

Title
Business Improvement Plans 23–26

Description
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#### Assets and Facilities

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
% Voids returned within timescales	89.3%	85%	✓
Number of tonnes of carbon dioxide emitted from Council operations	2,301	5,000	✓
Average length of time taken to complete non-emergency repairs – Non Housing (No of Days)	15	20	✓
% 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%	✓
% of Secondary school pupils taking up school meals	27.6%	30%	✗
% of Primary school pupils taking up school meals	64.95%	80%	✗
% of locally sourced produce available on school lunch menu	44%	40%	✓
Number of new affordable houses completed in the year	0	0	✓
Percentage of fire Risk Assessments Completed to Schedule	73%	50%	✓
% of planned Health Surveillance undertaken	43%	50%	✗
SSHC Indicator 8 – Average length of time taken to complete emergency repairs (No of Hrs)	3.28	4	✓
SSHC Indicator 14 – % of Repairs Appointments Kept	99.5%	98.5%	✓
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%	✓
SSHC Indicator 9 – Average length of time taken to complete non-emergency repairs (No of Days)	16.43	12	✗

Description
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#### Community Services


	Q2 Performance
Title	Q2 2023/24

	Value	Target	Status
Percentage of Antisocial behaviour cases reported and resolved	100%	85%	
Percentage of tenancy offers refused during the year	25%	27%	
Rent loss due to void properties – Monetary Value	£71,483.48	£65,000.00	
Percentage of homeless decisions made within 28 days	93%	95%	
Number of cases waiting less than 3 years for permanent housing as % of the total number	100%	90%	
Percentage of new tenancies sustained for more than a year, by source of let	96%	93%	
Total No. Nominations – EDC	10	24	
Number Of Targeted Underage Sales Test Purchasing Visits Carried Out For All Age Restricted Products Where Enforcement Responsibility Lies With Trading Standards & Licensing Team Within Community Protection	9	20	
Number Of Targeted Decriminalised Parking Enforcement Initiatives and Patrols (Including Schools And Residential Areas) In Response To Complaints, Service Requests And Intelligence Received	153	120	
Percentage Of Environmental Health High Risk Food Safety Inspections and Public Health Service Request Responses Delivered Within Target Timescales	90%	85%	
Number Of Targeted Co-Production Initiatives Jointly Delivered By The Community Protection Service And Police Scotland	23	24	
Average length of time taken to re-let properties in the last year (days)	56.8	60	

## Description






### Customer Services & Organisational Development

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
Average time (minutes) to answer calls within Customer Services	3.29	3	
% of employees who have PDR conversations LGW & Chief Officers	6.81%	75%	
% of employment contracts issued on or before day 1 of employment	44.1%	85%	
The percentage of the highest paid 5% employees who are women	60.73%	50%	

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
Sickness absence days per employee	5.74	4.25	










### Description

East Dunbartonshire Leisure & Culture

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
Attendances at Leisure Centres	311,872	253,625	
Attendances at Outdoor Sports Facilities	35,082	30,552	
Number of Visits to Libraries	232,163	205,440	
Number of Visits to Council Funded or Part Funded Museums	16,634	11,298	
Number of Gym Direct Debit Memberships	14,406	11,800	

### Description

Education

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
Attendance levels of Looked After Children attending all EDC schools	89%	91%	
Exclusion rates of Looked After Children attending all EDC schools	0	40	
Number of parents participating in the Triple P programme	121	180	
% of those supported by employability programme into employment	58%	40%	
Attendance rates in secondary schools (%)	92.26%	92%	
Attendance rates in primary schools (%)	96.32%	92%	
Exclusion rates of young people in secondary schools (days lost)	46	60	
Exclusion rates of children in primary schools (days lost)	1	20	
Number of young people undertaking Wider Achievement Awards	0	100	

### Description

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### Finance & Digital Services

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
Percentage of ICT reported incidents and minor changes resolved within SLA targets	90.21%	90%	✓
Housing Benefit – % of new claims decided within 14 days of receiving all information	98.6%	96%	✓
Housing Benefit – Average days to process change events	6	6	✓
Council Tax Reduction – Average days to process change events	10	6	✗
Percentage of finalised audit outputs against the number anticipated in the annual audit plan.	44%	50%	✗
No. of audit reports issued within 20 days of completion of field work	100%	95%	✓
Percentage of Key Financial Returns Completed on Time		100%	
Percentage of fraud referrals assessed within 5 days.	100%	97%	✓
Percentage of fraud investigations commenced with 10 days of assessment.	100%	100%	✓
Housing Benefit – Average Days to fully process new claims	17.5	22	✓
Council Tax Reduction – Average Days to fully process new claims	23	25	✓
Rent Arrears – Active accounts (Monetary value)	£1,346,630.33	£990,000.00	✗
% Delivery of projects committed in the transformation programme within scheduled timescales	88%	75%	✓
Council Tax Collection – Percentage of income due received by the end of the year	56.02%	57.86%	⚠

