for the quarter remaining ahead of target.
NS-SOL-SENV03b	Street Cleanliness Index - % Clean			93.3	93.3	87.5	91.8	91.8	90	Performance in this area remains above the 90% target at 91.8%



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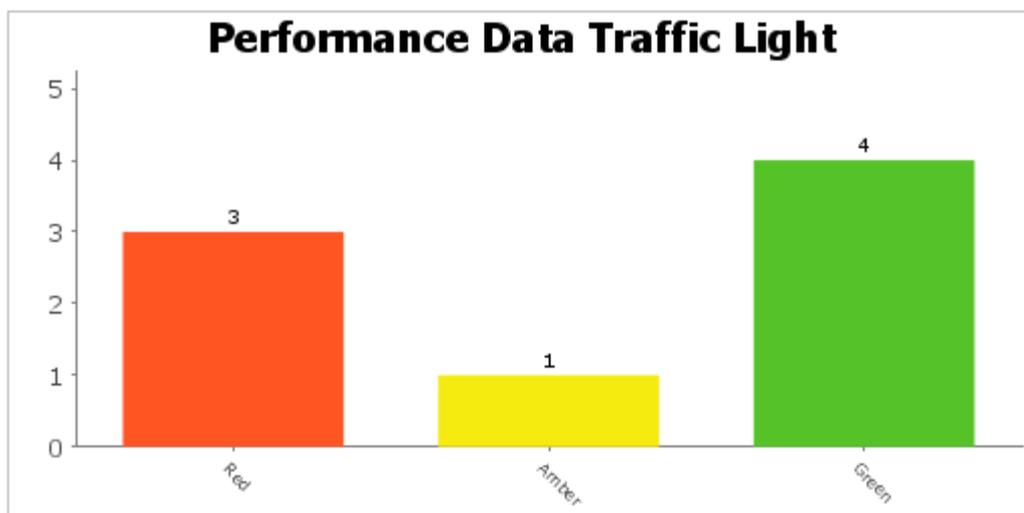
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

ORGANISATIONAL TRANSFORMATION

October - December 2018



Overview of Progress

Organisational Transformation services continue 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. In Quarter 3, Health and Safety and Digital Development functions transitioned to Organisational Transformation. During the period, priority has also included leading the Strategic Service Review processes and partnership working with the HSCP regarding funding and transformation options. Budget challenge processes ongoing throughout Quarter 3 to inform the budget process remains a key priority moving into Quarter 4.

Business Change Team continues to lead and support all levels of digital transformation including the Channel Shift project. Work has also related to progressing other key projects including: evaluating tenders to progress the Cashless Catering and Cashless Customers Services. Electronic payslips have been implemented for both Corporate and Education Services with plans in place for implementation for non-corporate users. The team have also delivered a transport database that will support the contract management of all transport and be the single point of data used to inform reporting.

ICT Development Team continue to enable the delivery of key digital projects within the Council's Transformation Programme, including development work on the Care First and Housing Management Systems. Work continues to develop the Education ICT Strategy including migration to Cashless Catering.

Workforce Strategy continue to lead on workforce planning and development activities with particular focus on; absence, total resourcing, workforce planning and implementation of the revised terms and conditions. The team continue to support the employee aspects of strategic service review process, including Home Care, Learning Disabilities and other corporate priorities, which in Q3 relate predominantly to 1140 hours expansion. A further 9 strategic service reviews were launched this quarter in accordance with the commitment within the collective agreement. A further 11 reviews are planned to launch in Q4. The team pro-actively support a positive employee relations environment, strategically, by supporting the partnership at work arrangements, and locally, by effectively supporting service managers through discipline, grievance, performance improvement and absence cases to ensure legal compliance and mitigation of risk. Health & Safety transferred into the service during Quarter 3 with support being provided to the People Development team for Duty Holder Training and the re-establishment of the Health and Safety Committee Structure.

Corporate Procurement Team continue to support a number of procurement requirements across Housing Capital, Capital Programme, HSCP and Transformation Programme work streams. The taxi and transport contract requirements for term 2019/20 for Education and Social Work have commenced, and the Contract award of the Housing Framework for New Builds has been completed. Progression with e-invoicing has continued in this quarter, with the transition of high volume and high spend suppliers to e-invoicing. A review of Iproc processes is ongoing, reflecting lessons learned. Planning and co-ordination of the first East Dunbartonshire Council “Meet The Buyer” event commenced in November, for delivery early 2019. The annual Procurement Commercial Improvement Programme (PCIP) assessment preparation also commenced for January 2019.

