



sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk

HOW GOOD IS OUR SERVICE?

MONTHLY PERFORMANCE REPORT

AUGUST 2024

Contents

Assets and Facilities.....	2
Community Services	6
Customer Services & Organisational Development.....	6
East Dunbartonshire Leisure and Culture Trust	15
Education	17
Finance & Digital Services	20
Health and Social Care Partnership	26
Land Planning and Development	28
Legal and Regulatory Services.....	33
Roads and Neighbourhood Services.....	38

Assets and Facilities

Overview of Progress

Property Maintenance

Void performance has dropped significantly in August to 70.3% from 90.2% in July and is well below our target of 85%. There have been considerable material supply issues throughout the month which has had a marked impact on our capacity to achieve target turnaround times. Resource levels remained low in the month which has also negatively impacted on performance. We continue to monitor this area closely with our priority being to improve performance moving forward.

Property Maintenance have achieved our target of 100% for Gas Servicing in August with 444 properties serviced in the month. We continue to achieve our target each month and we are confident this will continue throughout the remainder of the year.

Non-Emergency repairs performance in August exceeds our target of 12 days with an average turnaround of 9.6 days for the month. This is an improvement of 2.4 days from July and we continue to work towards improving and maintaining performance going forward.

Kitchen, Bathroom, Heating and Roofing upgrade programmes are ongoing, and progress continues in carrying out reactive and refurbishment works across the education and non-housing stock, with decoration works ongoing across the school estate.

Facilities Management

A revised school lunch menu was implemented last year and feedback will be requested to shape future menu changes. Action plans continue to be reviewed and recommendations implemented to improve uptake in lower performing schools.

The uptake of Primary school free school meals during August was below target, however this was linked to system issues involving the recording of free meal entitlements in various schools which negatively impacted the reporting figures during this period. The uptake in Secondary schools was slightly below target at 44.3% and again this is linked to the non-recording of free entitlements within required timescales. These issues are being addressed to ensure accurate reporting is available next period. The service will continue to focus on schools not achieving the set target with action plans implemented to improve the uptake in lower performing schools.

The Service continues to work with suppliers to source alternative food products, ensuring the menu complies with the revised regulations and meets all nutritional standards.

The service was awarded the Food For Life Served Here Bronze Award in December 2022 for Primary schools and Early Years settings received this award in February 2024. The award status for Primary schools was recently renewed as part of the annual review process and we continue to work with the Soil Association to achieve the Silver award status.

Estates

The Estates service has robust measures in place to monitor performance with regards gas safety compliance across the Operational Estate. Officers continue to progress reactive repairs across the Education and Operational Estate. A programme of repair work to Milngavie PS, including gutter clearance, roof repairs and internal works were completed over both Easter and Summer breaks.

Additional reactive repairs have been identified within Milngavie PS and Balmuildy PS and they will be progressing throughout September and October. Further works are progressing on replacing the boiler at Bearsden PS in time for the winter, with a temporary boiler being installed to ensure the school heating and hot water until that point. Works to address a collapsed foul drain within the grounds of Clober PS are ongoing.

The Quality Assurance team continue to inspect cleaning standards across the educational estate, with over 40 assets inspected and reports produced monthly.

Estates Management continue to market vacant premises within the non-operational estate. At present the non-operational estate is over 94% occupied, with vacant suites in Southbank Marina now being actively marketed by agents, DM Hall. The Basement area within the Kirkintilloch Learning Centre will be occupied by Positive Achievements who will relocate from Hillhead Community Centre.

Officers continue to progress disposals with colleagues in Legal Services to ensure that capital receipts are delivered and ongoing liabilities i.e. non-domestic rates, utilities, security etc are reduced.

Development & Investment

The Service continues to progress a wide range of capital projects both in pre-construction and construction phases. Works continue to progress at Twechar Outdoor Pursuits Centre, with practical completion expected in Spring 2025.

In August 2024, Council approved a revised route in principle for the Westerhill Development Road - design development progresses on this basis with further updated development costs due to be provided later in the year. Preparations are also underway for pre-application planning consultation events before the end of the year.

The pre-construction period is now complete in full for the Balmuildy Primary School, Bearsden Primary School and Milngavie Primary School projects. Following Council in August 2024, each project has now been paused and will be delivered at a future date subject to the availability of funding and an assessment of affordability in the wider context of the Councils' financial position. Council will consider a further update report on works in the short-term at Balmuildy and Bearsden Primary Schools in September 2024, with a report to follow on Milngavie Primary School later this year.

The project team at Lenzie Academy have been re-mobilised and are now progressing through the next stages of the design development process towards a planning application submission in early 2025. The statutory Education consultation for the relocation of the school to the new site is now complete and a report on the outcome of the consultation period will be provided to Council before the end of the year.

Pre-construction development works continue to progress across projects including Broomhill and Hilton Depot, Milngavie Early Years Centre, Lenzie Public Hall, Westerton Primary School and the Campsie Memorial Hall refurbishment.

Development proposals for the next phase of the Council's Affordable Housing Investment Programme are progressing through RIBA Stage 3. The proposal of application notice has now been submitted at Cleddans and the former Auchinairn Primary School site and pre-application consultation for both is currently underway. The delivery of several areas of on-going capital investment across the Council's existing Affordable Housing stock continue, including several significant measures to improve Housing Quality and Energy Efficiency.





The Service continues to develop the next phase of a building decarbonisation strategy for the school estate, operational estate and for the existing affordable housing stock, with a variety of surveys, pilot projects and further feasibility reviews planned throughout the remainder of this and next financial year. In addition to this, several projects remain underway at various stages of the development process, including

the final stages of a significant programme of boiler replacement across the Primary School estate; remedial works to address RAAC at Bearsden Hub; works to replace the staff bothy at Mavis Valley; redecoration across the primary school estate; and the refurbishment of Torrance Community Centre.

Key Achievements / Areas of Focus

- Achieved 100% compliance for Gas Servicing with focus on this continuing going forward.
- Improved performance in non-emergency turnaround times with objective being to maintain and improve performance going forward.
- Kitchen, Bathroom, Central Heating and Roofing upgrade programmes ongoing with positive feedback being received from tenants across all contracts.
- Continue to monitor voids turnaround times with our priority being to improve performance in this area
- Assess and improve functionality of Total Mobile and the integration with Servitor to enable a more streamlined and efficient service. Continue to monitor and increase levels of performance in voids and non-emergency reactive repairs.
- Improve communications with customers and stakeholders to ensure the highest level of service delivery.
- Continue to utilise robust reporting mechanisms for enhanced performance and service delivery.
- Progress decoration works across the school estate.
- 100% of Operational Assets requiring a Gas Safety check within the year's anniversary of the previous check are completed.
- Schedule in the upcoming Gas Safety Checks, which are required during September and October with contractors.
- Improve uptake of nutritious school meals.
- Improve communications with customers and stakeholders to ensure the highest level of service delivery.
- Reduce FM overtime.

Performance Indicators

		Month			
Code	Title	August 2024			
		Value	Target	Status	Note
AF-BIP-04	SSHC Indicator 11 – % of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%	100%		Property Maintenance have achieved our target of 100% Gas Servicing in August with 444 properties serviced in the month. We continue to achieve our target each month and we are confident this will continue throughout 2024/25.
AF-BIP-05	% Voids returned within timescales	70.3%	85%		Voids performance has dropped significantly in August to 70.3% from 90.2% in July and is well below our target of 85%. There were considerable material supply issues throughout the month which had a marked impact on our capacity to achieve target turnaround times. Resource levels also remained low in the month which has also negatively impacted on performance. Our focus remains on improving performance in this area.
AF-BIP-11	% of operational properties that require a gas safety record which had a gas safety check and record completed by the anniversary date – Non Housing	100%	100%		All operational properties requiring a gas safety check have had theirs undertaken prior to the years anniversary. Properties requiring their Gas Safety Check for the next two months have been scheduled in with contractors. Paperwork is saved electronically with a hard copy retained on site and stored within the property 6 pack.
AF-SOL-HSN4B	SSHC Indicator 9 – Average length of time taken to complete non-emergency repairs (No of Days)	9.6	12		The average number of days to complete non-emergency repairs in August is 9.6 days which is an improvement of 2.4 days from July. This exceeds our target of 12 days and we continue to work towards improving and maintaining performance going forward.

Community Services

Overview of Progress

Community Protection Services

Environmental Health, Trading Standards and Community Safety Teams

The Community Protection Service delivers on a broad statutory remit, with delivery measures centred on protecting public health and safety, well-being and consumer protection. During August 2024, the service continued to engage in the local Co-Production arrangement with Police Scotland, with regular community harm and risk meetings being held to provide the focus for joint work and activity to protect local communities across the East Dunbartonshire area. The service also continued to develop intelligence led approaches for all areas of work to target local public health, community safety and consumer protection activity towards the areas of greatest need, risk and priority.

The Environmental Health Team were engaged in the delivery of essential public health services throughout the reporting period, delivering regulatory activity across a range of statutory duties to protect the community from hazards in the environment and to regulate and facilitate the growth of responsible businesses. During August, the team saw two experienced members of staff retiring after a combined service of over 41 years with East Dunbartonshire Council. There also continued to be a high volume of incoming service requests for the team to action.

The Community Safety Team continued to deliver a broad range of front-line work for the benefit of local communities during the reporting period, working closely with a range of colleagues and key partners to successfully deliver appropriate interventions and to make our local communities safer. Officers from the team were engaged in the delivery of services in relation to community engagement/support, antisocial behaviour, youth disorder, neighbour disputes, environmental incivilities, dog control, decriminalised parking enforcement, fly-tipping, mediation, pest control and mobile CCTV. The Community Wardens have also been developing further links within the local communities they serve, getting involved in a number of initiatives and events that have been taking place across the Council area.

The Trading Standards Team was engaged in the delivery of essential consumer protection and licensing services to local consumers and businesses to maintain and protect a fair-trading environment in East Dunbartonshire. Activity in August included vetting and approval of traders to the East Dunbartonshire Trusted Trader Scheme, co-production initiatives across social media and investigations into rogue traders. Licensing Advisors provided business support to applicants and stakeholders. The Licensing Advisers and Trading Standards Officers in the team also continued to deliver reactive service request work along with project activity at a range of business premises across the area (including age restricted product sales monitoring, fair trading and taxi and liquor licensing). Gathering and dissemination of intel regarding sale and supply of age restricted products continued throughout the period and will be used to influence future test purchasing projects.

Community Planning and Partnerships Team

Our Resettlement Team continue to deliver high-quality humanitarian resettlement support using a human centred approach. By prioritising the unique needs and experience of each individual, our dedicated team ensure that resettlement processes are compassionate, effective and dignified. This commitment to personalised support not only aids in successful integration but also strengthens our communities as whole.

The team remains steadfast in their commitment to promoting equality, diversity and inclusion. They actively collaborate with local organisations and partners to foster inclusive communities, ensuring everyone feels a sense of belonging and is respected for their contributions.

After notable significant progress was made in the British Sign Language Plan as it has been approved at Council. The plan is currently in the branding process with comms and preparation and planning for filming of the signed BSL version are making good progress. The internal equalities action planning forum continues to be progressed.

Our Vaccination Team has been diligently ensuring the community vaccination programme runs smoothly. The Clinic Successfully moved to Kirkintilloch Town Hall on the 14th August, from the previous Merkland School site, and we continue to operate two clinics with the other venue remaining at Milngavie Town Hall. Both sites are now to be fully staffed by GGCNHS and supported by our FM staff. The winter programme is scheduled to start week commencing the 2nd of October for Flu and Covid vaccinations. This will see the clinics at both venues increase from 1 to 2 days a week until the end of December 2024. Kirkintilloch Town Hall will operate on a Wednesday and Thursday and Milngavie Town Hall will operate on a Monday and Thursday. Discussions with NHSGGC remain ongoing with provisional plans being discussed about the clinical programme for 2025 and beyond.

Round two of the Community Grant Scheme 2024-25 closed on July 26th. We received 53 applications: 25 Scheme A and 28 Scheme B. A Total of £330,013 was requested for through applications. The GAC committee had their meeting where their recommendations were then put forward for the Community Planning Partnership Board to agree. The Board will then make final decisions on 5th September. The applications represent a diverse array of community initiatives and projects.

The Team facilitated a GAC Showcase event to promote membership of the GAC who are looking to increase membership from a diverse range of organisations. Several groups also spoke at the event to highlight the successful projects achieved through the grant scheme. The evening also incorporated the GAC'S AGM where a new chair was appointed after the last chair stood down.

Round three of the Community Grant Scheme will open in November 2024. The Community First programme aims to support local groups and organisations with free training courses so that they have up-to-date knowledge, skills and information to help them run effectively and successfully apply for funding. There will be in person and online workshops running in September and November with future planning for another Funder Fair under way, date to be confirmed.

Housing Operations, Estates and Homelessness and Prevention Team

Housing manages 3852 social rented properties; 3775 of these are mainstream accommodation and 81 are used for Homeless Temporary Accommodation. The service also manages 51 Lead Tenancies which are rented from either private landlords (30) or Housing Associations (21), to assist with accommodating homeless households.

At present, the Housing list for East Dunbartonshire has 3013 applications - made up of the following:

General Waiting list 2215 applicants waiting (24 currently on offer)

(Applicants who have somewhere to stay i.e., they are owner occupiers, a tenant of a private let, stay care of family etc. This queue allows the applicant to choose which area, house type etc they would like to move to).

Transfer waiting list 540 applicants (16 currently on offer)

(Council or Housing Association tenants who are looking to move to another Council or Housing Association property, either for a different size, or, for a different area. This queue allows the tenant to choose which area, house type etc. they would like to move to).

