

edreport

2019

The public performance report of East Dunbartonshire Council



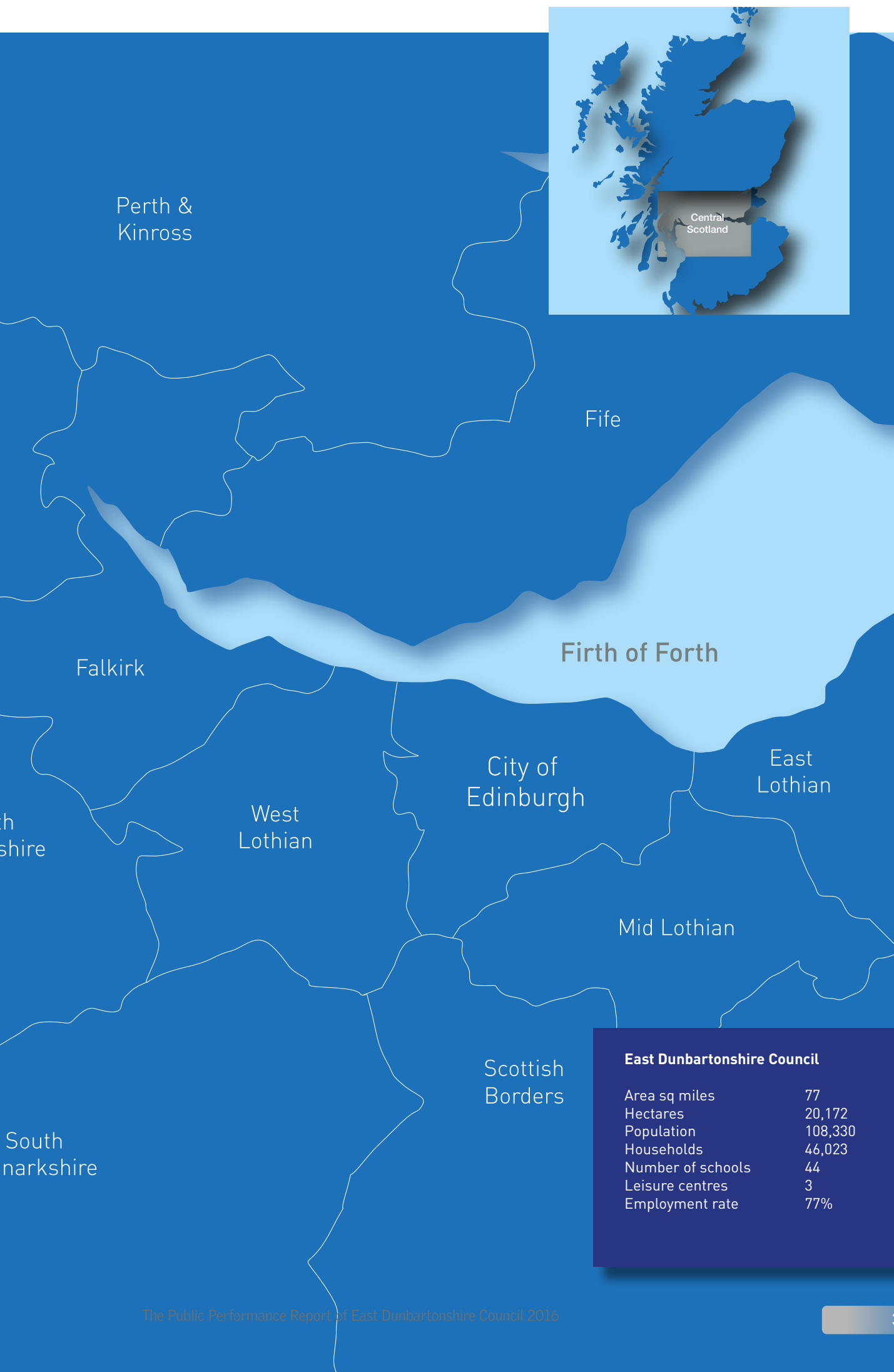
sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk

Map of central Scotland with East Dunbartonshire and surrounding local authorities





Perth &
Kinross

Fife

Firth of Forth

Falkirk

City of
Edinburgh

East
Lothian

West
Lothian

Mid Lothian

Scottish
Borders

South
Ayrshire

East Dunbartonshire Council

| | |
|-------------------|---------|
| Area sq miles | 77 |
| Hectares | 20,172 |
| Population | 108,330 |
| Households | 46,023 |
| Number of schools | 44 |
| Leisure centres | 3 |
| Employment rate | 77% |



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edreport

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Introduction

Overview




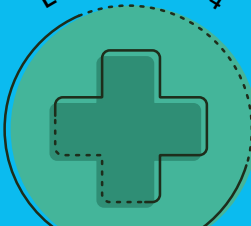
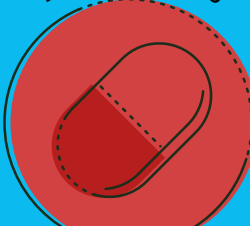

Our Public Performance Report 2018/19 aims to provide an overview of performance across all Council service areas over the 2018/19 reporting period. We are committed to improving performance and being open and transparent about how well we are doing. This report is one of many reports that comprises our public performance reporting framework.

East Dunbartonshire's Local Outcomes Improvement Plan (LOIP) is a shared plan for our Community Planning Partnership. It outlines why and how we will work together with our partners to organise and provide services in a way that tackles known inequalities. The LOIP identifies six local outcomes which the Council and our partners seek to deliver with our people and communities. The outcomes reflect the social, economic, health and environmental challenges facing the area and are informed by the findings of stakeholder engagement, partner consultation and a comprehensive analysis of available statistical information.

Through the implementation of the LOIP, the Council will seek to deliver the vision for East Dunbartonshire, which is;

- Working together to achieve the best with the people of East Dunbartonshire.

Our six local outcomes are;

| | |
|--|--|
| <p>Local Outcome 1</p>  <p>East Dunbartonshire has a sustainable and resilient economy with busy town and village centres, a growing business base, and is an attractive place in which to visit and invest.</p> | <p>Local Outcome 2</p>  <p>Our people are equipped with knowledge and skills for learning, life and work.</p> |
| <p>Local Outcome 3</p>  <p>Our children and young people are safe, healthy and ready to learn.</p> | <p>Local Outcome 4</p>  <p>East Dunbartonshire is a safe place in which to live, work and visit.</p> |
| <p>Local Outcome 5</p>  <p>Our people experience good physical and mental health and wellbeing with access to a quality built and natural environment in which to lead healthier and more active lifestyles.</p> | <p>Local Outcome 6</p>  <p>Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services.</p> |

In order to achieve our vision there are several principles and approaches to working which are paramount. They lend themselves to the planning and delivering of activities under all of our local priority outcomes. Our guiding principles set the tone and the values across our Community Planning Partnership and underpin everything we do.

Our Guiding Principles are;

Guiding Principle 1 - Best value



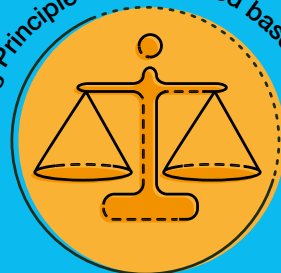
Best Value

Guiding Principle 2 - Coproduction and engagement



Coproduction and engagement

Guiding Principle 3 - Evidenced based planning



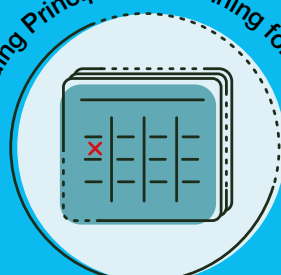
Evidenced based planning

Guiding Principle 4 - Fair and equitable services



Fair and equitable services

Guiding Principle 5 - Planning for place



Planning for place

Guiding Principle 6 - Prevention and early intervention



Prevention and early intervention

Guiding Principle 7 - Sustainability



Sustainability

- Best Value
- Coproduction and engagement
- Evidenced based planning
- Fair and equitable services
- Planning for place
- Prevention and early intervention
- Sustainability

Local Outcome 1

Local Outcome 1

East Dunbartonshire has a sustainable resilient economy with busy town and village centres, a growing base, and is an attractive place in which to visit and invest.