HR Services Team continue to deliver transactional functions supporting all council services. Developments include the roll out of electronic payslips, developing plans to further automate processes and improve management information reporting. Ongoing development of the Iconnect system for pension fund real time information transfer continues to progress. Improvements across standard forms and regular transactions continue to be developed.

Key Achievements

- Leadership of the Budget Challenge processes in partnership with Chief Finance Officer to inform the broader budget development process.
- Successfully implemented the Social Work Automatic Financial Reassessment module reducing manual effort and human error when processing re-assessments;
- Implemented new Housing Management “Rent Sense” application enabling more accurate rent arrears analysis using predicative analytics reducing officer caseloads and assisting in producing Scottish Government Statistical returns;
- Supporting the Depute Chief Executive – Education, People & Business to implement the collective agreement to the Redundancy Payment Framework and the agreed alternative package of change, including the launch of 9 strategic service reviews with a view to identifying the required financial efficiencies;
- Workforce data analysis to support and embed Council and strategic service workforce planning strategies which will inform the next Workforce Strategy update to Council in March 2019.
- Occupational Health tender has been awarded with implementation of the new contract suppliers underway;
- The consultation process with trade unions is underway in relation to recent policy reviews including Secondary Employment, Drug & Alcohol Misuse and Retirement;
- Application for £15,000 of grant funding to the Flexible Workforce Development Fund has been made focussing on identified needs to support services, including Mental Health, Resilience and Moving and Handling;
- The People Development team have delivered/supported the facilitation of 67 learning events which were attended by 609 delegates;
- Supporting the Depute Chief Executive – Place, Neighbourhood and Corporate Assets with the Council’s preparations for Brexit, including analysis of employee data, identification of workforce and Supply Chain risks and mitigating actions and supporting corporate communications in preparing for all employee communications and correspondence;

Areas requiring Improvement

- Continuation of the development of strategies and action plans in relation to absence to reduce sickness absence levels.
- Maximising the usage of current e-learning facilities and continued development of e-learning and blended learning to improve efficiency.
- Continue to reduce delays in discipline and grievance procedures.
- Prioritisation of a schedule for policy review and development which is aligned to business requirements.
- Maximising opportunities for the benefits of all contract needs and renewals.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
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	28%	49%	82%	75%	Performance is slightly ahead of target for the year to date position.
OT-BIP-01	% of employees who have a completed PDR in place			85.68%	86.82%	53%	61.7%	69%	85%	It is recognised that we are currently below target and 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 Q4. The reported completion rate includes education non-teaching.
OT-BIP-02	% Reduction in Number of Invoices Received for Processing			10%	12%	2.87%	7.7%	6.48%	7.5%	E-invoicing quantities processed electronically were less than previous quarters, affecting this Pi. Work is ongoing with On-boarding Suppliers to the Elcom System for Invoicing capabilities.
OT-BIP-04	% reduction in non-contracted spend			7.59%	10.2%	1.8%	1.38%	1.41%	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. The current contracted spend value is 95.89%
OT-BIP-06	Digital Development Projects Benefit Realisation Success Rate			N/A	N/A	N/A	N/A	81.48%	80%	Projects delivered on budget and on quality. Target achieved. Digital Development team moved from Customer and Digital Services to

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
										Organisational Development this reporting period. Consequently there are no Q1 & Q2 Performance Indicators statistics for Q1 and Q2 2018/19.
OT-SOL-CORP3B	The percentage of the highest paid 5% employees who are women			61.44%	63.35%	62.73%	62.09%	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			6.62	9.48	2.53	4.88	7.81	7.75	<p>The number of work days lost to sickness per FTE for all EDC employees is reported as 2.93 for Quarter 3 2018/19.</p> <p>Whilst there is a decline in performance of 0.58 WDL/FTE from Quarter 2 2018/19 (2.35 WDL/FTE), Quarter 3 performance is below the WDL/FTE target of 3.25 by 0.32 WDL/FTE.</p> <p>However, absence performance remains a concern and Q3 performance is behind the cumulative YTD target by 0.06 sickness absence days per employee. Improvement actions have been identified and are currently on-going both a corporate and service specific levels.</p>
OT-SOL-CORP8	Invoice Payments - Percentage of invoices paid within 30 days %			91.02%	90.4%	89.27%	88.55%	90.4%	90%	Payments in Quarter 3 significantly improved from Quarter 2