Priority waiting list (Homeless) 218 applicants (17 currently on offer)

(Applicants who have no accommodation or will have nowhere to stay within the next 2 months. This queue does not allow the applicant to choose area or house type).

Priority waiting list (Urgent medical) 12 applicants (1 currently on offer)

(Applicants who are unable to remain in their current home due to their medical condition. This queue allows the applicant to choose which area, house type etc. they would like to move to).

Within the last month, 14 properties were allocated. All 14 were mainstream (2 of which were sheltered properties). They were let to the following queues:

- 3 were let to applicants on the transfer queue.
- 1 were let to applicants on the general waiting list queue.
- 10 were let to applicants on the priority homeless queue.

Key Achievements / Areas of Focus

Community Protection Service

Environmental Health, Trading Standards and Community Safety Teams

- Delivery of effective services on a flexible basis in order to meet all statutory requirements and duties in relation to public health, community safety, consumer protection and licensing enforcement matters.
- Delivery of local Co-Production activity between Community Protection and Police Scotland, with particular focus on effective tasking processes and the delivery of joint action plans and work to protect the communities of East Dunbartonshire.
- Delivery of Business Improvement Plan activity relating to Community Protection - actions being implemented in accordance with set targets in order to deliver effective services in line with relevant corporate outcomes and with positive performance being reported.
- Delivery of regulatory services that assist with economic recovery and that are designed to support local businesses and communities.
- A revised draft Air Quality Action Plan for Bishopbriggs was submitted to SEPA for comment.
- Officers inspected a local animal welfare premises with a veterinarian to licence a rabbit sanctuary.
- Officers conducting routine blue-green algae monitoring had an event confirmed at a local loch which now has warning signage in place for users.
- A grant request was received from a local resident to have their private water supply improved.
- Staff from the Service attended the University of the West of Scotland for an information day in advance of a student Environmental Health Officer joining the team for training.

- Delivery of a programme of community protection work activity to support the successful delivery of the 2024 Kirkintilloch Canal Festival.
- Continued delivery of targeted patrols within our local communities aimed at tackling an increase in reports of low-level incivilities (particularly dog fouling and littering).
- Delivery of interventions and appropriate outcomes for several young persons referred to the Early & Effective Intervention Group which is coordinated and chaired by the Community Safety Team.
- On-going delivery of programmes of decriminalised parking enforcement activity across the local authority area.
- Community Wardens continued to attend local surgeries and community run events. These events provide residents and members of the public the opportunity to speak directly (in confidence) with members of the Community Safety Team to report concerns, issues that they may be experiencing in their communities.
- Continued provision of assistance to colleagues in Traffic & Transport and Police Scotland with the delivery of the Traffic Free School pilot which commenced in several of our primary schools in November.
- Delivery of reactive service request work and targeted project work by the TS team throughout the reporting period to maintain local compliance with consumer protection legislation.
- Delivery of on-going workplan activity by Trading Standards to maintain local business compliance with legislative requirements relating to tobacco and nicotine vapour products.
- Trading Standards welcomed a new member to the team in the role of Fair Trading Officer, boosting overall capacity to deliver effective services on statutory consumer protection matters.
- On-going promotion of the East Dunbartonshire Trusted Trader scheme through relevant channels, with the aim of attracting further local traders to join the scheme.
- Delivery of work by the Licensing Advisers in the TS Team to assess local compliance with licensing conditions.

Community Planning and Partnerships Team

- Continuation of targeted community development support through a range of our delivery programmes including Pockets, Places and Prosperity and Community First. These programmes are designed to focus on our priority communities and communities of interest, helping local organisations to be resilient, compliant, and strong. The team are committed to fostering vibrant and thriving communities by ensuring our resources are directed to address poverty and inequalities.
- Planning for a host of events for Challenge Poverty week are well underway and the team are linking with comms to agree the promotion of this important event in addressing the most isolated in our community.
- The team are finalising preparations for a planned workshop and stall at the forthcoming Housing Tenant Participation Conference to be held at Kilmardinny House in September.
- Round 2 of 2024-25 Community Grant Scheme closed on the 26th of July with The Community Planning Partnership Board due to make final decisions on 5th of September. The team will then notify successful applicants and process payments.
- Round 3 2024-25 will open on 25th November 2024 and close 10th January 2025.
- The team support corporate delivery of the priorities within the Gaelic Language Plan 2024-2029, and successfully hosted a Gaelic Celebration Event at Mugdock Country Park on Sunday 25th August. Despite the poor weather conditions this event was well attended with over 80 attendees. There were a variety of workshops promoting Gaelic heritage including Shinty and storytelling. Pupils from Meadowburn Primary also performed.
- The team hosted a stall at the Canal Festival where they promoted the work ongoing within CPP, including awareness of Locality plans, CLD Activities such as HIIC (Health Issues in Community) and wellness kitchens, and promote Round 3 of the Community Grant Scheme. Footfall was good with particular interest from individuals enquiring about community grants.
- In partnership with the front-line workers, the team are collating progress on delivering the priorities within the Locality Plans.

Housing Operations – Estates Team

Key Achievements

- The Estates team received 6 new reports of anti-social behaviour during the month of August and 4 open cases were resolved. 4 nominations from the Housing waiting list were sent to Registered Social Landlords operating in East Dunbartonshire to be considered for allocation to their housing stock. The percentage of tenancies sustained from August 2023 to August 2024 is 100%. This is indicative of the joined up approach with the rents team to engage with new tenants at an early stage of their tenancy.
- Housing Liaison meetings where cases of relevance to Social Work, Community Safety and Police Scotland are discussed are held on a 6 weekly basis, and the Housing service continues to attend a MARAC meeting with other agencies on a monthly basis. Monthly attendance is also required at CPC MISE group to discuss Child Protection issues. Housing attends the 2-weekly meetings of the Community Harm and Risk Meeting (CHARM) with Police Scotland, Community Protection, Trading Standards and Licensing.
- Involvement in supporting the implementation of a new IHMS is increasing due to the 'go live' date getting closer. This requires the team to prioritise resources and time to the project and attendance at Train the Trainer sessions is an ongoing commitment.
- The new Oracle Fusion system training remains ongoing for Housing teams as is engagement with drop in training sessions as the new SharePoint system is rolled out.
- Part of new Steering Group to re-establish procedures for processing/issuing Tenant Recharges.

Areas of focus

- Void rent loss has decreased as a result of closer joint working with the void and rewire/asbestos teams.
- Aim to identify any training needs and hold quarterly sessions for reviewing policies and procedures with officers.
- Officers are contributing to an ASP (Adult Protection) Inspection.
- Attendance at East Dunbartonshire Safe and Together steering group is ongoing.
- Contribute to the Allocations Policy review currently being undertaken.
- Input to devising new procedures for Any Day Lets which will be introduced as part of IHMS implementation.
- Attendance at new 2-weekly Community Harm and Risk Meeting (CHARM) with Police Scotland, Community Safety, Trading Standards and Licensing officers continues.
- Hold monthly budget meetings with HRA accountant to keep abreast of costs.
- Monthly attendance at new Housing/Social Work liaison meeting to discuss Throughcare cases and Unaccompanied Asylum Seeking Children.
- Monthly meetings with Void Team at Property Maintenance to focus on improving performance.
- Attendance at regular meetings with Property Maintenance, Shared Services and IT to finalise new Tenant Recharges procedures.





Homelessness & Prevention

Key Achievements

- We have 2 new members to the team. These are Raymon Brown (Landlord Reg Officer) and Lewis Greig (Lead Tenancy and Rent Deposit Guarantee Assistant).
- 146 landlord registration applications received, these total an income of £8052.00. 14 of these were new landlord applications, 74 renewals were completed and 58 were updated.
- There were 21 temporary accommodation voids. 19 identified as soon to be void (3 new temp and 16 temp properties where applicants are awaiting settled accommodation offers to be relet ready).

- No households were placed in unsuitable accommodation; no breaches of the unsuitable accommodation order.
- There were 19 homeless applications taken during August (a 19% increase compared the previous month) – all had a local connection to EDC. 11 households contacted the out of hours service (same as last month).
- There are 235 applicants on the homelessness list. 218 are awaiting offers (2 of which have been waiting longer than 3 years which is a breach of Rapid Rehousing Transition Plan). 17 are under offer.

Performance Indicators

		Month			
Code	Title	August 2024			
		Value	Target	Status	Note
COM-BIP-01	Average length of time taken to re-let properties in the last year (days)	101.9	75		The average days to relet in July shows above target but a marked reduction on the previous month. Regular monthly monitoring and established void procedures will continue to be followed to endeavour to further improve performance.
COM-BIP-04	Rent loss due to void properties – Monetary Value	£24,932.90	£10,833.00		The VRL figure continues to show above target for the month of August which is attributed to several long-term voids completed during the period. However, the figure has reduced since the previous month. Continued joint working with the Void Team continues to endeavour to turnaround void properties more promptly.
COM-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	132	100		August 2024 data collated – target being met.
COM-BIP-13	Percentage of Environmental Health public health service request responses delivered within target timescales	81%	85%		August 2024 data collated – response target not met owing to high volume of service requests received during the reporting period and the requirement for intensive EP investigation work in relation to a small number of complex ongoing service requests.

Customer Services & Organisational Development

Overview of Progress

Communications & Engagement

Key areas of focus in August for the Communications & Engagement team included consultations for affordable housing in Auchinairn and Kirkintilloch, continued Canal Festival promotion and the implementation of increased Penalty Charge Notice for parking offences.

Media relations increased this month with 14 releases issued (6 in July), 8 photocalls (5 in July) and 10 media enquiries dealt with (30 in July.)

All releases are on the [Council website news section](#) and the local coverage achieved equated to an equivalent advertising value of £8,568 (£4,986 in July.)

Social media continued to generate good interaction with increases again in followers. The top three posts on Facebook in August were relating to notification of Industrial Action, the Auld Kirk's annual arts exhibition and latest additions to the Canal Festival schedule.

The top three X (Twitter) posts also featured Industrial Action and two posts about the increased Penalty Charge Notice.

The most watched video on YouTube was our "Water weekend it will be at the 2024 Kirkintilloch Canal Festival."

Corporate Performance

In August 2024, the Corporate Performance and Research team continued to fulfil required duties in relation to reporting of performance and risk management at a corporate level and provision of service level data and statistical support as well as continuing to ensure the Council has adequate insurance arrangements in place, providing advice and support in relation to insurance related queries and acting as a point of escalation in regards to any claims. All business-as-usual work was completed within agreed timescales.

The team also continues to undertake complaints handling at a corporate level, coordinating responses to formal complaints across all service areas, ensuring they are addressed appropriately, and adequate responses are provided within statutory timescales.

Customer Services

The Customer Services team continued to handle requests for and information in relation to garden bin permits into August. The volume of calls reduced considerably from July with the team answering 10,444 calls, and whilst the response time in August improved significantly from the July challenges, the target time could not be achieved with the available resources and the average time to answer was 6 mins 34 secs. The team work steadily through a backlog of work resulting from the exceptionally high volume of calls in July.

The Emergency Response Centre team continue to input data to the new digital platform for community alarm calls. It is anticipated this work will continue into September to ensure readiness for go live in October. Testing and re-programming work continues for both East and West Dunbartonshire.

Human Resources & Organisational Development

The Human Resources & Organisational Team has continued delivering its core function in August, leading on workforce centred activities including: policy development, resourcing, workforce and succession planning, workforce analytics, people development, Job Evaluation, attendance and wellbeing improvement as well as providing strategic and operational employee relations support including case management and partnership working.

There was a focus in August on completing the Workforce Action Plans in line with the Workforce Strategy 2024-27, approved by Council in December 2023. Action Plans, including corporate approach and plans for each strategic portfolio will be reported to Council in September as part of the SPPF Report.

Planning for notified industrial action in relation to SJC pay awards also continued in August, with industrial action then suspended when a new offer was presented. Liaison with the Communications team ensured that appropriate internal and external communications were issued in relation to this.

Key Achievements / Areas of Focus

Communications & Engagement

- Planning and delivery of the Council's Budget consultation for 2025/2026 with webpage, online survey, social media, posters, videos, graphics, digital support sessions, partner engagement, school engagement and media release.
- Promotion of Doors Open Day with social media plan, booklet, website, and press release.
- Delivered communications for the Scotland Loves Local gift card pledge including co-ordination of the photocall, press release, website update, video, and social media.
- Proofing and continued migration of content to new Council and HSCP website.
- Delivered next phase of the Provost Community Champion Award's including co-ordination of seven presentations, photography, social media, and Provost Gallery updates.
- Supported the Provost Reception at the Canal Festival with guest list, invites and speeches.

Corporate Performance

- The annual LGBF benchmarking report covering the full 2022/23 dataset was prepared for reporting to Council in September.
- Work furthered in the implementation of the new child friendly complaints handling best guidance principles that were recently issued by the SPSO.
- Work was undertaken in preparation of the implementation of the new CRM system in relation to complaints handling and reporting
- Continued assistance was provided to the change team in relation to the rollout of Oracle Fusion.
- Local Government Benchmarking data covering the 2023/24 period was submitted to the Improvement Service.
- The preparation of an insurance strategy outlining the principles and framework for the Councils corporate approach to insurance
- August was a busy month for the complaints team given a higher than usual volume for traffic in July and an associated backlog, however, over the course of the month the majority of the complaints backlog was cleared and the team are now operating within the usual timescales.

Customer Services


- Customer Services team handled 10,444, reducing call response times from the previous month from 15 minutes to 6 minutes 34 seconds.