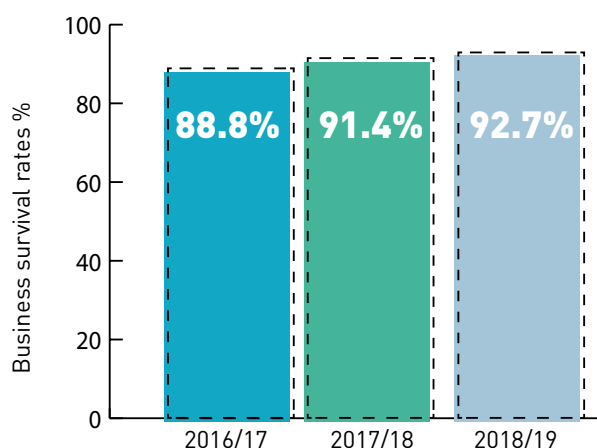


The Business Support team has delivered on a range of programmes and services to support business and facilitate sustainable economic growth and business development. This includes the delivery of projects from the local Economic Development Strategy and direct proactive engagement with ongoing support to local businesses through Business Gateway.

The table below shows business survival rates increased slightly compared with 2017/18 and remained fairly steady throughout 2018/19. This was due to new measures introduced by Business Gateway to deliver flexible and increased support for new start businesses along with market relevant workshops.

The number of new start businesses supported by local authority business support activities (including Business Gateway) and other partners increased significantly between 2017/18 and 2018/19. In 2018/19, Business Gateway advisers undertook 364 one-to-one appointments with potential start-up companies.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Number of new start businesses supported by local authority business support activities (including Business Gateway) and other partners | 421 | 320 | 400 |



Business Gateway hold around 120 workshops per year for the local business community on a range of business subjects/training. These workshops are predominantly held within town centres and their periphery. Partnership events/business breakfasts are also held with the Chamber of Commerce. Business Gateway also developed ED net, a business led networking group, managed and facilitated through Business Gateway highlighting their needs and choosing topics for meetings.

The number of Business Gateway start-ups per 10,000 population increased from 13.59 in 2017/18 to 14.86 in 2018/19 as shown in the table below.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Number of business gateway start-ups per 10,000 population | 9.30 | 13.59 | 14.86 | 16.70 |

The table below shows the cost of economic development and tourism per 1,000 population has increased over the last year from £27,385 to £28,939.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| Cost of economic development and tourism per 1,000 population | £39,880 | £27,385 | £28,939 | £102,086 |

East Dunbartonshire Business Week

The inaugural East Dunbartonshire Business Week was organised by the Council with Business Gateway and partners from the Economic Development Partnership, such as Scottish Enterprise, Dunbartonshire Chamber of Commerce, Developing the Young Workforce, Department for Work and Pensions, Skills Development Scotland and the Federation of Small Businesses.

East Dunbartonshire Business Week took place during 14-18 May 2018 and the theme was 'Be Informed, Be Inspired'. A variety of events took place on different topics including funding sources, cybercrime and resilience, support for recruitment and training, the power of marketing and drop in and information sessions.

Procurement

The Corporate Procurement team has supported procurement requirements across Housing Capital, Capital Programme, Health and Social Care Partnership and the Transformation Programme. The team also published the Annual Procurement Strategy.

A procurement event 'New Year, New Opportunities' was held on 16 January 2019 and led by the Council's Procurement team, the Supplier Development Programme and Business Gateway officers and was supported by Dunbartonshire Chamber of Commerce. The event offered local businesses information about becoming a supplier for public sector contracts with a range of workshops and demonstrations and an opportunity to meet East Dunbartonshire Council's buyers.

The percentage of procurement spent on local small/medium enterprises increased from 16.6% in 2017/18 to 17.2% in 2018/19 as shown in the table below.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| % of procurement spent on local small/medium enterprises | 18.7% | 16.6% | 17.2% | 28.7% |

Town centres

Town centre strategies were developed for Bearsden, Bishopbriggs and Milngavie, with Kirkintilloch to follow once all the work related to the ongoing Kirkintilloch Masterplan has been completed. Initial work on the three draft strategies began in November 2016 through a series of workshops and consultation events, including an online survey to gather opinions on the key issues and priorities for each town centre. This included the use of the Scottish Government's 'Place Standard' tool designed to evaluate the quality of a place.

The results of this exercise formed the basis of the draft town centre strategies. Draft strategies were approved for consultation in November 2017. Following a period of public consultation between 15 January and 26 February, the town centre strategies were published in November 2018. The strategies are 'live' documents and will be subject to regular monitoring and review, evolving as needs change.

Local Outcome 1

Town centres are under increasing pressures and footfall has been falling in town centres nationally. The regeneration team is working on projects to promote town centres and increase footfall. During 2018/19, the team worked with local community groups to host Christmas light switch on events and a pop up shop was hosted in Kirkintilloch.

The table below shows there has been an increase in town centre footfall across the network compared to 2017/18.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|-------------------------------------|-----------|-----------|-----------|
| Town centre footfall across network | 3,046,370 | 3,308,131 | 3,441,295 |

Town vacancy rates increased slightly in 2018/19 as shown in the table below and remained below the Scottish average. The percentage of town centre retail vacancies versus total number of town centre retail units remained the same in 2018/19 compared to 2017/18 and were also lower than the Scottish average. The town centres team have worked closely with businesses and communities to encourage a variety of uses in vacant units.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|-----------------------|---------|---------|---------|------------------|
| Town Vacancy Rates | 8.52 | 8.91 | 9.13 | 10.00 |

The table below shows the proportion of properties receiving superfast broadband increased between 2017/18 and 2018/19 and was well above the Scottish average.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Proportion of properties receiving superfast broadband | 91.00% | 94.63% | 96.00% | 92.01% |

Awards

Kirkintilloch Town Hall won Town Centre Regeneration Project of the Year 2018 at the Scottish Property Awards. The new building has been rejuvenated into a leading centre for heritage, arts, culture and community use. The town hall was also a finalist in the Architectural Excellence (Public Use) category, as well as the Royal Institution of Chartered Surveyors (RICS) Awards 2018, Scotland (for regeneration).

Bearsden Community Hub was a finalist for a number of Scottish Property Awards during 2018/19: Architectural Excellence (Public Use), Community Development Project of the Year, Development of the Year (public buildings), and Town Centre Regeneration Project. It was also nominated in the RICS Awards 2018, Scotland.

Land, Planning & Development

Natural Environment Planning Guidance was updated with revised Local Landscape Areas and additional Local Nature Conservation sites designated in the Green Infrastructure and Green Network Supplementary Guidance.

The table below shows that immediately available employment land as a % of total land allocated for employment purposes in the local development plan decreased from 39.70 in 2017/18 to 37.74 in 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Immediately available employment land as a % of total land allocated for employment purposes in the local development plan | 89.92 | 39.70 | 37.74 | 37.38 |

Milngavie Business Improvement District

Following the first five years as an operational Business Improvement District (BID), a renewal ballot took place in March and April 2019 resulting in agreement to continue the Milngavie BID.

Milngavie BID was launched in 2014 and the project is run by a limited company formed to deliver the project and supporting business plan. Improvement districts are led by local businesses in partnership with other agencies, including public and third sector partners, which are intended to provide a lead role in improving local economic conditions and to deliver improvement to a specified area.

Over the first term of the Milngavie BID, a range of projects have been delivered to enhance the town centre. These include:

- Branding, promotion and marketing of the town centre, and improved online presence
- A growing calendar of good quality large events and activities to promote the town centre and draw additional footfall including a vintage car event, beer and food festival and Christmas light switch-ons
- Infrastructure and environmental improvements including some improvements to the start of the West Highland Way
- A shop front improvement scheme
- Enhanced signage
- Town centre greening
- Town centre security reviews
- Additional income via external funding applications
- Business support, engagement and voice

The Board undertook a number of development and improvement measures to address the challenges experienced by the Milngavie BID. The result of these actions has been that a large amount of project activity has been undertaken over the last year to continue to deliver against the commitments made in the current business plan and establish the BID as key organisation to deliver change in the town centre.