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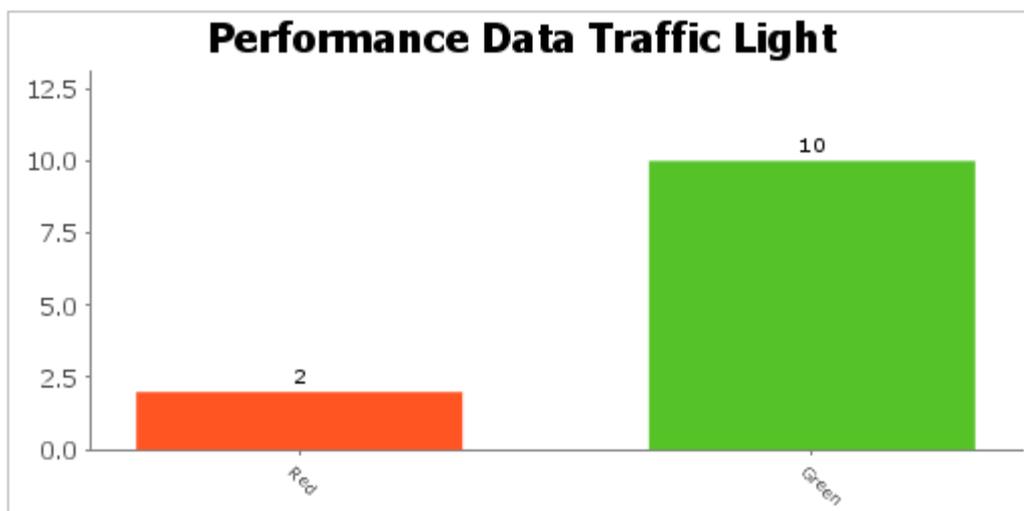
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

PLACE & COMMUNITY PLANNING

October - December 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 and Mugdock).

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 3 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 extensive 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 third quarter has included the delivery of programmed age related sales test purchasing activity, delivery of local activity for National Consumer Week 2018, and the delivery of a range of projects contained within the 2018/19 Trading Standards and Licensing Project Plan. The team has also been engaged in the delivery of suitable programmes of enforcement activity in relation to liquor and civic licensing – the Licensing Advisers have also continued to work jointly with Legal Services throughout the period during the consultation phase of the process to develop new taxi licensing conditions.

From a Community Safety perspective, Decriminalised Parking Enforcement continues across the whole of 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 has continued to provide an effective public health service through the delivery of planned interventions to local businesses, reactive responses to public health complaints, and assessment of environmental conditions within the community (particularly in relation to air quality and contaminated land). The team works to protect the community from hazards in the environment and to regulate and facilitate the growth of responsible businesses. The team also offers advice and guidance to business operators and the wider public. The service has recently delivered a series of vehicle emission testing initiatives in conjunction with Police Scotland and North Lanarkshire Council partners. Health and safety interventions were undertaken at local golf clubs during the reporting period, and members of the team have developed processes, documentation and standards in order to implement a new regulatory framework for caravan site licensing in the early part of 2019.

Place and Business Development

Throughout Quarter 3, the Community Planning and Partnerships Team completed the final drafts of the Place Plans for Hillhead and Harestanes and for Lennoxton, together with engagement and capacity building work in other place areas ahead of the creation of Place Plans for these communities in 2019. The Community Learning and Development plan was approved. 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 into employment. Local D/deaf and Deafblind BSL users had the opportunity to inform the first British Sign Language Plan for the area, which was also 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. It continues to provide support to the Milngavie town centre BID, 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 Business Week, together with the progression of initiatives relating to third sector Social Enterprise support working partnership with EDVA and local export initiatives with the local Chamber of Commerce. The overall performance of the Business Gateway contract has continued in the quarter.