- Customer Services team handled a variety of enquiries via all contact channels, continuing to offer face to face appointments and meet all demands for these in the Community Hubs (and temporary Milngavie Enterprise Centre outreach).
- The Emergency Response Team progress steadily through the data migration for the new digital community alarm system, they continue to support Telecare teams in both East and West Dunbarton in transition programme activities and tasks.
- CCTV monitoring equipment replacement work continues in the Emergency Response Centre as part of the wider Public Realm CCTV replacement project.

Human Resources & Organisational Development

- Continued engagement with the Trade Unions on strategic and operation HR initiatives.
- Continued support for employees and managers on HR policy based and guidance noted, with support in attendance on ER case work
- Planning for notified industrial action in specified service areas with TU and service engagement to inform this
- Further development of timescales and implementation plans for payroll rationalisation, with launch of the pilot monthly payroll identifying over 150 volunteers to migrate to test transition arrangements.
- Continued to undertake preparatory work in advance of moving into Project phase in relation to the new Oracle HCM HR/Payroll system.
- Supported Senior Leadership, and their management teams on the development of Workforce Action Plans for their portfolios.
- Continued facilitation of regulatory training for frontline services via approved providers.
- Supporting Oracle implementation, delivery & facilitation of Oracle Fusion training for the launch and roll out for Accounts Receivable & Self-Service Procurement.
- The People Development team delivered 18 sessions across 8 topics including SMART Working, Induction, Leadership, EDC Policy & H&S topics.
- In total 189 delegates received training, across 10 topics, via 20 sessions (2 sessions delivered out with PD) in August 2024.
- Day cleaner engagement carried out with relevant employees following Council budget decision.
- Planning with NHS HR team for recruitment to Chief Officer role for HSCP.
- Six-monthly SSSC return completed.

Performance Indicator

		Month			
Code	Title	August 2024			
		Value	Target	Status	Note
CSOD-BIP-3	Average time (minutes) to answer calls within Customer Services	6.34	3.5		Call volumes were reduced compared to July and call response times improved significantly too, halving the previous month but not yet returning to within target.

East Dunbartonshire Leisure and Culture Trust

Key Achievements / Areas of Focus

Allander leisure Centre

For the first time Pickleball has generated more income than Badminton.

Pickleball	£4,109	Badminton	£3,961
------------	--------	-----------	--------

Week 4 of Period 5 was the highest recorded weekly attendance 14,531 with an average attendance of 2,076 attendances per day.

Leisuredrome

Dryside activities that include badminton, pickleball and short tennis headcounts were 43% up on the same period last year and contributes to the year-to-date increase of 21%.

Overall attendances for the centre up to the end of period five is 'neck and neck' with last year. This is very positive considering that last year had free access for Primary and Secondary school children.

On the 21st August Springburn Harriers hosted the canal canter at the Leisuredrome. The very poor weather conditions did not spoil the event with over 200 competitors.

Kirkintilloch Leisure Centre

The Sports Hall has seen growth in casual bookings, particularly in Badminton and Pickleball. A second Pickleball net and bats/balls have been purchased to cope with the increased demand.

Empower, a local group who work with adults with learning difficulties started a regular booking in the sports hall, adding to the other sport for people with disabilities groups already using the centre.

Cultural Services


- Milngavie Library launched Board & Brew, a new programme with the objective of attracting older male users to the library, as part of the libraries role in combatting social isolation and loneliness. The programme offers board games as part of a social activity. Following the successful launch at Milngavie it is intended to be rolled out across other libraries.
- The Summer Reading Challenge (SRC) continued in Period 5. Special SRC events were held including Stock Motion, Buggy Wall, Escape Room and a visit from the Dogs' Trust.
- William Patrick Library hosted a Canal Memories & Conversations exhibition in the lead up to Kirkintilloch's Canal Festival, which followed on from a successful exhibition, at both William Patrick and Bishopbriggs Libraries, by Kirkintilloch Camera Club.
- On the 7th of August the Auld Kirk Museum hosted a Museum Fun day of exhibitions, object handling dressing up in period costume and creative activities, which attracted 150 visitors throughout the day; mainly families with children.
- Also in August, the Comics exhibition came to an end at the Lillie Art Gallery, having received 1,880 visitors over the 10 week run.
- Archives and Local Studies received 1,334 visitors and 243 enquiries.
- The first Heritage and Arts e-newsletter was launched at the end of P5. 1,962 subscribers received the newsletter which had a 51% open rate (9% above industry average), greatly boosting traffic to the EDLCT website.

Sports Development

With the term time programmes returning after the summer holidays, membership is slightly at 3,237 compared to 3,294 in June, this is largely due to the transition of children between nursery and primary school and older children moving out of programmes. Bookings will increase again over the coming months once children settle into new routines.

Seven new clubs achieved MOR accreditation this month with work ongoing to support local clubs to ensure and demonstrate each club is safe and well organised.

Performance Indicator

Code	Title	August 2024			
		Value	Target	Status	Note
EDLC-BIP-08	Number of Gym Direct Debit Memberships	12,824	12,207		There is a 7.1% increase in membership since period 1, if removing the newly introduced Junior memberships this equates to only a 2% increase in membership

Education

Overview of Progress

The Service has made very good progress against priorities in the Business and Improvement Plan (BIP) 2024-2027. Key achievements include:

- Welcoming over 1100 new P1 pupils into the Primary Schools along with over 1400 pupils transferring from Primary to Secondary S1 cohorts. The Chief Education Officer has been visiting schools to ensure Headteachers are supported in their leadership of school improvement.
- The Quality Improvement Team (QIT) reviewing and moderating all school and centre Standards and Quality Reports and Improvement Plans. They are now in the process of visiting all Primary Schools and Early Year Centres to engage in professional dialogue to identify strengths, next steps and consider any aspects of work that can be further supported by the QIT.
- The QIT continuing to build on the Career Long Professional Learning (CLPL) calendar for 2024/25 which is aligned to actions and improvement activities in the Business Improvement Plan and Education Service Plan. This is a responsive plan to ensure it continues to address all identified areas of school improvement.
- Early analysis indicating that overall, results in East Dunbartonshire remain strong across our eight secondary schools. A significant number of young people have successfully passed achieving A, B and C grades. For National 5s this was 87%, for Highers this was 82% and for Advanced Higher the figure was 78%.
- Skills Development Scotland (SDS) working with the Scottish Government to develop a measure of participation which allows us to identify the participation status of the wider 16-19 cohort. The latest (published August 2024) marks the eighth release of statistics on the participation of 16–19-year-olds at a national and local authority level. In August 2024, 96.1% of 16 to 19-year-olds were participating in education, employment or in other training and development.
- Annual Child Protection training being delivered to all staff. Explicit guidance notes supported Child Protection Co-ordinators to deliver a consistent message and a shared understanding of the importance of Child Protection policy and practice. Analysis of staff evaluations will inform future support and guidance. Police Scotland supported delivery to central staff promoting excellent partnership working across the Council. In addition, almost all funded childminders attended a child protection update to ensure that they are confident in their safeguarding responsibilities and procedures.
- A team of HM Inspectors from Education Scotland visiting Maxholme Nursery. They reported children to be confident, happy and enjoying their nursery experience. Staff are continuing to develop the nursery environment to ensure children have increased and flexible access to learning in all areas, indoors and outdoors. A full report is being submitted to Education Committee in October 2024.

Key Areas of Focus

- The Education Leadership Team and central officers have been preparing for a National Thematic Inspection of local authorities looking at their current priorities for improving school performance, what is working well and the challenges they face. This will take place in East Dunbartonshire on Tuesday 17 and Wednesday 18 September 2024 and a National Report of findings will be published in December 2024.
- The Secondary Quality Improvement Team continue to work closely with Head Teachers and schools to analyse SQA data. The team are in the process of visiting all secondary schools to carry out quality assurance attainment visits early in the new session. A future SQA analysis report will be shared with the Education Committee.

Early Years and Supporting Families

- All schools delivered training on Inclusive practice and CIRCLE Inclusive Classroom Scale to teachers and support staff. Following training almost all staff indicated increased confidence. A Professional Learning Community has been established for CIRCLE advisors from each school to further support implementation of inclusive practice.
- 249 children attended Snack and Play over the Summer holidays with children receiving up to 15 days over the 5-week period. 61 Parents completed an evaluation with all parents strongly agreeing or agreeing that their child enjoyed Snack and Play. Almost all parents noted the children liked the activities on offer and made new friends.
- The Supporting Families Team continue to receive a high number of Request for Assistances. The team are currently providing high quality, bespoke support to 48 parents.
- As part of the Early Years Improvement Collaborative Report actions, practitioners across funded providers and council early years settings have had enhanced support in developing early language acquisition skills with children. All centres have access to the training programme, and they are using a train the train model to cascade and ensure maximum impact on children's development.
- Following a successful year long pilot of 'Being Me, Under 3', the newly established development overview to support practitioners working with children under 3 is now available to all Early Years Centres and Funded Providers.

All Schools

- 5 teachers received GTCS Professional Recognition for their professional development in Reading Recovery. This is a research based early intervention programme, designed to identify and support children with literacy difficulties. A further 5 practitioners are starting their Reading Recovery professional learning journey this session.
- 12 teachers (8 primary and 4 secondary teachers) are participating in the Improving Our Classrooms programme which runs from June 2024 to April 2025. This has a focus on using self-evaluation and data at classroom level to ensure continual improvement across all areas of learning, teaching and assessment.
- 97 Probationers have accepted their Teacher Induction Scheme for Session 2024/2025. All Probationers have been allocated a school and have already participated in two Professional Learning sessions provided by the Local Authority.
- Almost schools have submitted offers to support students in the new session. The Quality Improvement Officer with responsibility for students is working closely with Higher Education Institutions to manually match student to school since the removal of the National Student Placement System.
- A cross-sector Leadership Strategic group supported by Human Resources (HR) has been created to develop a new Leadership Strategy for all leaders in schools.

School/Centre Awards and Achievements

- Milngavie Primary School have been awarded the Music Education Partnership Group Music Kitemark Gold Award, which celebrates the musical achievements of pupils and the commitment by staff to encourage everyone to take part in and learn through music.

Education Psychological Service (EPS)

- The Nurture Evaluation Report for Session 2024-2025 is in progress, with evidence of impact being triangulated across a range of sources (children, practitioners, leaders, Steering Group). A Case Study for Education Scotland has been finalised and will be shared on the national Hub. Implementation plans for Early Years, Primary and Secondary Sectors have been finalised, starting with an Introduction to Nurture workshop for new Nurture and Wellbeing Practitioners. The

multiagency Steering Group will continue to oversee the implementation and evaluation of the Nurture Programmes across 2024-2025.

- Following the analysis of data from a robust audit which was completed by every Primary Head Teacher, the Play Pedagogy Programme has been refreshed and was relaunched on 27.08.2024 by the lead EP and QIOs. This session focuses on the implementation and evaluation of high-quality play pedagogy across Early Level – bringing together our Early Years Centres and Primary Schools. The programme of PLCs has been planned and shared and the Steering Group met in August 2024 to quality assure the programme.





School Planning and Improvement

- The statutory consultation for Lenzie Academy new build project closed on 23rd August 2024. There was also a Statutory Consultation event where there was a large turnout of Education Stakeholders attending on 20 August 2024. A report on this will be presented at the December Council meeting.
- The successful decant of Twechar Early Years and Cleddens Early Years Centres took place allowing for the remedial work in the centres to take place by relevant contractors. The centres settled back in well to welcome the new intake of children.

Skills for Life, Learning and Work

- Recruitment for the Phase 11 of the Modern Apprenticeship programme has been completed. 14 new apprentices will start in their new roles across Accounts and Finance, Roads, Streetscene, Architectural Technology and Early Years. This brings the total number of apprentices to 129 since the start of the programme. This year has also seen many apprentices successfully completing apprenticeships and progressing to full time roles in the areas of Plumbing, Building Standards, Roads, Streetscene, and Early Years.

Performance Indicators

		Month			
Code	Title	August 2024			
		Value	Target	Status	Note
EDU-07-BIP-2	Attendance rates in secondary schools (%)	93.48%	92%		Officers continue to support schools to promote attendance.
EDU-08-BIP-2	Attendance rates in primary schools (%)	97.03%	92%		Officers continue to support schools to promote attendance.
EDU-09-BIP-2	Exclusion rates of young people in secondary schools (days lost)	2	25		Officers will continue to support schools to reduce exclusions, including targeted work in identified schools
EDU-10-BIP-2	Exclusion rates of children in primary schools (days lost)	4	10		Officers will continue to support schools to reduce exclusions, including targeted work in identified schools

Finance & Digital Services

Overview of Progress

Finance

The month of August saw the Finance Team progressing practical work on processes and systems for the Oracle Fusion General Ledger replacement following the system go live on 4 March 2024 as well as working on projections to the year end and continuing to respond to external audit queries on the 2022/23 accounts and beginning work on the 2023/24 accounts.

The Council continues to deliver against an ambitious capital programme supported largely by borrowing. Treasury Management Reporting continues to highlight the increasing revenue costs associated with the current programme with ongoing affordability being challenged within a tight funding settlement. Future Reports to Council will continue to provide updates on the programme, the associated costs and any mitigations required.

Revenues & Benefits

The Revenues and Benefits team have continued to progress Council Tax and Benefits services and administration of the Scottish Welfare Fund. Some senior officers have retired in recent months and the service continues to adapt to those changes.

The Council Tax Collection Rate at 46.55% is marginally behind expectations (46.88%) at this stage. This may be partly attributable to a slight delay in recovery letters being issued. The profile of payments can change with people's economic circumstances and more people choosing to pay their Council tax over 12 rather than 10 months. Collection of Council tax continues to be closely monitored with the Council's Recovery and Enforcement Procedures being applied and individuals being signposted to the exemptions and discounts available as appropriate.