Tourism

Infrastructure upgrades around tourism have been ongoing throughout the year. The towpath of the Forth and Clyde Canal around Twechar was upgraded and path upgrades were delivered from Milngavie to Allander Park which is a link to Mugdock Country Park from the town centre. A feasibility study was also completed for the East Dunbartonshire loop route.

Canal Festival

Another successful Canal Festival took place from 20-26 August 2018 organised by East Dunbartonshire Council and a range of organisations, including East Dunbartonshire Leisure and Culture Trust, Police Scotland, Scottish Fire and Rescue, Kirkintilloch Baptist Church, Kirkintilloch Seagull Trust, Scottish Canals, New College Lanarkshire. A wide range of events took place including:

- Story Week – including canal boat trips for people of all ages.
- Get Active Saturday – including street theatre, canoeing, archery, water rollerz, climbing wall, Gin and Whiskey Festival, evening concert with We Love the 90s and fabulous fireworks.
- Gala Sunday – including classic cars, market stalls, street theatre, live music, dancing displays, Coppers on the Canal and more.

The festival attracted thousands of visitors and boosted the local economy and the areas status as a visitor destination. An Economic Impact Assessment of the 2017 Festival, carried out by Caledonian Economics, found a total of £283,712 was spent locally, based on an estimated figure of 23,000 attendees.

Local Outcome 1

Case Study - Kirkintilloch Canal Festival

People of all ages charted a course for the 2018 Kirkintilloch Canal Festival, which once again proved to be a swashbuckling splash hit for East Dunbartonshire.

Thousands of pounds were spent locally during the entertainment, activities and attractions - held between 20 and 26 August 2018.

The flagship festival is organised annually by the Council and a range of partners, businesses and volunteers.

Kirkintilloch - known as the Canal Capital of Scotland - played host to a variety of events in a number of locations around the town.

Attractions included boat trips, the Saturday evening concert and fireworks spectacular, live performances, the inaugural Gin & Whisky Festival, canoeing, climbing wall, roller-skating, pirates, funfair, Water Rollerz, classic cars, Coppers on the Canal, Pop-up Opera and more.

Thomas Glen, Depute Chief Executive - Place, Neighbourhood & Corporate Assets, said, "The 2018 Kirkintilloch Canal Festival was another spectacular success - attracting people from all over East Dunbartonshire and beyond. Well done to the many officers and volunteers involved behind the scenes.

"The festival is one of the most popular events in the local calendar and a great example of joint-working between the Council and a range of partners - including community groups, organisations, hostellers and shops.

"As well as being a hit with audiences, the festival is also a tremendous boost for East Dunbartonshire's economy. It is estimated that almost £285,000 was spent in the area by attendees in 2017."

The festival is organised by the Council and partners including East Dunbartonshire Leisure and Culture (EDLC) Trust, Police Scotland, Scottish Fire and Rescue, Kirkintilloch Baptist Church, the Regent Centre, New College Lanarkshire - Kirkintilloch, Seagull Trust, Scottish Canals, and the Forth and Clyde Canal Society.

There were a range of smoke-free areas in association with East Dunbartonshire Tobacco Alliance, while Zero Waste Scotland was in attendance to consult on a deposit return scheme for empty drinks containers.

The next Kirkintilloch Canal Festival will take place between 17 and 23 August 2020, with preparatory work already underway.

* An Economic Impact Assessment of the 2017 Festival - carried out by Caledonian Economics - found a total of £283,712 was spent locally, based on an estimated figure of 23,000 attendees.



The canal festival forms part of East Dunbartonshire's efforts to help attract more than one million new visitors to the west of Scotland over five years.

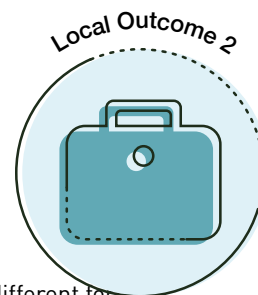
The Council has been working with seven local authorities to deliver the Glasgow City Region Tourism Strategy. The aim is to increase the number of tourists to the west of Scotland, enhance visitor experiences and boost local economies.

The regional plan - unveiled in 2018/19 - supports the Council and its partners' local commitment to tourism, which is set out in the East Dunbartonshire Economic Development Strategy.



Local Outcome 2

Our people are equipped with knowledge and skills for learning, life and work



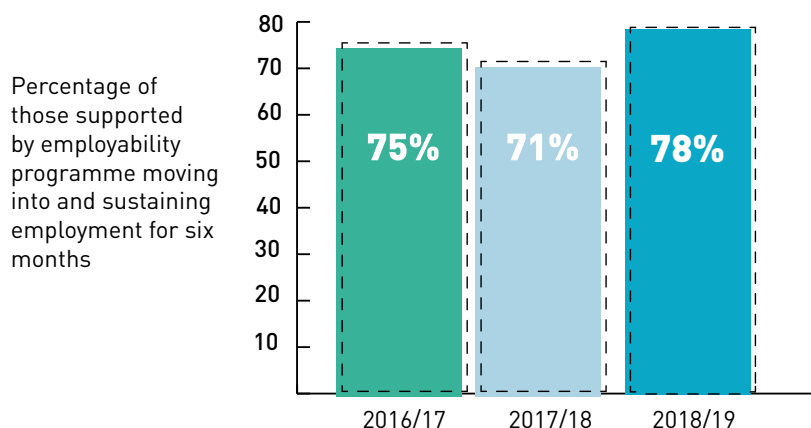
Employability

The Council is responsible for providing learning opportunities to adults, in a variety of different formats, throughout East Dunbartonshire. The service encourages the development of core skills, social inclusion and active citizenship throughout all aspects of learning provision in partnership with other departments and agencies. The main areas of the service include, community learning courses, improving employability skills, improving literacy and numeracy skills and ESOL (English for Speakers of Other Languages).

The percentage of those supported by employability programmes into employment has decreased slightly compared to 2017/18 as shown in the table below. The Youth Employment Initiative programme provide wage incentives to local employers to support young people to access employment. The programme supported 57 young people into jobs against a target of 60.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Percentage of those supported by employability programmes into employment | 61% | 60% | 58 % |

The graph below shows the average quarterly percentage for those supported by an employability programme moving into and sustaining employment for six months.



Grants to employers from the Scottish Employer Recruitment Incentive (SERI) supported six young people to enter employment. All these young people had at least one significant barrier to employment.

The table below shows the percentage of unemployed people assisted into work from Council operated/funded employability programmes increased from 6.0% in 2017/18 to 6.4% in 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| % unemployed people assisted into work from Council operated/funded employability programmes | 9.0% | 6.0% | 6.4% | 12.6% |

Supporting young people's employability needs has remained a key priority for those young people in the NEET group (Not in Employment, Education or Training). Activity agreements were offered to 22 young people who were in negative destinations and 10 have moved onto either employment, further education, training or volunteering. As part of this an introduction to construction skills course started in December with seven young people accessing the course. Successful course completers were offered a place on Tigers ADVANCE Employability Course or Modern Apprenticeship. One young person successfully secured an apprenticeship with East Dunbartonshire Council.

City Deal Working Matters

The City Deal Working Matters project provided support to long term unemployed individuals with health issues. The programme has supported over one hundred individuals with thirteen securing paid employment. Many learners reported significant benefits to participation in the project including improved confidence, skills and health. Exit strategies have been developed to ensure remaining learners are supported in the future as funding for the programme ceased in March 2019.

Living Wage

East Dunbartonshire Council has been recognised as an accredited Living Wage Employer since 2017 with the application of the Living Wage being considered for implementation each April in line with pay and grading structures. Living Wage is promoted through the tender and contracting process via the Workplace Matters section of Procurement Legislation.

Average weekly earnings (gross) for full time workers living in East Dunbartonshire are well above the Scottish average at £684.70 compared to £562.70. The table below shows the proportion of employees who work in the East Dunbartonshire area who are earning less than the living wage increased from 18.6% in 2017/18 to 26.3% in 2018/19. This indicator is based on those who work in the area regardless of where they live (by workplace) and not solely on those living in East Dunbartonshire (by residence).