## Description





### Health and Social Care Partnership

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
% of child care Integrated Comprehensive Assessments (ICA) for Scottish Children's Reporter Administration (SCRA) completed within target timescales (20 days), as per national target	100%	75%	✓

Title	Q2 Performance		
	Q2 2023/24		
	Value	Target	Status
% of first Review Child Protection Planning Meetings taking place within 6 months of registration, as per Child Protection National Guidance	100%	95%	✓
% of first Looked After & Accommodated reviews taking place within 4 weeks of the child being accommodated	88%	100%	✗
% of customers (65+) meeting the target of 6 weeks from completion of community care assessment to service delivery	100%	95%	✓
% of CJSW Reports submitted to court by due date	100%	95%	✓
The % of individuals beginning a work placement within 7 working days of receiving a Community Payback Order	100%	80%	✓
Percentage of people 65+ indicating satisfaction with their social interaction opportunities	100%	95%	✓
% of Initial Child Protection Planning Meetings taking place within Child Protection National Guidance target timescales	100%	90%	✓
% of Social Work Reports Submitted to Child Protection Planning Meetings	100%	100%	✓
Percentage of adults in receipt of services who have had their personal outcomes fully or partially met	98%	90%	✓
% of Home Care reviews undertaken within timescales		80%	
Reduction of Covid-19 backlog of Unpaid Work Orders (Outstanding Hours)	0	80	✓
% of Court report requests allocated to a Social Worker within 2 Working Days of Receipt	100%	100%	✓
Balance of Care for looked after children: % of children being looked after in the Community	78%	89%	✗












## Description

Land Planning & Development

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
Town centre footfall across network	1,423,946	1,500,000	
Percentage of Town Centre retail vacancies vs total number of town centre retail units	7.5%	9%	
Amount of funding generated	£127,600.00	£250,000.00	
% of Planning Applications receiving a letter confirming whether application is valid or invalid within 5 working days	52%	80%	

## Description

### Legal & Regulatory Services

	Q2 Performance		
Title	Q2 2023/24		
	Value	Target	Status
Percentage of Committee / Council Action sheets issued within 24 hours	100%	100%	
Percentage of Reports checked by Monitoring Officer within 3 days	100%	100%	
Number of hours of members training delivered	0	3	
Percentage of FOI requests allocated to the correct named officer within 24 hours of receipt	95.7%	95%	
Number of data protection spot checks carried out	0	3	
Number of Information Management Liaison Officer (IMLO) Meetings	0	1	
Open Market Purchase by Internal Legal Services– Number of Offers to buy completed within 5 days of receipt of full instructions and authorisation	100%	100%	
Percentage of Public Entertainment Licence applications approved or refused by Legal Services within 5 days of receipt of the complete application, together with all documentation and completed consultation responses.	100%	100%	
Percentage of applications for guardianship orders and intervention orders under AWI legislation prepared within 10 days of receipt of full instructions and fully completed statutory reports.	100%	100%	
% of Contract acceptances completed within 7 days of full instructions	100%	100%	
Percentage of Taxi licence applications approved or refused by Legal Services within 5 days of receipt of the	92.3%	100%	

Title	Q2 Performance		
	Q2 2023/24		
	Value	Target	Status
complete application			
Number of Housing Improvement and Repairs Grants Processed and authorised within 7 days of receiving full instructions	100%	90%	✓
Invoice Payments – Percentage of invoices paid within 30 days %	92.42%	92%	✓

### Description

#### Roads and Neighbourhood Services

Title	Q2 Performance		
	Q2 2023/24		
	Value	Target	Status
% of municipal waste collected by the authority which is recycled	53.15%	55%	⚠
Percentage of Vehicles Passing DVSA Annual Test First Time	100%	90%	✓
Percentage of Vehicle repairs completed within 48 hours of being defected	89%	80%	✓
Percentage of responsive road repairs completed within timescales	81.2%	85%	⚠
Percentage of all street light repairs completed within 7 days	92.73%	95%	⚠
Visitor numbers to Mugdock Country Park	219,379	144,000	✓
Percentage of Fleet Utilisation	79.97%	80%	⚠
Percentage of special uplifts completed within 10 working days	85%	90%	✗
Percentage of traffic light repairs completed within 48 hours	100%	85%	✓
Percentage of noticing failures reported to the Road Works Commissioner	1.7%	4%	✓
Category A Utility Inspection	54%	50%	✓