Shared Services

The Shared Services Team continues to provide support across all Council services. The General Team supported the Kirkintilloch Canal Festival, supporting stall holders and liaising with colleagues to ensure a smooth operation. The Homecare Team continues to support a new initiative from the Planning & Commissioning Team processing variations in addition to their normal workload.

ICT Services

The ICT Services team continues to support the Council's information technology systems and services to ensure high availability and performance in line with agreed service levels. The Team resolved 1,750 tickets in August and dealt with 350 telephone calls. ICT continues to support the migration of services to Microsoft 365 (M365) in partnership with the Business and Digital Change Team. The ICT Security team continues to monitor the estate and perimeter defences alongside ongoing improvements to ensure that our systems and data are protected.

Housing Rent and Tenant Participation

The maximisation of housing rental income and pursuit of rent arrears continues to be a priority for the service, to safeguard income. A dedicated team of Officers, whose role is to actively pursue rent arrears and provide advice and support to tenants struggling to pay their rent. This includes issuing letters, home visits, telephone calls, emails, etc., which begin as soon as arrears are accrued on a rent account; pre

tenancy advice on rent charges, payment options and discussing rent affordability to new tenants at the time of offer acceptance of their new tenancy; signposting tenants struggling financially to relevant support services to ensure household incomes are maximised; and having a weekly presence at Kirkintilloch Job Centre to provide additional support for tenants in receipt of the housing element of Universal Credit. The Rents Team commitment to reducing active rent arrears has seen a decrease of £111,260 on same period as last year (week 23).

The Tenant Participation Team continues to provide direct ongoing support to active Tenants and Residents Associations.

Business & Digital Change Team

During August, the Business & Digital Change Team continued to support services across the Council in the delivery of key strategic digital development projects.

The Team also continues to support our corporate business systems, ensuring incidents are resolved promptly and that all systems remain supported and upgraded in line with an agreed plan. We also ensure our systems are reliable, resilient, scalable, standardised, value for money and secure.

Internal Audit

Work continues on the 2024/25 plan with work recently completed including Capital Budget Setting and Monitoring, Delayed Discharges, Bridges and Other Structures and Health and Safety Compliance for Waste. The audits nearing completion are Allpay consultancy work, Support Payments and the Circular Economy Strategy.

The team have also responded to requests from management for consultancy work and advice where this contributes to the control environment, governance arrangements or enhances risk management.

Corporate Fraud

The Corporate Fraud Team has been focusing on the investigation of referrals received and proactive vetting of applications for services such as Housing, Education, Licensing and Estates to secure the gateways by preventing fraud or error entering the systems.

Preparatory work has commenced on the forthcoming National Fraud Initiative (NFI), which is a data matching exercise undertaken by Audit Scotland to identify fraud and error. The Council are required to submit data from services such as Creditors, Housing, Licensing, Payroll and Revenues & Benefit. The data will then be analysed against other public and private sector data to identify instances of fraud and error. The resulting matches will then be released for sifting then investigation in December 2024.

The team continues to work with colleagues from the Business and Digital Change Team and delivery partners SWORD to develop a new fraud management system.

The Corporate Fraud team is also pursuing the development of in-house anti-fraud and bribery training materials. Two other Councils have shared their Counter Fraud training materials, and these are being utilised as a starting point.

Key Achievements / Areas of Focus

Finance

- The final residual issues relating to the implementation of the Oracle Fusion General Ledger system are continuing to be progressed, with Workstream Leads across Finance and Corporate Procurement liaising with the external implementation partners who are supporting the project following go live on 4 March.
- The team continues to respond to external audit queries on the Council and Mugdock accounts as the external auditors finalise their work.
- Staff development is a key focus and given a challenging external recruitment market, the service is aiming to upskill existing staff where possible.
- The Treasury team continues to monitor cash flow closely, ensuring that there is liquidity for all Council activities. Additional borrowing continues to be taken in line with the Council's capital programme expenditure.
- Year end timetables have been agreed in preparation for the first year end with the new Fusion system with work commencing as resources and functionality allows.
- Projections as at Period 4 have been prepared and issued as a technical note.
- Treasury Management process has been updated & Treasury Management Strategy was taken to Council for review.

Revenues and Benefits

- In the month of August, the team issued:
 - 2,610 Council Tax bills and 5,400 Benefits notifications; and,
 - 160 Non-Domestic Rates bills.
- 310 crisis grants and community care grant applications were received.
- The team received and dealt with 1,080 documents for Council Tax queries and reduction and over 5,000 for benefits. In addition, the team received over 2,000 ATLAS notifications from DWP.
- The team dealt with 2,900 telephone enquiries.

ICT Services

- ICT Services are working closely with the Business and Digital Change Team to implement M365.
- The Infrastructure Team:
 - Completed the Wireless upgrade replacement at the Marina HQ.
 - Completed the upgrade of the second core switches as part of the overall Local Area Network investment.
 - Initiated the next phase of testing for Windows 11 laptops.
- ICT Security have:
 - Maintained the Council's perimeter defences.

Shared Services

- The Residential Team added 192 service agreements to CareFirst for clients moving into care homes or for supported living services within their own homes.
- The Homecare Team added over 157 service agreements to CareFirst for clients receiving a homecare service or a direct payment. The team are supporting the Planning & Commissioning Team by processing variations from a new initiative.
- Direct Payment Audit Team – 19 (17 standard and 2 final audits) direct payment audits finalised for clients receiving self-direct support.
- The Transport Team issued award letters to parents and providers for Rounds 2 and 3.
- The EMA Team processed 33 applications out of 113 received.
- The General Team provided support for the Canal Festival including monitoring payments from stall holders, collating compliance documentation and finalising arrangements with the holders.
- The team also processed the applications received for the Scottish Milk and Healthy Snack Scheme for August to March.

Housing Rent Arrears

- Active Tenant Rent Arrears were £1,151,754 which is a decrease of £111,260 on same period as last year (week 23).
- The Rents Team continue to support the change team with the development and implementation of the IHMS (NEC), which is on track to go live late September 2024.
- Housing Officers continue to utilise all avenues to maximise rental income and reduce rent arrears, escalating actions against tenants whose rent arrears are increasing, and also providing advice and assistance to tenants who engage and need additional support.
- Appointments with a Housing Officer are available at Kirkintilloch Job Centre every Tuesday morning to assist tenants in receipt of the Universal Credit housing element.
- Tenant Participation Working Group held at Twechar Healthy Living Centre. This was attended by tenants, tenant representatives, elected members and EDC staff.
- New online version of the Taking Part newsletter published with links emailed to all EDC tenants where they have provided their contact email address. Newsletter available on EDC website and advertised on EDC social media platforms.
- Reducing active tenant rent arrears continues to be a priority for the Housing Service.
- Former Tenant Arrears are £826,468 with the team continuing to work on former rent arrears to bring this figure down.

Business & Digital Change

- Fraud Information Management System Power Platform development project has started. This will be our first Power Platform app using Power BI for reporting and secure mobile phone access.
- EDLT TechOne financial management system upgrade entered User Acceptance testing.

- Work has continued to help embed the Oracle Fusion finance & procurement applications within services areas and preparatory work has progressed to enable the commencement of phase two of the project at end of September.
- Our new Customer Relationship Management system, Citizens Hub, will be launched at the end of October and will coincide with the launch of our new Council website. To prepare for the launch, the project team are carrying out final developments and checks to ensure functionality is working as expected, with accessibility and overall customer experience in mind.
- For the Alarm Response Centre, around 50% of data has been migrated from the legacy solution to the new platform. Work is on schedule for completion by end of September.
- Work progresses at pace to prepare for the launch of the new Housing Management System. User testing and training is complete and project team are on track for go live by end of September.



Internal Audit



- The team continues to work on the 2024/25 Internal Audit Plan.
- Advice is continuing to be provided by Internal Audit in line with the Internal Audit Charter to support the enhancement of governance arrangements, risk management and controls.
- An initial draft of an Audit & Risk Management Committee self-assessment has been prepared and discussed with the Convenor ahead of consideration at the next committee meeting.

Corporate Fraud

- Corporate Fraud is investigating allegations received, focusing on suspected fraud or error within Education, Housing and Revenues Services and on the remaining cases resulting from the National Fraud Initiative.
- The team also continues to undertake vetting on applications, from a number of services, in order to prevent to fraud and any potential reputational damage.
- The team is focused on maximising its value adding activity through prioritising large value cases, which in some instances are challenging to resolve and may require an update of the policy base to support action – specifically the creation of a Communications Data Policy.

Performance Indicators

		Month			
Code	Title	July 2024			
		Value	Target	Status	Note
FDS-06-BIP-4	Housing Benefit – Average Days to fully process new claims	18	22		Performance ahead of target for August.
FDS-07-BIP-4	Council Tax Reduction – Average Days to fully process new claims	21	25		Performance ahead of target for August.

		Month			
Code	Title	July 2024			
		Value	Target	Status	Note
FDS-BIP-03	Rent Arrears – Active accounts (Monetary value)	£1,151,754	£750,000		Rent Arrears are £111,260 less than this time last year (week 23). The maximisation of housing rental income and pursuit of rent arrears continue to be a priority for the service, to safeguard income. Officers continue to actively pursue rent arrears and provide advice and support to all tenants where they are struggling to pay their rent and are engaging. This includes issuing letters, home visits, telephone calls, emails, etc, which begin as soon as arrears are accrued on a rent account; pre tenancy advice on rent charges, payment options and discussing rent affordability at the time of offer acceptance of a new tenancy; signposting tenants struggling financially to relevant support services to ensure household incomes are maximised; and having a weekly presence at Kirkintilloch Job Centre to provide additional support for tenants in receipt of the housing element of Universal Credit. Rent arrears procedures continue to be applied in full with the team adopting a firm but fair approach to tenants in rent arrears and, where reasonable, escalate serious cases for court action and then eviction.
FDS-SOL-CORP7	Council Tax Collection – Percentage of income due received by the end of the year	46.55%	46.88%		Performance slightly behind forecast for August due to a slight delay in recovery letters being issued.

Health and Social Care Partnership

Overview of Progress

The HSCP and its staff continue to work hard to ensure quality delivery of the Council's operational delivery of statutory social work services, which are integrated with NHS services under the strategic governance of the Health and Social Care Partnership (HSCP) Board. Service quality and outcomes associated with these specific social work services are the main focus of this report with particular reference to three identified performance indicators in accordance with the Council's strategic approach to business improvement planning.

The wider objective is that improved customer and organisational outcomes can be achieved through successful integrated planning and collaborative delivery of health and social care functions, under single management, with a combined budget, working to a single set of outcomes and operating to a single Strategic Plan. The impact and performance of all of these integrated health and social care services overall are reported on a quarterly and annual basis to the HSCP Board and through agreed representation and reporting arrangements, to the Council.

During August 2024, the HSCP has performed on or above target on all three of its identified performance indicators.

Key Achievements / Areas of Focus

Key Achievements:

- Four nominations in the Who Cares? Scotland Corporate Parenting Awards and winner of the award for Excellence in Innovation.
- Improved results for the waiting times of people referred for help with problematic alcohol or drug use waiting times, with 97% meeting target times in 2023/24 and 98.7% in the first quarter of 2024/25.
- The highest percentage of people waiting less than 18 weeks to start psychological therapies in the Greater Glasgow & Clyde area in 2023/24 (97.4%).
- Promotional activity in support of:
 - World Breastfeeding Week
 - International Overdose Awareness Day
 - Future Care Planning sessions
 - Henry healthy family workshops
 - Consultation on the HSCP Strategic Plan

Areas of Focus:

HSCP Wide:

- Develop HSCP Strategic Plan 2025 onwards.
- Review and reframe locality focussed working to deliver community-led support approach in line with agreed strategic direction to address the financial context.
- Improve online accessibility and signposting to information and services through further development and promotion of the HSCP website.
- Progression of Property Strategy to redesign and refresh current accommodation.
- Implement actions in the HSCP Digital Strategy.

- Conclude consultation on the HSCP draft Communications & Engagement Strategy and Action Plan.

Children and Criminal Justice Services:

- Continue to develop as a Trauma Informed organisation.
- Prepare for the launch of Phase 2 of The Promise Plan 24/30.
- Ongoing implementation of Children’s House Project model.
- Implement Children & Young People’s Mental Health & Wellbeing action plan.

Adult Services:

- Development of improvement plan following the outcome of Joint Inspection of Adult Support and Protection arrangements and delivery of improvement actions.
- Review of Learning Disability accommodation-based services.
- Continue to develop an increasing range of informal and formal support options in the community as part of the continuum of day services.
- Review of commissioned services for adult mental health and alcohol and drugs services to further implement a recovery focused approach.
- Devise and deliver year 1 actions of the East Dunbartonshire Dementia Strategy Action Plan.
- Preparation for Adult Services Inspection & Completion of Adult Services Integrated Audit Self Evaluation project.
- Implement the 2024/25 actions of the Older Peoples Social Support Strategy.
- Maximise efficiency within in-house adult social care services.

Performance Indicators



		August 2024			
Code	Title	Value	Target	Status	Note
HSCP-06-BIP-6	Percentage of customers (65+) meeting the target of 6 weeks from completion of community care assessment to service delivery	100%	100%	✓	Performance on target
HSCP-08-BIP-6	The percentage of individuals beginning a work placement within 7 working days of receiving a Community Payback Order	91%	80%	✓	Performance above target
HSCP-94-LPI-3	Percentage of initial Child Protection Planning Meetings taking place within Child Protection National Guidance target timescales.	100%	90%	✓	Performance above target

Land Planning and Development

Overview of Progress

Land Planning & Development have progressed a number of significant work streams during August 2024 in line with the Business Improvement Plan commitments.