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Proportion of people earning less than the living wage | 28.6% | 18.6% | 26.3% | 19.4% |

Positive Achievements

Positive Achievements was previously a partnership funded and local authority managed youth project based in Kirkintilloch that supports vulnerable young people into employment, education, training and/or volunteering. The valuable experiences the young people and learners gain prepares them for progression onto national training courses, applying for college courses, as well as CV and job interview preparation for the wider world of work and voluntary sector. Such was the positive contribution of Positive Achievements it was mainstreamed within the Council from April 2017.

During 2018/19, Positive Achievements and the Secondary Wellbeing Support Service worked together at the Fire Skills programme at Kirkintilloch Fire Station in partnership with Scottish Fire and Rescue Service. A total of 12 young people successfully took part where they learnt the drills, skills and experienced the life of a modern day firefighter. On the last day parents and guardians were invited to witness a demonstration of young people dealing with an emergency situation.

Two successful residential trips for young people and adult learners were organised in 2018/19 which also included young people/pupils from Positive Achievements and the Secondary Wellbeing Support Service. This experience impacted positively on young people's skills for learning, life and work. For the first time the Duke of Edinburgh Bronze expedition was introduced as part of the residential which led to 12 young people successfully completing the Bronze Duke of Edinburgh Award.

Learning Celebrations

Two learning celebrations were held during the year where achievements of 45 young people and learners celebrated with individual award portfolios being presented to participants. A total of 246 awards were successfully achieved by these young people/learners this year, with all certificates being accredited and/or industry recognised.

Local Outcome 2

Literacies and English for Speakers of Other Languages

There has been continued support for young people and adults to improve their skills and confidence including support for adult literacy and numeracy and provisions of English for Speakers of Other Languages (ESOL). Ten new volunteers have completed training and are now supporting learners. An adult learning achievement and celebration event was held to mark Book Week Scotland 2018 with over 50 learners and volunteers in attendance.

Modern Apprenticeships / GRAD+

Modern apprentices are employed each year across a number of Council services. Apprentices receive on the job training and day release to attend college and work towards a national qualification. Our Grad+ scheme provides underemployed and unemployed graduates with a 12 month graduate work placement in a relevant service area. The programme includes service specific training and work experience and the development of transferable skills through group workshops and sessions with the graduate team.

Phase 6 of the apprenticeship programme started at the end of August in the areas of Early Years, Streetscene and Roads and the 11 apprentices are progressing well. Phase 5 apprentices are also progressing well with many securing full time employment. The Phase 4 construction management apprentice progressed to a full time officer's post in the Council and was awarded runner up at the Scottish APSE Awards. Both Phase 5 and 6 of the apprenticeship programme offered places to Looked After Children (LAC) and young people, who are being offered additional support where required.

Recruitment for the new mainstreamed graduate programme in 2018 was completed with six new graduates in the areas of ICT, Business Change, HR, Finance and Civil Engineering. Almost all graduates from the 2017/18 programme have now secured good quality employment as a result of participating in the GRAD+ programme with three being recruited within East Dunbartonshire Council.



Community Learning and Development Plan

The new Community Learning and Development (CLD) Plan was agreed in November 2018. The CLD duty is placed with the Local Authority, but many aspects of the CLD Plan are developed and delivered in partnership with Community Planning Partners and other local delivery groups. The CLD Plan sets out a number of objectives and actions to deliver against the themes. It also reflects the long term local outcomes and targets as informed by the Local Outcomes Improvement Plan.

Employability Action Group Strategy and Action Plan

The Employability Action Group updated their Employability Strategy and developed an action plan to cover the period 2018-2021. The following five strategic priorities were jointly agreed by the Action Group:

- School Leavers at risk of not entering a Positive Destination
- Young people aged 18-25 years
- People with significant barriers
- Returners to the labour market and 50+ workforce
- Underemployed

The action plan reflects these priorities. An additional cross cutting priority also reflect the partnerships aim to improve performance across all employability related provision.



Case Study - Inspirational learners help to change lives... starting with their own

East Dunbartonshire Council continues to change the lives of people of all ages through its Skills for Learning, Life and Work service.

During Scottish Apprenticeship Week (4-8 March 2019), the Council celebrated the success of one of the inspirational young people taking part in its award-winning Modern Apprenticeship Programme.

Aidan Maguire, then a second-year apprentice in Construction Management with the Council's Major Assets Team, was runner-up at APSE's national Building & Housing Apprentice of the Year Awards.

As well as being involved in major Council building projects such as schools and community centres, Aidan was completing an HNC in Construction Management at South Lanarkshire College and an SVQ Level 3 in Built Environment Design.

He said, "After school I secured qualifications in Construction and Building Services Engineering, but felt quite strongly that I didn't want to go to university. Getting onto the Council's Modern Apprenticeship Programme was definitely the right move for me.

"It has been so worthwhile. I'm working on big projects, being given responsibilities, studying and being paid. If you are leaving school then you should consider if an apprenticeship would suit you."

The Council has been supporting apprentices across a range of careers for a number of years - helping young people to excel in their studies and opening up a world of new opportunities.

The authority has been recognised for its commitment to delivering a quality programme for the area's young people and in August 2018, 11 new recruits came on board.

Ann Davie, Depute Chief Executive - Education, People & Business, said, "Well done to Aidan, who is a great example of a committed young learner determined to get his career off to the best possible start.

"With several options open to him, he could see the value in the Council's Modern Apprenticeship Programme - as many other young people have done before him.

"Over the years the Council has offered Modern Apprentice opportunities in trades such as plumbing and joinery as well as in ICT, business, management and early years. I am delighted we are continuing to lead the way."





For more information on the Council's Early Career Programme, visit www.eastdunbarton.gov.uk/council/jobs/early-careers-programme

* The Council is also responsible for providing learning opportunities to adults, in a variety of different formats, throughout East Dunbartonshire. The service encourages the development of core skills, social inclusion and active citizenship throughout all aspects of learning provision, in partnership with other departments and agencies.

Main areas include:

- Community learning courses
- Improving employability skills
- Improving literacy and numeracy skills
- ESOL (English for Speakers of Other Languages)

For more information visit www.eastdunbarton.gov.uk/residents/schools-and-learning/adult-learning-and-employability

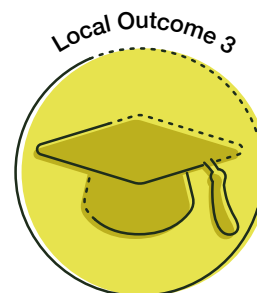
* In March 2019, the Council held a Celebration of Success to mark the end of the three-year City Deal 'Working Matters' project - which aimed to support long-term unemployed individuals with health issues.

More than 100 people from Kirkintilloch, Lennoxtown, Lenzie, Torrance, Bishopbriggs, Auchinairn, Milngavie and Bearsden participated in the programme, with 13 securing paid employment as a result.



Local Outcome 3

Our children and young people are safe, healthy and ready to learn



Attainment

East Dunbartonshire Council remains the top performing authority at third level or better in all four aspects of literacy and numeracy. This is also the case for Level 4 reading, writing, listening and talking and numeracy. An analysis of attainment across three academic sessions highlights that the poverty related gap in numeracy is continuing to close across all levels of the Broad General Education. The authority continues to perform above the national average at all levels of literacy and numeracy. This improving trend indicates significant gains in relation to first level reading, third level writing and second level numeracy.

Performance in SQA examinations was very good in the 2019 diet. Initial analysis of the SQA results showed that overall achievement rates among secondary school students continued to be high. There was improvement in performance in the following measures compared to previous years: S5 students achieving 1+, 3+ and 5+ or more awards at Level 6 (Higher). There was sustained improvement in Higher results in S5 across the last five years or more.