The Mugdock Park Strategy 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 remains at good levels and a strong programme of events and activities, and promotion continue.

Key Achievements

Community Protection

- Continued development and improvement of local 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.
- Effective and efficient service delivery in relation to all Decriminalised Parking Enforcement, including responding effectively to complaints and parking issues in and around the school estate and work to develop and improve operational delivery in relation to DPE.
- Successful campaign targeting misuse of disabled blue badges - 81 badges inspected, 5 badges seized and 18 Penalty Charge Notices issued.
- Effective deployment of mobile CCTV cameras to prevent crimes and aid detection, with particular emphasis on jointly agreed deployment between East Dunbartonshire Council and Police Scotland.
- Effective and successful delivery of the annual Winter Roadshows in conjunction with colleagues from across the Council, Police Scotland and Scottish Fire & Rescue Service.
- Successful delivery of a number of Festive Safety Campaign patrols (a number of which carried out with colleagues from Police Scotland) across the town centres of East Dunbartonshire.
- Creation of a web-based customer satisfaction survey for businesses.
- Delivery of series of vehicle emission testing initiatives in conjunction with colleagues from North Lanarkshire Council and Police Scotland partners.
- Delivery of a series of joint action days in conjunction with Police Scotland colleagues to tackle bogus caller/ rogue trader issues (including mobile stops and reassurance visits).
- Delivery of training to CAB volunteers on consumer advice and consumer rights matters.
- Delivery of enforcement and compliance work throughout the 2018 fireworks season.
- Attendance at local events to promote uptake of East Dunbartonshire Community Alert.
- Delivery of a programme of activity for National Consumer Weeks 2018.
- 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.

Place and Business Development

- Lennoxton Place Plan, and Hillhead and Harestanes Place Plan, completed through continued engagement with the community and focus now on delivery
- CLD Plan completed and approved and delivery means through Local Outcome 2 agreed.
- British Sign Language Plan completed for East Dunbartonshire.
- Refreshed City Deal SBC prepared and Officers continue to attend the Portfolio groups and hope to be considered for a funding opportunity in 2019
- New Business Plan supported and agreed with the Milngavie Business Improvement District
- Supported a range of Xmas lights events in town centres, including pop up shop activity and initiatives with local businesses and Community Council in Kirkintilloch as part of ongoing work in the centre.
- Continued support and integration of families through the SRVP programme.
- Improved performance against Business Gateway contract.
- Full events programmed delivered at Mugdock Park including a successful Xmas festival.
- Progression of the 'Mugdock Barns' project in this quarter to explore options for small development for lets, outdoor education and business space.
- Security review work undertaken at Mugdock Park and the recommendations from this has begun to be implemented

Areas requiring Improvement

Community Protection

- Examine the end of Quarter 3 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.

Place and Business Development

- The Community Planning Partnership Community Engagement Strategy Group continues to develop with all partners considering how they can improve in this area.
- Security at Mugdock Park, informed by recent review.
- Review of Kirkintilloch Canal Festival continues in order to look at business plan for the future years of the festival.
- Ongoing work to increase performance of certain individual targets within the Business Gateway contract.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	Latest Note
				Value	Value	Value	Value	Value	Target	
PCP-BIP-01	Town centre footfall across network			2,712,607	3,308,131	914,212	1,823,290	2,665,485	2,500,000	Town Centres are under increasing pressures and footfall has been falling in town centres nationally. The Regeneration Team are working on projects to promote our town centres and increase footfall. Over Q3 the team worked with local community groups to host Christmas Light Switch on events and we hosted a pop up shop in Kirkintilloch. East Dunbartonshire's town centre footfall is better than Q3 in 2016 and 2017.
PCP-BIP-02	Percentage of Town Centre retail vacancies vs total number of town centre retail units			9%	9%	8%	9%	9%	9%	Vacancy rates are below the Scottish average and there has been a drop in vacant units across EDC town centres from Q2 to Q3. The Regeneration and Town Centres Team are working on projects to promote our town centres and encourage new activities. In Q3 the team worked with the Council's Estates Team to open the EDC owned vacant shop on Cowgate as a pop up shop in Kirkintilloch in the lead up to Christmas. This has led to the unit now being taken on by a tenant.
PCP-BIP-03	Amount of funding generated			£2,605,249.00	£2,905,930.32	£201,905.00	£0.00	£0.00	£20,000.00	No funding has been received in Q3 however the team have submitted several funding claims and it is hoped that they will be received in Q4 or Q1 of 2019-20.