Land Planning Policy

- Work on the Evidence Gathering process for **Local Development Plan 3** is ongoing. Officers have been hosting Evidence Topic Group sessions in Southbank House giving stakeholders the opportunity to comment on and inform the preparation of the policy schedules within the Evidence Report. The following sessions have been held to date:
 - Economy – 20/08/24
 - Housing – 27/08/24
 - Infrastructure and Utilities – 30/08/24Further sessions on Protection and Heritage and Neighbourhoods and Wellbeing will be held in September.
- A brief for commissioning a consultant to undertake a Green Belt Review to support the Evidence Report has been prepared and officers are currently liaising with the Procurement Service. Officers are also continuing discussions with community groups looking to prepare Local Place Plans for their area.
- Work is continuing on identifying priority projects for inclusion in the Council's new **Greenspace Strategy**, which will replace the Green Network Strategy and Open Space Strategy. Audit work on play facilities is continuing and surveyors are nearing completion with the assessment of play areas and facilities across East Dunbartonshire. Officers are also liaising with the Procurement Service to commission an update to the Open Space Audit.
- Consultants have been appointed to undertake surveys of potential new Local Nature Conservation Sites and will begin onsite surveying in September.
- Work is continuing on the **Kelvin Valley** feasibility study with the consultant's hosting their first working group meeting, which included participants from key agencies and interested bodies.
- The new Economic Development & Place Policy Officer has continued to have meetings with internal services to discuss the monitoring and delivery of the Circular Economy Strategy and begin early discussions on a refreshed Economic Development Strategy. The officer is also supporting the preparation of the evidence gathering process for LDP3 by contributing to topics related to the local economy and economic development.

Sustainability

- Further progress was made on the development of the Draft **Climate Action Plan (CAP)** including a presentation being delivered to the Senior Leadership Team who provided feedback and input. Additional internal feedback will be sought to allow a coordinated Draft CAP to be taken to Council at the earliest opportunity, prior to public consultation. The Vision, Themes and Objectives have been assessed by consultants Ricardo to provide critical feedback through a Strategic Environmental Assessment Stage 1 Report. The autumn CAP Newsletter was drafted in preparation for distribution in September.

- Work continued on the preparation of the draft version of the **Local Heat & Energy Efficiency Strategy (LHEES) and Deliver Plan** which will be brought to Council in September 2024 prior to a public consultation. An all-members briefing was held in August to provide an overview of key facets of the draft LHEES and delivery plan. Preparations for the LHEES consultation were made in collaboration with the Communications and Engagement Team.
- Information has been gathered on the Council's carbon footprint for the 2023/24 financial year and emissions in the East Dunbartonshire Council area for the 2022 financial year. This information will allow an enhanced **Carbon Management Plan** to be drafted, which will provide an analysis of the Council's corporate emissions and total emissions in East Dunbartonshire, in addition to a technical note on the **Public Bodies Climate Change Duty Report**.
- A **Nature-Based Investment Study** is being developed to quantify the current greenhouse gas emission absorption potential of nature in East Dunbartonshire and set out options to leverage additional public and private investment to support environmental outcomes. The study will identify sites in the area with the potential to absorb additional greenhouse gas emissions in order to contribute towards the Council's net zero targets and quantify the estimated emission absorption potential of nature while delivering meaningful action to preserve and bolster flourishing biodiversity.
- Additional sessions for the **Community Carbon Literacy Training Programme** have been scheduled. A total of 49 people have now completed the accredited Community Carbon Literacy Training in addition to 6 people who attended the online introductory session. The training is being actively promoted and new sessions are being organised every month in the 2024/25 financial year.
- Following a technical note being distributed on Strathclyde Partnership for Transport's **Active Travel Strategy Consultation** (technical note number 130-24), officers attended a workshop to provide feedback on the draft Strategy in August.
- Officers attended workshops to provide input in advance of the launch of the **Scottish Climate Intelligence Service** in September.
- Discussions are on-going to gauge community group interest in leading the establishment of a **Community Climate Hub**.

GIS Team

- The Team is currently working with colleagues in Business & Digital Change and ICT to prepare for a major update of our ArcGIS software which will ensure our software is up-to-date and which will introduce improved functionality. We are experiencing issues with the dated version which we are currently running including server layers not loading. The Team spent some time during August working on a temporary resolution to these problems for ArcGIS Online and also worked on some temporary solutions for colleagues in the Roads service.
- Due to a vacant post in the team there is currently a backlog of support requests. The Team are currently working with a number of Teams across the Council on a range of GIS projects including Customer Relationship Management and RMMS (roads management system) Integration, allotments waiting list integration with ArcGIS, LNCS sites mapping, River Kelvin Feasibility Study work, Survey123 Notifications and the preparation of the Local Heat & Energy Efficiency Strategy. The Team also supported the preparation of the LDP Evidence Report during the month, including preparation of story maps.
- The Team have completed multiple Idox requests from Teams across the Council. These requests are related to updating the Idox templates.

- The Team completed multiple address register/update requests during July. Four new development street address requests were received (15 new flat properties at an Affordable Housing Development in Twechar, 67 new properties at Former Auchinairn Primary School, 28 new properties at Crofthead Cottage Bishopbriggs, 22 new properties at Whitehill Court Kirkintilloch).
- The Team completed several address queries and new ArcGIS online accounts requests from Teams across the Council.

Housing Strategy & Systems

- Implementation of a new IHMS is progressing further, user acceptance testing (UAT) is now complete allowing issues to be rectified or escalated as appropriate prior to confirming a date considered safe to enter into a live environment.
- Systems Officers are assisting with data cleansing of the current Saffron IT system as well as Housing folders, to ensure a smooth transition when migrating to the new IHMS, while also assisting with day-to-day processing of direct debits and the set-up of rent accounts.
- The Systems team are contributing to the National Fraud Initiative audit throughout September 2024.
- Participation in the SharePoint pilot is now complete, this will now be rolled out to all Housing staff.
- Performance Monitoring Officers continue to complete monthly performance statistics and dashboards that inform the HGIOS Report and Annual Return on the Charter. In addition, a Quarterly Return is voluntarily submitted to Scotland's Housing Network that informs an annual benchmarking analysis against other landlords.
- Policy Officers are reviewing the current Allocations Policy, gathering views from Stakeholders and have begun a process of engagement via workshops on key aspects of the policy.
- Policy Officers are undertaking a desktop review of the Local Housing Strategy 23-28 in order to prepare an Annual Update to be submitted to Ministers in December 2024.
- Procurement of a new Digital Telecare system is ongoing. The project team are ensuring the successful transition of analogue telecare to digital telecare throughout the sheltered complexes and will deliver in-person briefings to tenants at each site.
- The Housing Estates Adviser is working closely with the sheltered wardens and concierge to ensure a robust service is provided to tenants during the Telecare switchover to the new system and to minimise disruption to tenants as equipment is removed and replaced.

Business Support

- Working with numerous public sector agencies to ensure all support mechanisms to help business and create jobs are fully utilised, including development of new skills & technologies. Cost of doing business continues to be a concern and resources to help and inform businesses continue to be priority with combined support materials available through the Find Business Support website. A range of support is provided via the team and the Business Gateway contract to new emerging and existing businesses.
- The Digital Development Grant has been launched and is fully subscribed based on available funding via the Shared Prosperity Fund (SPF). Applications are now being processed. The Green Business Support grant is now underway, again funded by UKSPF and this will help businesses analyse how they practice and identify green measures and support that can be provided via a grant process. The

team continues to develop the site enabling and regeneration grant set to go live later in 2024. The Social Enterprise Grant has now closed for applications and has been fully allocated.

- Digital Boost will no longer be funded through Scottish Government although webinars will continue to be delivered by Business Gateway National. The team are using currently available expertise to support companies on their digital journey, as well as developing further internal expertise.
- Growth and inward investment enquiries are being supported and coordinated by the team, directing them primarily at masterplan locations (Kirkintilloch Gateway, and the emerging Westerhill masterplan area).

City Deal Team

- The team continues with a range of work to ensure the delivery of the Council's City Deal project, including the preparation of Outline Business Case (in-line with City Deal & HM Greenbook requirements) which are required to unlock the funding from the region. The scope for the OBC was agreed at Council 21st August 2024, and will include the WDR and the town centre civic space.
- Work is ongoing on to finalise the Westerhill Masterplan. The final Masterplan and its associated delivery plan will be presented for approval as planning guidance at Council in due course. Work is ongoing on the Westerhill Development Road which is currently at DMRB Stage 3. A planning application for the WDR will be submitted in 2024, with statutory consultation planned in advance.
- Work continues on the next stages of the design process for Bishopbriggs Town Centre and Bishopbriggs Park. The A803 project is now outwith the scope of City Deal, as per report to Council on 21st August.

Regeneration & Town Centres Team

- The project to improve Regent Gardens in Kirkintilloch Town Centre has been completed. The Campsie Memorial Hall project in Lennoxton secured funding from the Scottish Government's Regeneration Capital Grant Fund and design development work has commenced following the procurement of a design team.
- The programme management of the Shared Prosperity Fund is ongoing to support services and projects across the Council. A range of projects have been identified and are being progressed for implementation up to March 2025.
- The Lennoxton Main Street Improvement Project is ongoing with work about to commence on the development of technical designs. Progress to the construction phase will be subject to external funding decisions.
- Work has started on site for the Twechar Canalside Outdoor Pursuits Centre project, and work is ongoing in relation to the lease arrangement ahead of the centre opening next year.
- The Milngavie BID was successful in re-ballot, and Kirkintilloch now has a BID. Operating Agreements for each BID are in place and the BIDs are starting to develop projects identified in their respective business plans.
- A successful Canal Festival was delivered at the end of August, with a high turn out.

Traffic & Transport Team

- The construction phase of Canniesburn Toll Improvement Project is on site, and works are progressing. Detailed updates have been provided in various Technical Notes.
- Feasibility and design works are progressing on a range of active travel infrastructure projects included in the Local Transport and Active Travel Strategies, including works to improve various active travel

paths. Canal Street is part of the John Muir Way and a key link onto the canal towpath. This project is now complete and provides a greatly improved link between the old Strathkelvin Rail active travel link and the canal towpath.

- Work is progressing on the A807 Active travel route, with detailed design and procurement of the main works contractor. The BetterPoints East Dunbartonshire App has been launched to promote active travel.
- Work is progressing on key functions of the team including: working on a range of Traffic Regulation Orders at various stages of the statutory process, liaising with the network operator and maintenance contractors of the public electric vehicle charging network and continuing to assist in resolving access issues.
- Work is ongoing in partnership with the Glasgow City Region to develop a delivery option to increase regional and local Electric Vehicle charging network provision.


Development Management:

- During the reporting period the planning side of the team has determined 56 applications and validated 54 applications.
- The Building Standards team have received 103 building warrants and approved 130 applications.
- The Enforcement Team opened 5 new cases and closed 8 cases.
- The Development Applications team have been busy preparing reports for the next forthcoming Planning Board Meeting.
- Both Planning and Building Standards teams continue to offer support and informal advice to customers through our daily duty service Monday to Friday.

Key Achievements / Areas of Focus

- Preparation of the Climate Action Plan, Local Heat & Energy Efficiency Strategy and Local Development Plan Evidence Report, reports on which will be presented to Council over the coming months.
- Stakeholder engagement workshops on Allocations Policy.
- Telecare provision in a dispersed environment.

Performance Indicator

		Month			
Code	Title	August 2024			
		Value	Target	Status	Note
LPD-BIP22-01	% of Planning Applications receiving a letter confirming whether application is valid or invalid within 5 working days	92%	80%		On Target for August

Legal and Regulatory Services

Legal & Regulatory Services

Democratic Services Overview of Progress

Throughout August, the Democratic Services Teams continued to support the internal governance of the Council, in addition to certain regulatory functions. Since August of last year, the Democratic Services Team has been continuing with the implementation the Council's new committee management system, Modern.Gov. This work is continuing, and the system is now used for writing committee reports, managing the diary, preparing, and issuing agendas and the publication of committee papers to the Council's website. Work to roll the App out to Members has commenced and the App will assist Members in using electronic versions of Committee papers and so will support the move to paperless meetings. Members have been issued with logins passwords and guidance materials. Training/drop-in sessions will be run in September, just before the Council formally moves to paperless meetings. In addition, work is underway to develop the system for use in the preparation, approval, and publication of Technical Notes and Contract Standing Orders waiver forms. In time, it will also be used to support public engagement and consultation, and a petitions function.

Following the General Election in May, Members will be aware that the Election Act 2022 introduced new measures which applied for the first time at the General Election. These included the introduction of voter ID and changes to postal votes and accessibility issues. Officers from across the Council went to great lengths to ensure that the electorate was not severely impacted by the tight timescales of a snap election called during the traditional Scottish school holidays, nor the introduction of Voter ID requirements and the rules governing the handling of Postal Votes. This was augmented by earlier preparations and work to highlight changes around Voter ID, postal votes etc which had been delivered for a number of months preceding. Officers, through the Electoral Management Board, Electoral Commission and Association of Electoral Administrations are currently assessing the impact of these change to the electoral process and a further Technical Note will be issued to Members on this.

In addition to the above, the service continued to support Members and the Strategic Leadership Team. The Information Management Team continues to provide important support and advice to the MS365 implementation team, in addition to business-as-usual support in relation to freedom of information and data protection.