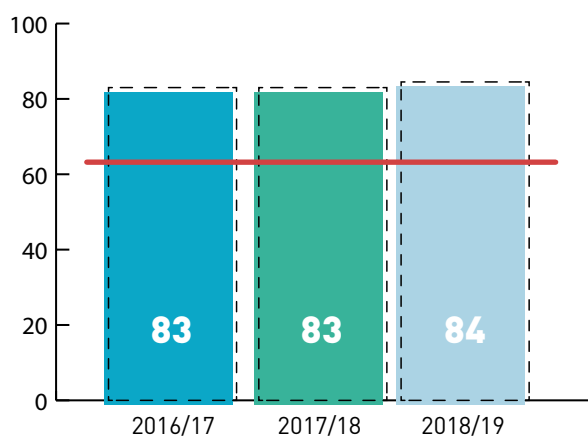
| S4 Pupils | | 2017 DIET | 2018 DIET | 2019 DIET |
|------------|----------------------------|-----------|-----------|-----------|
| 5+ Level 5 | Examinations at National 5 | 66.8% | 69.4% | 67.0% |

| S5 Pupils | | 2017 DIET | 2018 DIET | 2019 DIET |
|------------|------------------------|-----------|-----------|-----------|
| 1+ Level 6 | Higher Level and above | 77.9% | 78.9% | 82.1% |
| 3+ Level 6 | Higher Level and above | 60.7% | 60.8% | 61.4% |
| 5+ Level 6 | Higher Level and above | 35.3% | 35.3% | 39.0% |

| S6 Pupils | | 2017 DIET | 2018 DIET | 2019 DIET |
|------------|-----------------------|-----------|-----------|-----------|
| 1+ Level 7 | Advanced Higher Level | 35.8% | 38.8% | 32.5% |
| 3+ Level 7 | Advanced Higher Level | 33.1% | 33.2% | 31.5% |

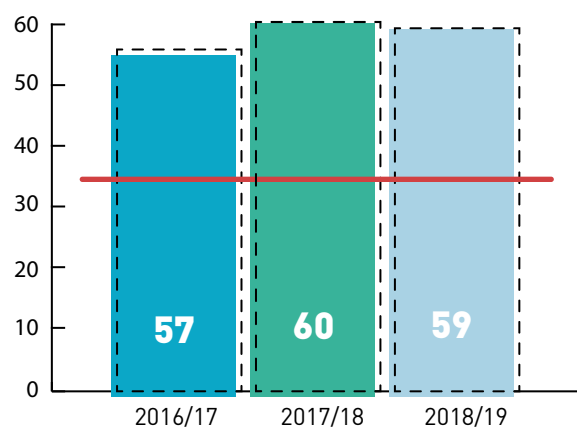
Local Outcome 3

The charts below show the percentage of pupils achieving five or more awards at SCQF level 5 increased by 1% over the last year and was well above the Scottish average of 63%. The percentage of pupils achieving five or more awards at SCQF level 6 decreased by 1% between 2017/18 and 2018/19 and was 24% higher than the Scottish average.



Percentage of pupils achieving 5 or more awards at SCQF level 5

— Scottish average



Percentage of pupils achieving 5 or more awards at SCQF level 6

— Scottish average

Data based on the S6 year group, including any pupils who had been in the year group but left school in S4 or S5 and did not enrol in another school.



The table below shows the percentage of pupils living in the 20% most deprived areas gaining five or more awards at level 5 increased significantly from 62.0% in 2017/18 to 71% in 2018/19, the highest when compared to all other Scottish local authorities. The percentage of pupils living in the 20% most deprived areas gaining five or more awards at level 6 also increased over the same time period.

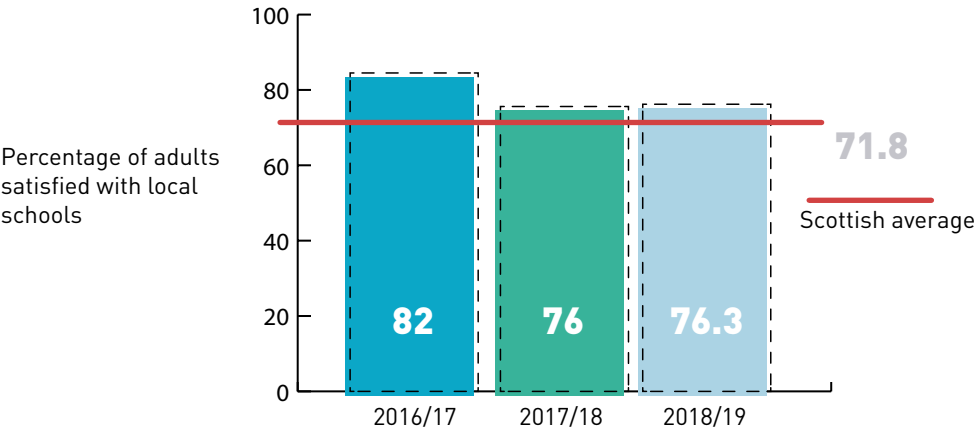
| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| % of pupils living in the 20% most deprived areas gaining 5 or more awards at level 5 | 65.0% | 62.0% | 71.0% | 44.0% |
| % of pupils living in the 20% most deprived areas gaining 5 or more awards at level 6 | 33.0% | 33.0% | 35.0% | 18.0% |

Table based on the S6 year group, including any pupils who had been in the year group but left school in S4 or S5 and did not enrol in another school

The table below shows the overall average total tariff score decreased over the last year. Total tariff scores for SIMD quintile 1 and quintile 2 increased over the same time period. The average total tariff score for quintile 3, quintile 4 and quintile 5 decreased between 2017/18 and 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--------------------------------------|---------|---------|---------|------------------|
| Overall average total tariff | 1305 | 1312 | 1242 | 892 |
| Average total tariff SIMD quintile 1 | 948 | 920 | 977 | 625 |
| Average total tariff SIMD quintile 2 | 1072 | 1012 | 1063 | 740 |
| Average total tariff SIMD quintile 3 | 1156 | 1266 | 1104 | 872 |
| Average total tariff SIMD quintile 4 | 1395 | 1369 | 1310 | 1013 |
| Average total tariff SIMD quintile 5 | 1461 | 1456 | 1387 | 1193 |

The percentage of adults satisfied with local schools increased slightly between 2017/18 and 2018/19 and was higher than the Scottish average.

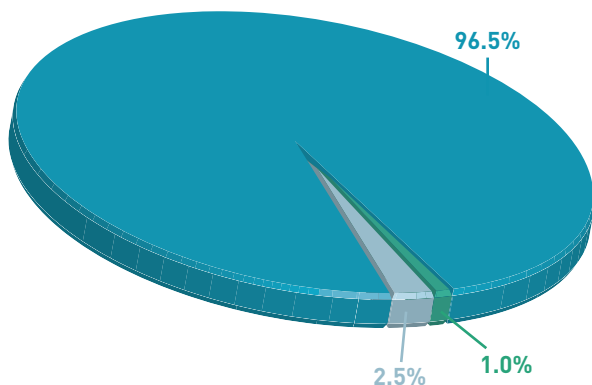


Local Outcome 3

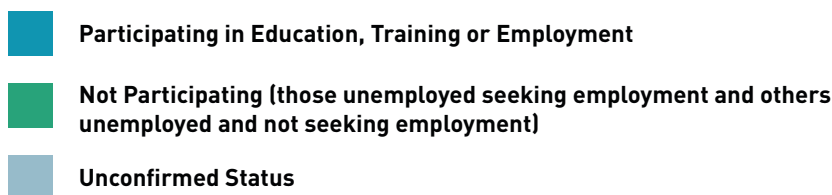
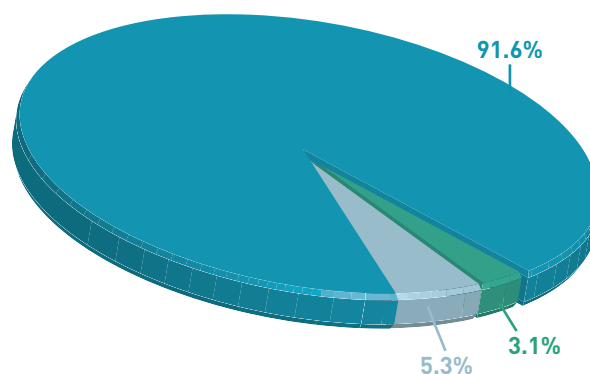
Annual Participation Measure Report

The annual participation measure reports on the activity of the wider 16-19 year old group, including those young people at school. Of those who were participating in education, training or employment, 84.7% were in education, 11.2% were in employment and 0.6% were in training and personal development.