Code	PI Title	Status	Trend	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	Latest Note
				Value	Value	Value	Value	Value	Target	
PCP-BIP-04	Visitor numbers to Mugdock Country Park			499,415	631,798	192,707	377,439	504,360	485,000	Quarter 3 visitor numbers to Mugdock are above target due to improved facilities, good services and a full events programme.
PCP-BIP-05	Number of new start businesses supported by local authority funded business support activities (including Business Gateway) and other LOA partners			86	64	76	91	109	53	Using Business Gateway as the portal to access all business support services is continuing to deliver improved services to all business clients, especially start-ups
PCP-BIP-06	The number of jobs created through business support programmes			70	69	63	61	48	60	Uncertainty over Brexit is now beginning to impact on employment opportunities along with completion of SG/European funded wage incentives. Further incentives may be released but not confirmed at present.
PCP-BIP-07	Business survival rates percentage for new start businesses 12 months after initial intervention			94.7%	90.7%	93.2%	91.35%	95.8%	87.5%	Additional services introduced to support start-up companies is having a positive impact on survival rates giving them a better chance of long term sustainability
PCP-BIP-08	Total non-new-start businesses supported through Economic Development Interventions (including Business Gateway) and other LOA partner programmes			156	129	150	143	133	100	Collaborative public sector partnership initiatives and streamlined services continue to increase engagement with all business 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			35	43	22	37	49	30	Details of test purchasing visits carried out during Quarter 3 2018/19 collated and added to Pentana. Target exceeded.
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			94	124	31	79	115	90	Details of targeted decriminalised parking enforcement initiatives delivered during the Quarter 3 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			99%	96%	97%	96%	95%	85%	Target met for reporting period in terms of delivering high risk food safety inspections and responding to public health service requests within required timescales.

Code	PI Title	Status	Trend	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	Latest Note
				Value	Value	Value	Value	Value	Target	
PCP-BIP-12	Number Of Targeted Co-Production Initiatives Jointly Delivered By The Community Protection Service And Police Scotland			36	47	13	23	41	36	Details of targeted joint Co-Production initiatives carried out during the reporting period collated - target met.



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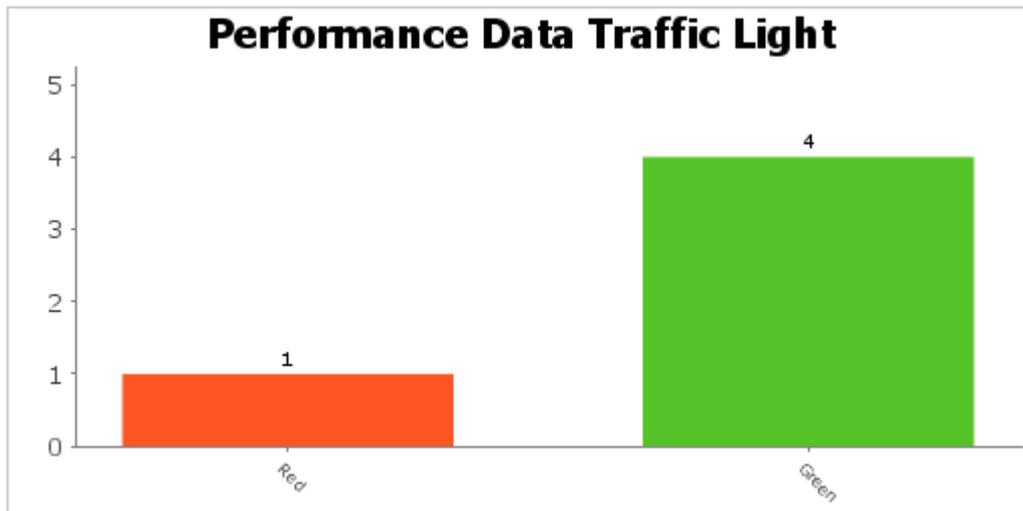
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HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

ROADS & TRANSPORTATION

October - December 2018



Overview of Progress

The Roads & Transportation Teams continue to progress repair and maintenance of our Roads network as well as progressing a variety of important projects to improve relevant Council assets (carriageways, footpaths, street and traffic lighting) and target areas that will benefit the wider community (improved public transport and active travel).