Key Achievements / Areas of Focus

- Registration & Customer Services completed 74 birth and 167 death registrations in August. 39 marriages were also registered in this period.
- Continued development of the new committee administration system, which included support for report authors and the production and distribution of committee and board agendas and preparations for paperless meetings. Democratic Services also assisted the roll out and installation of the Modern.Gov App to elected members and senior officers as progression towards paperless meetings.
- Information Management received & processed 117 FOI/EIRs and 19 SARs (Subject Access Requests)

Legal Services Overview of Progress

The indicators chosen for monthly reporting represent transactions where Legal Services involvement is nearer the end of the process. Each indicator relates to services which are important to individuals and Council Services, but that also have an impact on the local economy. They also represent areas where performance was not previously as good as it might have been, which resulted in the introduction of the PIs. Whilst performance is consistently high, the continued application of the PIs ensures that this remains the case. It also ensures that any change in performance is identified and addressed early.

Performance against all indicators for Legal Services for July is 100% except for housing repair grants which was 50%. This was due to other competing priorities. It is worth pointing out that the figure relates to only one grant which was late. This has now been resolved and it is anticipated that performance will return to normal levels by next month.

Legal Services continues to support services across the Council in the delivery of projects, contracts and otherwise to manage legal risk. This includes advice and work on confidential matters that cannot be included in a public report.

Key Achievements / Areas of Focus

- During August, the Team processed 4 contract award letters, 22 taxi licence applications, and 2 housing repair grants. All were granted within the required timescales except for housing repair grants. One grant was not processed within the time limit due to other priorities. In light of this, it is not proposed to take any steps currently other than to continue to monitor progress against the set PIs.
- The Team continued to provide support to the wider City Deal team with advice and support including preparation of the Outline Business Case required for project funding, providing legal advice on the subsidy control regime in relation to the Westerhill Development Road and Bishopbriggs Town Centre projects and potential future initiatives for the Westerhill Regeneration Area Masterplan.
- Property and planning work included completion of affordable house share of Plot 6 Moncrieff View/6 Fern Court, purchase 28 Clarinda Court, Kirkintilloch, licence agreement for filming of Dog Squad 2 in Mugdock Country Park.
- Contracts work included in this period included providing legal support on the pre-construction contract for the new Lenzie Academy project, support on a potential contract to make publicly available cemetery burial information, implementation of Scottish Living Wage Uplifts variation letters to all uncommissioned providers, conclusion of Birdston Day care service contract and Changing Minds contract for the provision of specialist psychological services, completion of letter of engagement for survey work at Campsie Memorial Hall along with letters of reliance and site licences, award of contracts included Countryside Hedge and Grass Verge Cutting Services, Cadder Cemetery Design Works, Printed Garden Permit Management Services, East Park School for Enhanced Residential Pupil Service, King George V Play Area Project, Installation of Rubber Surfacing to Thomas Muir PS Playground, Air Quality Monitors, Coal Tar Carriageway and footpath resurfacing.
- Grants offers accepted included no one left behind, developing young workforce, CYP Community Mental Health and Active Travel, grants issued included Startegfiv Partnership Agreements to East Dunbartonshire Women's Aid and LGBT Youth Scotland.

- The Litigation Team provided assistance with the high volume of placing requests considered by the Placing Requests Appeals Panel. The Team continued to provide support to Social Work in relation to adults with incapacity and permanence planning and to Education on a variety of matters including ASN Tribunal work appeals and advice to colleagues in HR. This included obtaining a temporary banning order for the protection of a vulnerable adult.

Procurement Overview of Progress

During August, the Procurement Team continued to support services across the Council in the delivery of various projects, including ongoing support to several strategic procurements/projects, particularly in relation to City Deal, ICT, Business & Digital Change, and various Capital projects. In particular, the Team continued to be heavily involved in data cleansing, Solution redesign, Communication planning, Key User training and support, Data Reconciliation and Supplier data correction as part of the ongoing management of the new Fusion Financial system. This has placed a significant demand on the resources of the Team as it leads four of the six implementation workstreams. In addition to the above, the Team is now planning for a major upgrade to the Fusion system. The upgrade is of such magnitude that it requires to be managed as a project in its own right and will require support from other Council services.

The Team also continuously works to manage and support the operational activity in terms of the buyers work centre, Iproc catalogue and supplier management and payment processing, and in August remained focussed on delivering against the increased demand from Services around queries in relation to Fusion, whilst managing the ongoing implementation of the System.

During August, the Team was heavily involved with Taxi Transport, multiple IT software renewals, Housing New Build Maintenance support while continuing embedding of the replacement for the Oracle Financial system and next phases of the project. This has placed a significant demand on the resources of the Team. The Team also continuously works to manage and support the operational activity in terms of the buyers work centre, Iproc catalogue and supplier management and payment processing.

Key Achievements / Areas of Focus

- Providing ongoing support to the City Deal team in relation to Contract requirements and alternative procurement route options.
- Supported key Capital, Business & Digital Change projects such as Oracle Fusion upgrade, Lenzie Academy, IHMS, Westerhill Development Road, school estate Professional Fees, school summer maintenance works whilst supporting workforce of the future planning and Business as Usual workstreams.
- Ongoing work to support Educational & Social Care transport planning arrangements for commencement August 2025
- Participation in extensive meetings and workshops to train, test, reconcile data transfer and solution implementation for the Oracle Fusion upgrade.
- Completed renewals for support and maintenance of business-critical systems to facilitate workforce of the future.
- Ongoing support to the /implementation of Fusion to support the technical requirements for Payment integrations, Managed Stores and e-invoicing on Iproc.

- Ongoing data analysis in preparation of the 2023-2024 Annual Procurement Report to include alignments with organisational Climate Action Planning, Circular Economy Strategy, Community Wealth Building & the City Region Community Wish List planning.
- Processing and payment of Welfare Support, ALT Fuel & EBSS Payments in line with Council support requirements.
- Completed planning and communications in relation to Christmas payment processing timescales.
- Continued efforts to clear backlog of invoices planning and communications for Oracle Fusion
- Initiated Business Critical expenditure considerations within I-proc Buyers Work Centre.
- Ongoing work on the review of Contract Standing Orders for alignment with organisational changes, financial management and Procurement governance.
- Continued End of Financial year planning in alignment with the implementation of a new finance system, managing the backlog resulting from the system downtime and managing business as usual
- Commenced planning for the Oracle Fusion upgrade to Redwood Self Service Procurement
- Commenced planning for implementation of the Oracle Fusion Supplier Portal
- Review of resourcing considerations to support Project workload and business as usual priorities.

Strategic Commissioning

Overview of Progress




Throughout August, the Strategic Commissioning Team provided oversight and leadership to the commissioned market during unprecedented times as demand pressures, on-going workforce and recruitment issues and the cost-of-living crisis continued to challenge the sector. The Team also continued to support the HSCP to progress key strategic priorities and inform the progression of budget related decisions in relation to commissioned services and has been integral in preparing information and reports for consideration by the HSCP Board and then leading on several implementation streams.

Key Achievements / Areas of Focus

- Engaged with providers and supported Scotland Excel to finalise the tender process for the Care and Support Framework due to be implemented later this year.
- Within the context of budget savings, set out and costed commissioning options available for front line services.
- Compiled supporting service and financial reports to support HSCP budget strategy / decision making.
- Engaged with Learning Disability providers regarding budget pressures, service redesign and efficiencies. Follow up meetings are scheduled to progress and finalise.
- Led a series of planning meetings aimed at transitioning individuals with complex and challenging behaviours to more suitable / long term care environments.
- Supported the progression of various strategic reviews and provided service and cost appraisals to help inform strategic and financial direction .

- Progressed Scottish Living Wage implementation in line with national policy.

Performance Indicators

		Month			
Code	Title	August 2024			
		Value	Target	Status	Note
LRS-BIP-01a	% of Contract acceptances completed within 7 days of full instructions	100%	100%		Four letter requests were processed this month in accordance with the relevant timescales.
LRS-BIP-07	Percentage of Taxi licence applications approved or refused by Legal Services within 5 days of receipt of the complete application	100%	100%		There were 22 applications for taxi licences considered by Legal Services in August 2024. All were granted within 5 days of receipt of the complete application. None were refused.
LRS-BIP-09	Number of Housing Improvement and Repairs Grants Processed and authorised within 7 days of receiving full instructions	50%	90%		Two requests were received and one was processed within the relevant timescales. The other matter was delayed due to other competing priorities.

Roads and Neighbourhood Services

Overview of Progress

The Roads and Neighbourhood Service continues to oversee the maintenance function and safe operation of the adopted public carriageway/footway network, adopted open spaces (including trees), cemeteries, domestic, commercial waste & recycling collection, fleet, and transportation within East Dunbartonshire. In addition, the Service also oversees the management and operations of Mugdock Country Park.

This Service area is divided into eight portfolio groupings:

1. Roads Network Operations
2. Roads Technical & Engineering
3. Streetscene Technical Support (including Bereavement and Arboriculture)
4. Streetscene Operations (including grounds maintenance, street cleansing and cemetery operations)
5. Waste Services (including domestic & commercial waste & recycling collections)
6. Fleet Services (including fleet operations, maintenance, and transportation)
7. Mugdock Country Park
8. Corporate Health & Safety Team

Each team has specific areas of responsibility; however, they all operate, and function collectively as required. Within their own areas, each team has several service accountabilities contributing to local outcomes.

The various sections within the portfolio groups continue to progress both revenue operation/maintenance work and internally and externally funded capital projects with colleagues in Procurement, Finance and Health & Safety. Several projects are time specific due to the external funding conditions to it is very important to make best use of the time available to bring these projects to fruition for the benefit of local communities.

Roads Network Operations Team (including Street Lighting)

The team continue to deliver both planned and reactive maintenance to both carriageways, footways, and street lighting assets. The Service is almost at full numbers in terms of resources available with some vacancies for operational posts. However, the Service has commenced the recruitment process for a Senior Streetlighting Technician as there will be a vacant post later in the year and the hope is that there will be a opportunity for a smooth handover to the new post holder.

The 2024/25 capital programmes for carriageway, footway resurfacing and lighting projects have commenced. The first two Technical Notes were issued in April and July with the next update due in October with an update on works concluded to date and work re-sequenced due to external factors. Regrettably, the Streetlighting Team are continuing to work at a reduced capacity, so this is likely to affect the projected capital programme. However, as stayed the team are in the process of recruiting replacement staff so it is hoped that capacity may increase going forward.

The Roads Network Team Leader and Senior Roads Technician continue to oversee the cyclical Safety Inspections and responses to ad-hoc enquiries.

Roads Technical & Engineering

The Roads Development, Structures, Traffic, Flood Risk and Drainage Teams continue to work on and contribute to multiple projects including Road Coring, Flood Defence Maintenance, Bridge Inspection/Replacement and Signalisation/TRO Projects across various area.

The Team is also coordinating with external contractors to delivery multiple traffic surveys with the information used to determine the next steps for various proposals. This information is used as evidence to either support the need for action or validate the decision not to take forward a proposal if it is not supported by evidence.

The Traffic Officer also liaise with Police Scotland colleagues to monitor any road related incidents.

Streetscene Operations

The three geographical based teams are preparing to commence their summer grounds maintenance programmes including grass cutting operations, herbicide treatment, care of Gardens service, play area inspections etc. The teams are also undertaking street cleansing of all adopted council roads and pavements including litter collection, mechanical sweeping, and servicing of street litter bins.

The team also continue to manage the Councils tree stock. The team manages burials in the eight operational cemeteries.

Streetscene Technical Support Team

The team continue to work with community groups regarding Environmental Improvement Projects including path improvement, play area renovations, amenity planting, cemetery, and allotment development.

The team is current analysing the results of the first Ash Dieback Surveys which will inform the actions that need to be prioritised to address this important issue. Ash Dieback Information will be communicated over the coming months as this is an issue that will become more prominent, and it is important to update elected members and communities on potential tree work resulting from the completed surveys.

The team are also currently overseeing the delivery of the Climate Ready Park Project in Etive Park, Bishopbriggs which is currently on schedule despite the recent inclement weather.

The team is also progressing a number of Play Area improvement and replacement projects throughout East Dunbartonshire.

Mugdock Country Park

The team have moved into their spring/summer maintenance period. The monthly visitor number continue to exceed expectation and the team area focused on enhancing the visitor experience to the country park with various improvements planned to key attractions in line with the Mugdock Country Park Strategy.

I would also highlight that Mary Coulshed, Team Leader at the country park has now retired and leaves with our thanks and best wishes for the future.

We now welcome the newly appointed Mugdock Country Park Team Leader, Alison Burke. Alison will take over the role of Team Leader at the country park on the 1st of August 2024.

Waste Services

The Waste Team has continued the frontline service operations for the collection of over 400,000 assorted household bins over the month of August, providing residual, recycling, food, garden and special waste collections on behalf of the Authority. The team has also managed the waste and recycling collections from over 400 of our local commercial premises and provides recycling disposal provision at the Mavis Valley Recycling Centre.

The Waste service have continued to work with our Clyde Valley partners through the period on the treatment and disposal contract for all residual household waste. The Council processed 1919 tonnes of waste through this contract in August, ensuring our waste undergoes treatment for recycling extraction prior to being sent through an Energy from Waste process.

Fleet Services

The Fleet team continue to manage the transport 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.

Fleet Management has worked in partnership with services and officers from procurement in order to specify, tender and procure further vehicles and associated items of specialist plant, suitable for service users' needs and to coincide with contracts terminating through the financial year. Tenders are currently out for the replacement of specialist vehicles, plant & equipment for Greenspace and Streetscene, Waste Management and other front-line services.

Replacement vehicles continue to filter through from suppliers for Roads and Environment, Property Maintenance and Social Services. The team at Fleet Management continue working to transfer systems and equipment and arrange the de-fleeting and disposal of the outgoing vehicles.

The fleet service continues to support and manage Transport Operations for the provision of Additional Support Needs Transport service for Education and Integrated Health and Social Care, including delivery of school meals on behalf of the authority. This service has provided additional support for other services throughout the period.