East Dunbartonshire



Scotland



Developing the Young Workforce

The S4 study programme, Find Your Inspiration, offered 10 courses and attracted 100 applicants. This programme targeted young people who were not involved in SQA exams. There was a focus on developing skills for learning, life and work in line with Developing the Young Workforce. The programme offered three elements: a short course; work placement; and career management input from Skills Development Scotland Careers Advisors. Youth workers delivered the Dynamic Youth Award in all secondary schools with 67 young people achieving the award. The programme was highly evaluated with young people able to recognise the skills for learning, life and work that they had developed. One young person was recommended by their work placement supervisor for a post and secured a full time job in the construction industry.

Kirkintilloch High School took up the opportunity to engage with the Top Up programme organised and part funded by Glasgow University. This is a pre-entry programme for young people as preparation for applying to and attending university and involves sessions in school and at the university.

Use of data to support improvement

Primary schools with a comparable demographic have worked together to analyse Curriculum for Excellence (CfE) levels and the results from national assessments at school, local authority and national level. Headteachers were also provided with detailed analysis of local authority attainment in Reading, Writing and Numeracy in Primary 1, 4 and 7 by decile over the past three academic sessions. This is supporting planning for collaborative working. This work will be ongoing and will enable schools to share effective practice in these areas.

Play2Learn

As a result of the intensive professional learning programme from the University of Strathclyde and the central education team, support was delivered to all schools developing Play2Learn. Through support and challenge visits from education staff at the centre, schools have been supported to ensure interventions continue to be appropriate and have the highest impact on learners.

Two schools have been highlighted on the Education Scotland website as examples of good practice. Work is underway to share practice with schools from East Renfrewshire and West Dunbartonshire to ensure that there is a shared understanding and that consistent moderation approaches are in place. Quality assurance processes have involved scrutiny of data in 15 schools and this has shown a statistically significant increase in attainment, writing and talking and listening.

School Improvement Programme

Phase 1 of the new St Nicholas' Primary School in Bearsden was successfully completed in June 2018, with staff and pupils welcomed to the new building in August for the start of the new term. Extensive design and development work is being carried out for the extension of Killermont Primary school and Nursery Class, which is scheduled for completion in April 2020.



Local Outcome 3

Free School Meals

The School (Health and Nutrition) (Scotland) Act 2007 drives the school meal service and this legislation is implemented within all schools. There is a focus to increase the uptake of free and paid healthy school meals so partnership working and consultation with customers and stakeholders is on-going to improve performance targets.

The table below shows the percentage of children taking up free school meals increased between 2017/18 and 2018/19. The performance for paid meals exceeded the target figure for 2018/19 and work is ongoing to increase the uptake of free meals, focusing on those schools not achieving targets.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| % of children taking up free school meals | 74.7% | 74.1% | 78.2% |

Attendance Rates

Attendance rates for primary and secondary schools remained unchanged between 2017/18 and 2018/19 as shown in the table below.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Attendance rates in primary schools (%) | 96.4% | 96.2% | 96.3% |
| Attendance rates in secondary schools (%) | 93.3% | 93.4% | 93.5% |

The table below shows the attendance levels of Looked After Children attending all East Dunbartonshire Council schools decreased between 2017/18 and 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| Attendance levels of Looked After Children attending all EDC schools | 90.3% | 92.0% | 90.8% |

The cost per primary school pupil, cost per secondary school pupil and cost per pre-school education registration all increased between 2017/18 and 2018/19 as shown in the table below. However, the cost for primary school pupil and pre-school education registration remained below the Scottish average.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Cost per primary school pupil (£) | 4,867 | 4,770 | 4,803 | 5,250 |
| Cost per secondary school pupil (£) | 7,227 | 7,261 | 7,406 | 7,185 |
| Cost per Pre-school education registration (£) | 3,939 | 4,162 | 4,701 | 5,070 |

Duke of Edinburgh Awards

A total of 248 awards were achieved; 21 by young people from a disadvantaged background. Merkland School continued to work on its Bronze awards. Overall, completion rates for the award have increased and East Dunbartonshire Council is sitting above the sector average.

School Websites

The school website upgrades were completed with improved content management process and a platform for future digital service delivery capability with future integration of cashless catering and other digital services.

Additional Support Needs

The Strategic Review of the Provision of Additional Support Needs continued to improve provision for children with additional support needs. Enhanced Learning Resources have opened in Wester Cleddens Primary and Castlehill Primary. These provide support in small groups for children in the primary and early years sectors. A comprehensive training programme has supported staff to develop their knowledge and skills to support children with additional support needs.

Inspections

Lairdsland Primary School Inspection

Lairdsland Primary School was inspected in April 2018 by Education Scotland, as part of a national sample of primary school provision.

The inspection model used Quality Indicators from How Good Is Our School 4th Edition (HGIOS4). This is a higher level of expectation than when using the previous Quality Indicators in HGIOS3). The evaluations for Lairdsland Primary School were:

- Leadership of Change – Good
- Learning, Teaching and Assessment – Good
- Raising Attainment and Achievement – Good
- Ensuring Wellbeing, Equality and Inclusion – Good

Inspectors highlighted the following strengths in the school's work:

- Strong partnership working to enrich children's experiences and secure better outcomes for all children.
- Happy, friendly children who are proud of their school and who respond well to the opportunities they have to take on leadership roles.
- The effective leadership of the Headteacher and Deputies to drive forward improvement and to ensure all children access the same positive learning experiences.
- The strong ethos of teamwork and dedication of all staff to work with each other and colleagues across the cluster to develop their practice.

The following areas of improvement were identified and discussed with the Headteacher and the Chief Education Officer from East Dunbartonshire Council:

- Continue to develop ways of encouraging consistency in high quality learning and teaching to promote greater challenge and relevance to ensure children achieve as highly as possible.
- Continue to develop the curriculum to ensure that it takes full account of the school's unique context.
- Continue to improve attainment in literacy and numeracy. In particular, to improve the quality of children's writing and mental maths agility. The school should continue, as planned, to develop aspects of learning and teaching to ensure appropriate support and challenge for all.

Local Outcome 3

Lenzie Meadow Primary School Inspection

Lenzie Meadow Primary School was inspected in May 2018 by Education Scotland. Quality Indicators from How Good is our School 4th Edition were used to evaluate the school. This is a higher standard of evaluation than the previous inspection programme. The evaluations for Lenzie Meadow Primary School were:

- Leadership of Change – Good
- Learning, Teaching and Assessment – Satisfactory
- Raising Attainment and Achievement – Satisfactory
- Ensuring Wellbeing, Equality and Inclusion – Good

Quality Indicators from How Good is our Early Learning Centre were used to evaluate the Nursery class. The evaluation for Lenzie Meadow Nursery were:

- Leadership of Change – Good
- Learning, Teaching and Assessment – Good
- Securing Children's Progress – Good
- Ensuring Wellbeing, Equality and Inclusion – Very Good

Inspectors highlighted the following strengths in the school's work:

- Success in achieving a common sense of identity for Lenzie Meadow Primary School and Nursery following significant change. Children have been very well supported in the transition to their new school and show a great pride in it.
- The strong collaborative culture across the school. Staff work well as a team in creating a positive, purposeful environment which supports children to learn.
- Positive relationships across the school which support a climate of mutual respect. Effective approaches in the nursery class are successful in meeting the needs of children who require additional support in their learning.

The following areas for improvement were identified and discussed with the Headteacher and the Chief Education Officer from East Dunbartonshire Council:

- Improve the quality of learning, teaching and assessment at all stages to ensure children are engaged in motivating and challenging learning experiences. Make more effective use of assessment in the school and nursery class to support better tracking and monitoring of children's progress.
- Raise attainment and achievement across the school by strengthening leadership at all levels.
- Develop learning pathways for all areas of the curriculum to ensure children are building well on prior learning and achieve appropriate progression.



Primary Wellbeing Support Service Inspection

The Primary Wellbeing and Support Service is based in Oxbang Primary School and provides full and part time places for children with emotional and social difficulties. It was inspected in June 2018 by Education Scotland.