The Service will continue to work with our internal and external partners to contribute to the delivery of the Council's Local Transport Strategy.

The percentage of all street light repairs completed within 7 days remains below target, but the team have taken steps to improve overall performance. The other four performance indicators remain on target.

Key Achievements

Network Operations

- Carriageway resurfacing works completed in Borland Road, Mugdock Road, Ellisland Drive, Woodside Avenue, Crawriggs Avenue and Braeside Avenue.
- Successfully completed all Christmas light installations and coordinated with local community groups to deliver all switch on events on time.
- The LED street lighting upgrade programme continued with an additional 500 units converted to energy efficient LED units.
- Street lighting improvements completed in various locations including Applecross Road, Limetree Walk, Nevis Road and Park View.
- Winter maintenance continues with support from various other operational teams.

Technical and Engineering

- Muckcroft Bridge had to be closed for emergency repairs after the iron supporting beams were found to be in a poor condition. This proved challenging for traffic through Kirkintilloch, but work progressed quickly and the road reopened ahead of programme.

- Flood alleviation schemes have been prepared for Golf View in Bearsden and Park Burn in Kirkintilloch.
- For Surface Water Management Planning, meetings have been held with residents to set up flood resilience groups in co-operation with the Flood Forum. Officers are working with Scottish Water to take surface water out of the combined system to reduce the impact on the water network of severe weather events.
- The Glazert River Restoration project has been awarded funding and the team will evaluate tender returns in March.
- Proposals to extend the 20 mph and traffic calming in the Westerton area of Bearsden have been sent to statutory consultees for comment.
- Traffic calming for Newdyke Road in Kirkintilloch has been through the statutory process and will be carried out in the new financial year.

Transport & Traffic

- Progress continues on parking Traffic Regulation Orders
 - West Chapelton Restricted Parking Zone (RPZ) being prepared for final advertising.
 - Lenzie is out for public comment/objections.
 - Westerhill Road public advertising phase is complete.
 - Bearsden Outer – TMAB approved.
- Lenzie Station Improvement Project – construction phase about to commence.
- Electric Vehicle Charge Point project – civil engineering works and procurement of specialist charge point contractor progressing.
- Twechar path improvements project completed.
- Rannoch Drive/Maryhill Road and Bearsden Cross traffic signal projects completed.
- Delivery of improved bus facilities in Lenzie and Auchinairn – shelters and RTPI.
- Completion of Kirkintilloch Canal Connections detailed design package.
- Arran Drive Canal Connection Project- construction phase.
- Merkland Nature Reserve path improvements – construction phase.
- West Highland Way path improvements – construction phase.
- Hilton Terrace Park Paths project- construction phase.
- Lennoxtown Sustainable Transport Project - outline design phase.
- New bike shelters due to be installed in Milngavie Precinct.
- Multiple Active Travel promotion and incentivising projects for the general public and EDC staff.

Areas requiring Improvement

- Continue to manage absence levels to support the Council and Team objectives.
- Improve internal and external communication to ensure staff and members of the public have relevant information pertaining to internal changes and external projects.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
RT-1-BIP-4	Percentage of responsive road repairs completed within timescales			72.9%	71%	80%	66%	88%	85%	Target achieved and the team will endeavour to maintain and hopefully increase the improved figure.
RT-2-BIP-4	Percentage of all street light repairs completed within 7 days			95.6%	96%	93%	90%	90%	95%	Percentage remains the same as previous quarter, but team are working towards improving the overall performance
RT-3-BIP-4	Percentage of traffic light repairs completed within 48 hours			100%	100%	100%	100%	100%	85%	Target achieved
RT-4-BIP-4	Percentage of noticing failures reported to the Road Works Commissioner			1%	2%	1%	6%	3%	25%	Improvement on previous quarter
RT-5-BIP-5	Percentage of external funding spent compared to that received			97%	97%	97%	97%	90%	85%	Spending of funds received remains on target