Health & Safety

The Corporate Health and Safety team provides a range of occupational safety and health services, including advice on statutory guidance, safety action notices, safe working and training, incident reporting and investigation, including RIDDOR. The H&S Team continues to work cooperatively with Trade Union colleagues to review incidents statistics and other health and safety activities.

Ongoing and comprehensive health and safety assistance is provided to services throughout the council and EDLC, conducting multiple site visits to offer expert guidance, address emerging issues, and assist with the completion of risk assessments. The team provided a progress review of risk assessments and methods statements for Streetscene and Greenspace, Roads, Fleet, Housing, PM and FM.

Various teams received assistance through workplace and individual assessments in collaboration with HR colleagues, as well as reviewing First Aids needs assessments. The team and Manager participated in 2nd and 3rd Tier H&S committee meetings.

Occupational health has focused on clinics for statutory health surveillance assessments for respiratory, hearing and skin and continues to capture Display Screen Equipment assessments.

Fire Extinguisher and Building Manager training were conducted through this period as well as Sub-guardian training for Defibrillators. Additionally, various other training sessions were covered such as Duty Holder, UFAS, ladder safety, risk assessment and incident reporting.

The focus continues for Construction Design and Management compliance with site visits, reviewing construction phase plans, risk assessments and method statements for refurbishment, roofing, general Estate repairs and new build and greenspace projects for various teams. For Greenspace and Streetscene, Climate Ready Park project site visits were undertaken amongst other projects. For D&I teams, Twechar

Outdoor Pursuits project site visits were carried out. The team continued to review the Gartconner PS gas boiler installation, the last of the project of 13 new installations.

To support Estates team in their CDM works, reviews were undertaken for several refurbishment and repairs works in educational establishments.

Fire Risk Assessments are conducted in accordance with the predetermined schedule. Officers undertake routine inspections and continue to carry out site visits to address any fire safety concerns and offer expert advice.

The team continue to promote reporting of health and safety incidents throughout the council and programme health and safety inspections of council workplaces.

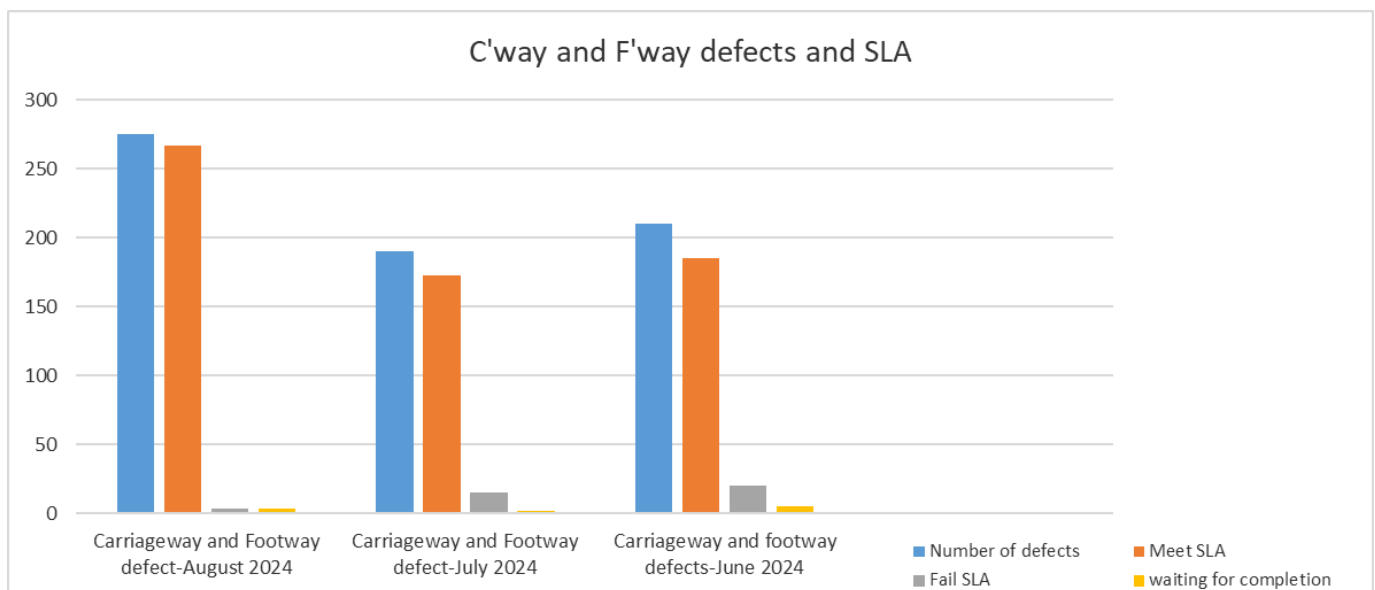
Key Achievements / Areas of Focus

Roads Network Operations Teams (including Street Lighting)

Carriageway and Footway surface defects and service level agreements (SLA):

Between 01/08/2024 and 31/08/2024, we have identified 275 defects in East Dunbartonshire Council carriageways and footways. We have completed 267 repairs on time (approx. 97.1 %), 4 repairs late (approx. 1.45 %) and 4 repairs (approx. 1.45 %) are in list for action and are still within SLA (incomplete).

Below chart compares our last three months performance:



Road’s capital carriageway and footway surfacing projects in August 2024:

Below table indicate the list of footway and carriageway capital resurfacing projects, minor work, road pothole repairs committed in June 2024 in East Dunbartonshire Council areas.

Town	Carriageway Resurfacing & Repairs	Date Completed
Bearsden, East Dunbartonshire	Nasmyth Avenue	August 2024
Kirkintilloch, East Dunbartonshire	St Columba Drive	August 2024

Town	Carriageway Resurfacing & Repairs	Date Completed
Kirkintilloch, East Dunbartonshire	Hillhead Road	August 2024
Bearsden, East Dunbartonshire	Brandon Drive	August 2024
Kirkintilloch, East Dunbartonshire	Kenilworth Road	August 2024
Kirkintilloch, East Dunbartonshire	Ivanhoe Drive	August 2024
Bearsden, East Dunbartonshire	Boclair Road (anti-skid)	August 2024
Bishopbriggs, East Dunbartonshire	Wester Cleddens Road	August 2024
Bishopbriggs, East Dunbartonshire	Eldon Gardens	August 2024
Lennoxtown, East Dunbartonshire	Holyknowe Crescent	August 2024
Milngavie, East Dunbartonshire	Ellangowan Road	August 2024
Milngavie, East Dunbartonshire	Carbeth Road	August 2024
Kirkintilloch, East Dunbartonshire	Lammermoor Road	August 2024
Kirkintilloch, East Dunbartonshire	Highfield Grove	August 2024
Kirkintilloch, East Dunbartonshire	Highfield Court	August 2024
Milngavie, East Dunbartonshire	Castlemains Road	August 2024
Kirkintilloch, East Dunbartonshire	Highfield Road	August 2024
Bishopbriggs, East Dunbartonshire	Park Road	August 2024
Twechar, East Dunbartonshire	Gavell Road	August 2024
Lennoxtown, East Dunbartonshire	Printers Lea	August 2024
Bearsden, East Dunbartonshire	Boclair Road	August 2024
Milngavie, East Dunbartonshire	Mugdock Road	August 2024
Bishopbriggs, East Dunbartonshire	Menteith Avenue	August 2024
Bearsden, East Dunbartonshire	Burncrooks Avenue	August 2024
Milngavie, East Dunbartonshire	Kirk Street	August 2024
Bearsden, East Dunbartonshire	Edgehill Road	August 2024
Milngavie, East Dunbartonshire	Crossburn Avenue	August 2024
Bearsden, East Dunbartonshire	Moorfoot Way	August 2024

Town	Carriageway Resurfacing & Repairs	Date Completed
Lenzie, East Dunbartonshire	Gadloch Gardens	August 2024
Bishopbriggs, East Dunbartonshire	Hilton Terrace	August 2024
Lenzie, East Dunbartonshire	Craigenbay Road	August 2024
Bishopbriggs, East Dunbartonshire	Cadder Road	August 2024
Milngavie, East Dunbartonshire	Clober Road	August 2024
Bearsden, East Dunbartonshire	Thorn Road	August 2024
Kirkintilloch, East Dunbartonshire	Lammermoor Road	August 2024
Campsie Glen, Lennoxton, East Dunbartonshire	Castleview	August 2024
Bishopbriggs, East Dunbartonshire	Stanley Drive	August 2024
Bishopbriggs, East Dunbartonshire	Keir Drive	August 2024
Bishopbriggs, East Dunbartonshire	Southesk Avenue	August 2024
Bishopbriggs, East Dunbartonshire	Eileen Gardens	August 2024
Bishopbriggs, East Dunbartonshire	St Marys Road	August 2024
Bearsden, East Dunbartonshire	Ledi Drive	August 2024
Lenzie, East Dunbartonshire	Gallowhill Avenue	August 2024
Bearsden, East Dunbartonshire	Thorn Drive	August 2024
Milngavie, East Dunbartonshire	Blackwood Road	August 2024
Bishopbriggs, East Dunbartonshire	Dene Walk	August 2024
Bishopbriggs, East Dunbartonshire	Southesk Avenue	August 2024
Kirkintilloch, East Dunbartonshire	Eastside	August 2024
Kirkintilloch, East Dunbartonshire	Canal Lane	August 2024
Kirkintilloch, East Dunbartonshire	Peter D Stirling Road	August 2024
Kirkintilloch, East Dunbartonshire	John Street	August 2024
Kirkintilloch, East Dunbartonshire	Waverley Park	August 2024
Lenzie, East Dunbartonshire	Moss Road	August 2024
Bishopbriggs, East Dunbartonshire	Shiel Road	August 2024

Town	Carriageway Resurfacing & Repairs	Date Completed
Bearsden, East Dunbartonshire	Boclair Road	August 2024
Milngavie, East Dunbartonshire	Keystone Quadrant	August 2024
Torrance, East Dunbartonshire	Clark Place	August 2024
Torrance, East Dunbartonshire	Kelvin View	August 2024
Milngavie, East Dunbartonshire	Footpath Prestonfield Network To Craighdu Road	August 2024

Town	Footway Resurfacing & Repairs	Date Completed
Bearsden, East Dunbartonshire	Moorfoot Way	August 2024
Bishopbriggs, East Dunbartonshire	Pollok Drive	August 2024
Kirkintilloch, East Dunbartonshire	Alexandra Street	August 2024
Torrance, East Dunbartonshire	Footpath Allander Drive To Craigmaddie Gardens	August 2024
Bearsden, East Dunbartonshire	Alva Gardens	August 2024
Bearsden, East Dunbartonshire	Kinnoul Gardens / Alva Gardens Access Road	August 2024
Kirkintilloch, East Dunbartonshire	Footpath Ellisland Drive	August 2024
Kirkintilloch, East Dunbartonshire	Footpath Bothlyn Avenue Corner And To Kirksyde Avenue	August 2024
Milngavie, East Dunbartonshire	Carbeth Road	August 2024
Milngavie, East Dunbartonshire	Douglas Muir Road	August 2024
Kirkintilloch, East Dunbartonshire	Hardmuir Road	August 2024
Bishopbriggs, East Dunbartonshire	Westfields	August 2024
Twechar, East Dunbartonshire	Footpath Gartshore Crescent No13 To No23	August 2024
Bearsden, East Dunbartonshire	Manse Road	August 2024
Bearsden, East Dunbartonshire	North Grange Road	August 2024
Bearsden, East Dunbartonshire	Hillside Avenue	August 2024
Bearsden, East Dunbartonshire	North Grange Road	August 2024
Milngavie, East Dunbartonshire	Shaw Road	August 2024
Lenzie, East Dunbartonshire	Andrew Avenue	August 2024

Town	Footway Resurfacing & Repairs	Date Completed
Milngavie, East Dunbartonshire	McGrigor Road	August 2024
Twechar, East Dunbartonshire	Kelvin View	August 2024
Lenzie, East Dunbartonshire	Almond Drive	August 2024

Carriageways and footways Safety inspection:

Between 01/08/2024 and 31/08/2024, East Dunbartonshire Council completed 15 scheduled safety inspections. 3 of these inspections are related to Footway inspection and unfortunately, one of these footway inspections were completed later than their schedule and more than EDC tolerance between inspections.