Quality Indicators from How Good Is Our School 4th Edition were used to evaluate the school. The evaluation for the Wellbeing Support Service were:

- Self-evaluation for self-improvement - Good
- Raising Attainment and Achievement – Very Good

Inspectors highlighted the following strengths in the service's work:

- Very positive relationships between children and staff. This is resulting in children making very good progress, particularly with their social and emotional development.
- The highly effective individualised support which is helping a significant number of children to return to full time mainstream education.
- The impact of the family learning programme in supporting parents and carers to engage with their child's learning. This is resulting in improved wellbeing outcomes for children and their families.
- The skilled staff team and very effective team leader works collaboratively with partners to ensure the best outcomes for children.

The following areas for improvement were identified with the Team Leader and an Education Officer from East Dunbartonshire Council:

- Staff should continue to identify ways to involve children, parents and partners more fully in self-evaluation activities.
- Staff should continue to develop approaches to assess children's progress in literacy.

Wellbeing Support Resources

The Wellbeing Support Resources within each secondary school continued to work with a wide range of young people and work carried out in each school arises from the particular needs of the pupil population. Examples include individual work with young people, focussed on managing anxiety and development of bespoke curricular programmes. Evaluation of the work carried out by the Wellbeing Support Resources indicates consistently positive differences made for young people in their wellbeing and inclusion in education.

Modern Languages

A 1+2 Approach to Modern Languages is well underway to becoming fully embedded across all schools. Almost all primary and secondary schools are now offering French as a first additional language from Primary 1 until the end of the Broad General Education. This session, two Career Long Professional Learning tranches of Primary Language Learning in French have taken place and both were highly evaluated. Language three development continued with all clusters receiving funding for the purposes of developing a bespoke programme for their cluster, based on self-evaluation that will lead to increased teacher confidence and skills. A working party was set up to develop ideas and resources for the teaching of Spanish at second level. The work is complete and has been shared with schools. This will support schools to deliver consistent and progressive Spanish Language teaching at P5, P6 and P7. All schools have taken part in a 1+2 survey, the results of which will determine next steps.

The Confucius Hub continues to be developed in St Ninian's High School and Clober Primary School. Funding from the Confucius Institute has been distributed to five primary and five secondary school projects. Projects undertaken have included: developing Mandarin; creation of a Chinese garden to promote understanding of Mandarin and Chinese culture; the Confucius Classroom; family learning and Chinese cooking initiatives. St Ninian's High School held a very successful celebration for the Chinese New year which included performances from all cluster primary schools.

Local Outcome 3

Digital Schools

All primary schools in the Bearsden cluster have been awarded the Digital Schools award this session. Achievement of this award is a key measure in the Scottish Government's Digital Education Strategy. Commendably, Mosshead Primary School is the first school in Scotland to be awarded the Cyber Resilience and Safety award.

The percentage of early years provision graded good/better remained at 100% in 2018/19 - well above the Scottish average.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| % funded early years provision which is graded good/better | 97.7% | 100.0% | 100.0% | 90.6% |

Early Years

Phasing and planning to meet the Scottish Government's expansion to deliver 1140 hours of funded early learning and childcare for all eligible two year olds and all three to five year olds continues to progress well across the authority. The early learning and childcare centres in the designated Place areas of Auchinairn, Lennoxton and Hillhead continue to pilot the 1140 entitlement, with Auchinairn Centre piloting the funded lunches and Hillhead piloting the blended model with childminders. This is where children are with the childminder and other private or voluntary agencies. Feedback from parents, children and staff remains positive. Twechar Nursery has successfully piloted the full entitlement since August 2018.

Three new early years centres are being built at Lairdsland in Kirkintilloch, Oakburn in Milngavie and Brookwood in Bearsden and will open in August 2020.

Children and Families

Looked After Children

The table below shows the percentage of first child protection review case conferences taking place within three months of registration decreased in 2018/19 compared to 2017/18. This was due to two case conferences that were unable to take place within the timescale.

In 2018/19, 94% of first Looked After and Accommodated reviews took place within four weeks of the child being accommodated, a 6% decrease compared to 2017/18. Quarter one, two and four were all on target, quarter three was below target with one review that took place out with the target timescale.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| % of first Child Protection review case conference taking place within 3 months of registration | 100% | 100% | 96% |
| % of first Looked After & Accommodated reviews taking place within 4 weeks of the child being accommodated | 96% | 100% | 94% |

Adoption Service Inspection

East Dunbartonshire Council provides an adoption service for children and young people from birth to 18 years. The service is delivered through the Care Planning and Placement team, which is part of the Children and Families Social Work Service.

The inspectors reported that prospective adopters had regular supervision by their supervising social workers, they also had safer plans in place. It was also reported that post adoption plans were in place or in progress and that children placed for adoption experienced safe, nurturing care by adopters who felt confident and well prepared. Adoption assessments were identified as completed thoroughly with good detail and evidence of reflective discussion and all statutory checks and references had been completed.

From the inspection, the service was graded as follows:

- Quality of care and support – Good
- Quality of staffing – Very Good
- Quality of management and leadership – Good

Ferndale Outreach Service Inspection

Ferndale Outreach Service provides support to young people residing in the community. The service aims to offer bespoke packages of care to meet the needs of young people on a flexible outreach basis.

The inspectors reported that young people indicated they felt safe when being supported by Ferndale Outreach, and staff interaction with young people was nurturing, caring and respectful. The service supported early intervention with young people and their families, which reduced the need for alternative care options to be considered.

Inspectors were impressed to hear that some young people who had left the service remained in contact with staff and that when appropriate, workers from the service would continue to visit these young people during times of crisis, and offer support to their family members.

Staff had access to a broad range of training which meant they were well equipped to support young people. Ferndale has embedded the use of Promoting Positive Behaviour theory and this practice was evidenced throughout paperwork and staff discussions about young people.

From the inspection, the service was graded as follows:

- Quality of care and support – Very Good
- Quality of management and leadership – Very Good

Over the course of the inspection, inspectors looked at child protection practice and were satisfied with the procedures and practice in place to ensure service users were being protected.

Corporate Parenting

Funding of £75,000 per year for three years was secured to be used primarily to establish a Young Persons Looked After and Accommodated Children (LAAC) Champions Board. A group of care experienced young people has been established to take this work forward. A Young Person's Development Advisor temporary post was created and an advisor appointed. The role of the job is to support and facilitate young care experienced people for the LAAC Champions Board.

East Dunbartonshire Voluntary Action is now a full member of the Corporate Parenting Group and is raising awareness of corporate parenting and the responsibilities within third sector organisations to its members with the support of the Children, Young People and Families Third Sector Strategic Network.

Local Outcome 3

Case Study - Breakfast Club

provides food for thought

Programmes to provide East Dunbartonshire's most vulnerable children with free breakfast during the school term - and play opportunities and a meal over the school holidays - have been running with great results.

Having started in the 2017/18 session, the breakfast clubs operate from 8am to 9am in six schools in Bishopbriggs, Hillhead and Lennoxton.

The breakfast club service is delivered by Council education support staff and facilities management (apart from Thomas Muir Primary, where the service is provided by Bishopbriggs Out of School Care).

Ann Davie, Depute Chief Executive - Education, People & Business, said, "We all know how important a good breakfast can be for our overall health and wellbeing, and this is especially true for children who are both learning and being physically active throughout their school day.

"Since its introduction, headteachers have reported significant improvements in the social skills and concentration levels of children who attend breakfast club. It is delivering really positive results for those who are taking part."

The Snack & Play programme was first introduced during the 2017 school summer holidays, with priority for places on the scheme given to children entitled to free school meals. At Snack & Play, youngsters enjoy games, arts and crafts, sports, quizzes, reading groups and, of course, a balanced, nutritious and free meal.

Ann Davie continued, "Like Breakfast Club, Snack & Play is a popular scheme and we've received positive feedback from children and their parents.

"The service runs during summer, spring and October holidays and is really well attended. Children who come along take part in a variety of activities, make new friends and share healthy meals together."



Local Outcome 4

East Dunbartonshire is a safe place in which to live, work and visit



Community Protection

The Community Protection Service delivers a wide range of functions which corporately support the work of the Council and which contribute to the effective delivery of the local priority outcomes in the LOIP. The Service delivers on a broad statutory remit, with delivery measures centred on protecting public health and safety, wellbeing and consumer protection.