Details of these inspections are as below:

Safety Inspections with Required Completion Date in the Range 01/08/2024 to 31/08/2024

Complete					
Inspection Name	Date Issued	Required Inspection Date	Actual Completion Date	No of Defects	Days difference
Safety Inspection of Insp3_Rt99 on 01/08/2024	25/07/2024	01/08/2024	30/08/2024 08:25:00	3	29
Safety Inspection of Insp2_Rt99 on 01/08/2024	25/07/2024	01/08/2024	31/07/2024 06:31:00		-1
Safety Inspection of Insp1_Rt99 on 01/08/2024	25/07/2024	01/08/2024	06/08/2024 08:19:00		5
Safety Inspection of Insp1_Rt36 on 05/08/2024	29/07/2024	05/08/2024	07/08/2024 09:34:00	5	2
Safety Inspection of Insp2_Rt34 on 05/08/2024	29/07/2024	05/08/2024	05/08/2024 06:22:00	6	0
Safety Inspection of Insp3_Rt03 on 05/08/2024	29/07/2024	05/08/2024	02/08/2024 09:47:00	12	-3
Safety Inspection of Insp1_Rt37 on 12/08/2024	05/08/2024	12/08/2024	08/08/2024 09:47:00	3	-4
Safety Inspection of Insp2_Rt35 on 12/08/2024	05/08/2024	12/08/2024	10/08/2024 05:41:00	14	-2
Safety Inspection of Insp3_Rt04 on 12/08/2024	05/08/2024	12/08/2024	15/08/2024 10:32:00	1	3
Safety Inspection of Insp1_Rt38 on 19/08/2024	12/08/2024	19/08/2024	15/08/2024 09:20:00	2	-4
Safety Inspection of Insp2_Rt36 on 19/08/2024	12/08/2024	19/08/2024	16/08/2024 06:22:00	11	-3
Safety Inspection of Insp3_Rt05 on 19/08/2024	12/08/2024	19/08/2024	21/08/2024 09:11:00	12	2
Safety Inspection of Insp1_Rt39 on 26/08/2024	19/08/2024	26/08/2024	19/08/2024 10:03:00	11	-7
Safety Inspection of Insp2_Rt37 on 26/08/2024	19/08/2024	26/08/2024	21/08/2024 06:02:00	3	-5
Safety Inspection of Insp3_Rt06 on 26/08/2024	19/08/2024	26/08/2024	28/08/2024 09:55:00	8	2

Roads Technical & Engineering Teams

Traffic

- Signalisation of Station Road junction with Drymen Road, Bearsden. Proposed costs are higher than expected.
- Signalisation of Milton of Campsie Cross. Design approved. Tender documents with Procurement.
- Responding to Planning Applications.
- Responding to tickets on RMMS and passing instructions for action.
- Responding to Lining Requests and refreshing faded road markings.
- Commenting on various licences i.e., street trader licences, public entertainment licences and occasional licences.
- Bankhead Road traffic calming (installation of 2 sets of speed cushions) was completed during school holidays.
- Accident statistics updated on letter to go out to schools for new school year JRSO scheme, all schools to be invited to take part. All supplies have been received and should be delivered to schools in early October. Inductions commence October/November.

Development

- Site visits to monitor progress on developments currently under construction.
- Site meetings to inspect developments and identify remedial works prior to adoption by EDC.
- Assist planning with development applications, distribute to officers for their comments on potential future developments.
- Process road adoption enquiries from internal and external departments.
- Coordination of future works, road openings and temporary traffic management permits. Completed Q1 Inspection charges / Invoices sent out, SRWR Fixed Penalty Notices issued on a monthly basis, continuing to monitor SRWR Roads Register to update/maintain EDC capital Programmes.
- Barratt site at Braes o Yetts adopted by EDC.
- Final site walkover this week at the Miller 1 & Cala 2 developments at Woodilee prior to adoption.

Flooding and Drainage

- River Glazert Restoration Project, Lennoxton – POAN now completed. Project Group are preparing reports to submit full planning application. Consultation is ongoing with Campsie Community Council / subgroup and have received their formal response to the POAN. A site walkover took place on the 23rd July which went well and meeting notes were provided to all.
- Kelvin Tributaries River Restoration Project – Tender is being evaluated to appoint consultant – on going.
- Climate Ready Park – Construction works have started on site. Progressing well and site meetings with EDC, H&S, Stantec and P1 solutions have been on going.
- New CCTV and Vactor framework – with Procurement.
- New Civils Drainage framework - with Procurement. CCTV & Vactor and Civils works being undertaken under non-contract request under 4 quote process.
- CCTV and Vactor investigations carried out as part of WDR
- Assisting Streetscene with survey for Langfauld Cemetery works
- 46 Thorn Road – civil works to replace defective gully booked 12/8 -16/8
- CCTV surveys carried out at flooding hotspots around EDC.

Structures

- 2024/25 General and Principal inspections programme ongoing.
- Review & response to abnormal load requests.
- Parapet upgrade at FB51 Gavin's Mill footbridge, Milngavie complete.
- Culvert pedestrian edge protection works at 3no. locations on the Strathblane to Lennoxton Railway Path complete.
- Capital programme for 2024/25 to commence pending award of FY24-26 structures framework contract.

Greenspace & Streetscene (including Mugdock Country Park)

Streetscene Operations

- Summer cyclical works ongoing
- Street cleansing and mechanical sweeping; removal of fly posting and uplifting of fly tipping, mechanical street sweeping and installing replacement or additional bins. Includes cleaning of precinct areas.
- Graffiti removal.
- Summer bedding maintenance and watering of hanging baskets.
- Ongoing cemetery operations, digging and carrying out interments, installing headstone foundations and benches.
- Care of Gardens maintenance ongoing

- Checking and clearance of culverts
- Play park inspection
- Herbicide works in open spaces, including Japanese knotweed treatment.
- Pitch marking and overmarking.
- Housing tidy-ups, on request.
- Responding to Customer Service Requests and complaints.
- Removal of dead animals and excess waste at recycling centres.
- Cutting of flood bankings/Iona Way
- Preparation for the Kirkintilloch Canal festival.
- Spraying of Japanese knotweed on exposed ramparts of the Antonine Wall
- Overseeing contracts relating to Verge cut (2nd cut) and hedge cutting.

Streetscene Technical Support

- Play Areas – works complete at KGV - all now fully opened
- Play Areas - construction works will commence in Sept at Luggie Park and Springfield
- Bishopbriggs Park – brief complete - with procurement
- Play Areas – Westerton – brief complete with procurement
- Play Areas - Scott Avenue (MOC) – brief complete and with procurement – Kincaid (MOC) at procurement
- Play Areas – annual external safety inspection complete
- Cemetery Management Rules – internal review ongoing noting recent wider Scottish Govt consultation – awaiting finalised Scottish Govt regs
- Headstones/Memorials Inspection – supplier appointed – probable start date September in Old Aisle Cemetery – Technical Note being prepared
- Cadder Cemetery – works complete to improve traffic management and parking around entrance area complete - 2nd phase of works being planned for winter 24
- Cadder Cemetery Extension – award made to consultants – works now ongoing
- Ash Dieback Survey on Roadside – updated survey received – a small number of trees require urgent works – ownership is a mixture of public and private – contact with private owners now made – EDC trees now felled. Further analysis of other trees and works ongoing
- Schools Estate – tree survey commissioned across the estate
- Climate Ready Park – works on site and are progressing well
- Leisure Trust Football Pitches – summer renovation works complete – pitches now opened
- Colquhoun Park - new goals installed pitches now back playable
- Community Growing Facilities – progressing improvement works via Shared Prosperity Fund
- Allotment Regulations – officer review complete - decision re next steps to be agreed internally
- Working with communities in Jedworth Court, Sense Scotland, Twechar TCA and Kilmardinny Community Garden to increase opportunities for food growing
- Nature Restoration Fund – number of projects ongoing via this Scottish Govt fund – internal discussions re possible funding issues ongoing
- Community Consultations re Management Plans – Lenzie Moss, Whitefield Pond, Cairnhill Woods and Heather Avenue – drafts largely complete – further consultation to take place to finalise
- Mains Park New Path – path works complete around additional link path – initial landscape works also complete – further tree planting to take place in winter period
- Clyde Valley Green Network – liaison re EDC Wetland Strategy.
- Merkland – Scottish Water undertaking infrastructure works to site – now complete - Reinstatement ongoing
- Lennoxton Project Group - via community benefits from George Lesley saw the installation of two information boards: two benches and three picnic tables at various locations in Lennoxton. A toptrec path from Kincaid Drive to Balcorrach Woodlands, Lennoxton also created.
- Glazert Project – team input into overall project re trees and biodiversity aspects

- The team continues to respond to high volume of open space, tree and bereavement enquires, along with planning application consultations and complaints.
- Team working with City Deal Team and Consultants in relation to Masterplan of Bishopbriggs Relief Road
- Planning application responses and support to Planning Team ongoing
- Open Space audit work for input into the Grounds Maintenance System ongoing for Milngavie & Bearsden.
- Assisted a number of Community Groups with Litter Picking resources across EDC

Mugdock Country Park

- Aug Events
 - Go Batty in Bearsden
 - Forest School sessions (8-12 year old) & (adults)
 - Wildlife Weans sessions (Family event)
 - Sensory Sunday sessions (Family event)
- School and Community Events
- Forest School sessions started in late August with Lennoxton PS and St Machan's Primary.
- Warden tasks – Site induction and orientation of new Scottish Warden team, grass cutting and strimming at Courtyard and Mugdock Castle, supporting walled garden project, litter picking, bin emptying, jet washing outdoor furniture, leaf blowing, drain work, filling in potholes in car parks, play equipment checks, motorised plant and equipment serviced and checked, steps re-laid and removal of windblown trees.
- Ranger land management tasks (reduced due to annual leave) – bracken management Mugdock Wood, guarding of natural regenerating seedlings, maintaining the willow hedges at Visitor Centre, drainage maintenance, boardwalk repairs Mugdock wood and invasive birch removal.
- Health & Safety – Training new Scottish Water staff on procedure notes for all activities. Clear up of maintenance yard, re-assessing of risk assessments, fixing of broken fencing in play area.
- Visitor Centre – late summer sale of summer stock, making ready for new Sept stock to arrive – fairy and elf trails continued to be popular.
- Events programme for July to December 24 is being advertised through our socials, website and circulated to all schools. September Events are almost fully booked.
- Scottish Water project – Blue-Green Network Partnership – waiting for Legal agreement to be signed. Site meeting held between Scottish Water and EDC.
- Projects
 - BBQ shelter – waiting for drainage advice and awaiting contractor to install fire retardant roof.
 - New walled Garden Project started in collaboration with Streetscene leading to reclaiming the walled garden from an overgrown state.
- Mugdock Team Leader now in post.

Waste Services

- The Clyde Valley Residual Waste contract saw 1919 tonnes of household general waste throughput in June for recycling pre-sort, and then ongoing production of energy from waste.
- The new garden waste permit scheme continued to be a service focus throughout the month of August, with the permit numbers exceeding 27,000 in total and an income of over £715,000.
- The implementation of our new Waste Modernisation software continues to progress, with all 24 of our front-line vehicles now being fitted with in-cab devices in preparation for employee training in September. Fortnightly meetings continue to take place with Routeware, our software provider, to overcome any challenges and move the project forward successfully.
- The operational team continue to work through and complete the CPC training, the driving competency certification, in which drivers required to go through 35 hours of periodic training every






5 years. The service is releasing a driver each day to ensure deadlines are met and service sustained.

- Managed 11.72 tonnes of fridges for recycling through both Mavis Valley and Special Collections.
- Managed 165.00 tonnes of wood for recycling through Mavis Valley Recycling Centre.
- Managed 18.67 tonnes of electrical items for recycling from Mavis Valley and Special Collections.
- Collected 228 tonnes of food waste from the kerbside.
- The new Project team for the implementation of the 3 weekly residual waste collection service continue to meet to discuss action plans.
- Over 40 of our Waste Operational employees took part in a trial for the introduction of electronic payslips, this trial proved to be very successful and well received by staff.
- New provider WRC was appointed in August to manage our Scrap Metal waste material, a first time working with this third-party company.
- Waste Officers attended an Extended Producer Responsibility Workshop presented by DEFRA.
- Tonnage regulatory reconciliation work has been underway in August, with the closing out of the National Waste Data Flow system ahead of the public release in October.

Fleet Services

- During the period 1/08/24 to 31/08/24 there were 104 vehicles/plant inspected/repared in line with the servicing schedule and defect procedure.
- We currently have a variety of vehicles/plant on order to replace an aging fleet in line with the vehicle replacement programme.
- Support Council services in the delivery of ASN Transport including the distribution of essential supplies for vulnerable individuals throughout the period including meals for early year's facilities and lunch clubs etc.
- Continued work on the management of Capital programme for the replacement of fleet assets through the financial year.
- Continued work on the CPC training programme, to ensure all drivers that require CPC training achieve this before the deadline to remain compliant.
- Continued support to front line service operations through the provision of in-house fleet maintenance function including work on horticultural and construction plant equipment.
- Management of Fleet Operations in compliance with Operator Licencing legislation with a DVSA Operator Compliance Risk Score of Green for both Traffic and Compliance and a 100% first time pass rate for annual tests.
- Vehicle gate checks have been reintroduced and the compliance team have carried out multiple checks, any issues identified have been relayed to the relevant management team.
- Currently working with the customer and digital services team to identify a new fleet management system with a view of merging current systems and streamlining current processes.
- Monthly audits have been implemented to ensure O licence and MOT station compliance.
- We continue to monitor external hires.
- We have provided two extra buses to Education to help reduce costs in relation to taxi hires.

Performance Indicators

		Month			
Code	Title	August 2024			
		Value	Target	Status	Note
RNS-1-BIP-4	Percentage of responsive road repairs completed within timescales	97.1%	85%		Between 01/08/2024 and 31/08/2024, we have identified 275 defects in East Dunbartonshire Council carriageways and footways. We have completed 267 repairs on time (approx. 97.1 %), 4 repairs late (approx. 1.45 %) and 4 repairs (approx. 1.45 %) are in list for action and are still within SLA (incomplete).
RNS-2-BIP-4	Percentage of all street light repairs completed within 7 days	92.73%	95%		Regrettably, the August figures are currently unavailable due to resource issues affecting the Services ability to input the data
RNS-7-BIP-5	Visitor numbers to Mugdock Country Park	69,697	48,000		Target achieved
RNS-BIP17-01	Percentage of Fleet Utilisation	95.18%	80%		Target achieved
RNS-BIP17-03	Percentage of special uplifts completed within 10 working days	76%	90%		Performance levels against general special collection have improved this month, with the average general waste collection taking 12 working days to complete. There are challenges across this activity. Scrap Metal 35% in 10 days (average 30 days) POPs – Upholstery 21% in 10 days (average 18 days) The service has had resource challenges and priority has been on the delivery of statutory frontline services. the resource challenges are currently being addressed through the recruitment process.