During 2018/19, there has been further development of co-production activity in conjunction with colleagues from Police Scotland. Services are co-located and daily tasking meetings take place to prioritise and coordinate activity. This has resulted in a significant amount of joint work to protect our communities across East Dunbartonshire, with targeted initiatives in relation to antisocial behaviour, youth disorder, bogus callers, underage sales, vehicle emissions, parking issues, and licensing all being delivered. Co-production activity is monitored and measured by a range of tailored performance indicators and through business improvement planning actions.

| Performance Indicator | 2017/18 | 2018/19 | 2018/19 |
|--|---------|---------|---------|
| Number of targeted co-production initiatives jointly delivered by the community protection service and Police Scotland | 47 | 51 | 48 |

In order to deliver the extensive range of statutory duties and functions placed upon the Community Protection Teams effectively, the service has continued to develop an intelligence led approach towards all work. Intelligence gathered from a variety of different sources has been used to target local enforcement and prevention work towards areas of greatest need, risk and priority. Specific focus has also been placed on work carried out in conjunction with a number of community planning partners in order to deliver community safety priorities across East Dunbartonshire and effective Place activity.



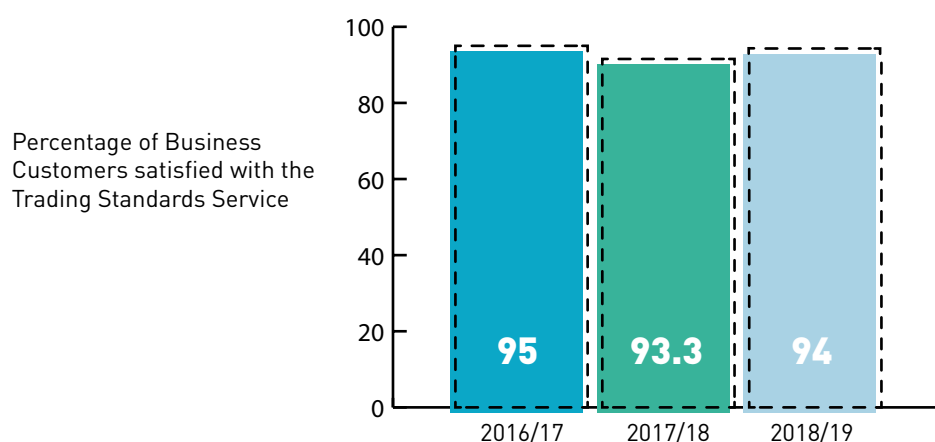
Local Outcome 4

Trading Standards

The indicator below measures the satisfaction levels of consumers that use the Trading Standards Service in East Dunbartonshire. Satisfaction surveys are sent to a significant proportion of the consumers that use the service each year, with returns and feedback collated for the purposes of monitoring and improving service provision.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| Percentage of consumers satisfied with Trading Standards Service | 95.9% | 96.0% | 94.0% |

The percentage of business service users satisfied with the Trading Standards Service was 94.0% in 2018/19 a slight increase compared with the previous year. Satisfaction surveys are sent to businesses that contact Trading Standards for business advice and to businesses that receive a planned Trading Standards inspection visit during the course of the year. Feedback from surveys is collated and used to monitor and improve service provision on a continual basis.



The Council's Trading Standards Service carries out advisory and enforcement work for the purpose of ensuring that the Scottish Government's Enhanced Tobacco Sales Enforcement Programme (ETSEP) is delivered. In terms of the ETSEP, the Trading Standards Service in East Dunbartonshire is required to carry out age restricted sales test purchasing visits to 10% of the tobacco retailers within the area each year. In 2018/19, the targets set by the Scottish Government were comfortably exceeded.

The Scottish Government also requires Trading Standards services to carry out advisory visits to 20% of the tobacco retailers within the area each year. The target for advisory visits for 2018/19 was not met, with resources being predominantly focused towards test purchasing instead during the reporting period.

| Performance Indicator | 2017/18 | 2018/19 | 2018/19 Target |
|--|---------|---------|----------------|
| Number of test purchase visits carried out by Trading Standards under the Scottish Government's Enhanced Tobacco Sales Enforcement Programme | 43 | 69 | 12 |
| Number of advisory visits carried out by Trading Standards under the Scottish Government's Enhanced Tobacco Sales Enforcement Programme | 16 | 15 | 24 |

The table below shows the cost of Trading Standards, Money Advice and Citizens Advice per 1,000 population has increased.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Cost of trading standards, Money Advice & Citizens Advice per 1,000 population (£) | £7,332 | £7,266 | £7,505 | £5,890 |

Environmental Health

The Environmental Health Team enforces a wide range of legislation and provides advice to businesses and to the public on matters including food safety, occupational health and safety, animal welfare, noise pollution, air quality and public health.

Environmental Health also deliver risk based programmed inspection work as contained within the Food and Health and Safety Service Plans as well as responding to a variety of day-to-day service requests. Recent work has included the launch of a new residential caravan site licensing regime and the introduction of a new national delivery model for food safety inspections.

The table below shows the percentage of environmental health high risk food safety inspections and public health service request responses delivered with target timescales exceeded the target of 85% in 2018/19.

| Performance Indicator | 2017/18 | 2018/19 | 2018/19 Target |
|---|---------|---------|----------------|
| Percentage of environmental health high risk food safety inspections and public health service request responses delivered with target timescales | 97% | 95% | 85% |

The table below shows that the percentage of food premises rated as a 'Pass' in the Food Hygiene Information Scheme remained high in 2018/19 at 91%. The Food Hygiene Information Scheme was rolled out in 2014 and covers the whole of East Dunbartonshire. It has resulted in an improvement in food hygiene standards across the area. Information can be found online at www.ratings.food.gov.uk

| Performance Indicator | 2017/18 | 2018/19 | 2018/19 Target |
|---|---------|---------|----------------|
| % of Food Premises Rated as A 'pass' in the Food Hygiene Information Scheme | 91% | 91% | 70% |

The Environmental Health service also received and investigated a number of complaints about matters which affect the public health of people. Amongst others, these included complaints about noise issues, odour issues and complaints relating to water supply and drainage. The percentage of public health service requests receiving initial officer response within two days remained high in 2018/19 at 95%, well above the target of 80%.

| Performance Indicator | 2017/18 | 2018/19 | 2018/19 Target |
|---|---------|---------|----------------|
| Percentage of public health service requests receiving initial officer response within two days | 95% | 95% | 80% |

The cost of environmental health per 1,000 population increased over the last year along with the cost of trading standards and environmental health per 1,000 population, as shown in the table below.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| Cost of environmental health per 1,000 population (£) | £9,905 | £11,440 | £12,545 | £14,994 |
| Cost of trading standards and environmental health per 1,000 population | £17,237 | £18,706 | £20,050 | £20,884 |

Local Outcome 4

Community Safety

The Community Safety Team delivered a range of services to protect local communities throughout the course of 2018/19. The table below shows the percentage of environmental incivilities service requests receiving initial officer response within two days increased slightly in 2018/19 compared to 2017/18 and was well above the annual target.

| Performance Indicator | 2017/18 | 2018/19 | 2018/19 Target |
|--|---------|---------|----------------|
| Percentage of environmental incivilities service requests receiving initial officer response within 2 days | 96% | 97% | 80% |

Decriminalised Parking Enforcement continues across the whole of East Dunbartonshire with extensive programmes of enforcement work for both on and off street parking as well as targeted days of action for Disabled Blue Badge misuse.

| Performance Indicator | 2017/18 | 2018/19 | 2018/19 Target |
|--|---------|---------|----------------|
| Number of targeted decriminalised parking enforcement initiatives and patrols (including schools and residential areas) in response to complaints, service request and intelligence received | 124 | 162 | 120 |

The Community Safety Team continued to provide assistance to the Kirkintilloch Leisure Centre Youth Group initiative via continued support from the Community Wardens. Additional activities were provided for young people through delivery of the Junior Warden Scheme and through utilisation of the MUGA (Multi Use Games Arena) across the Council area. Feedback from attending Community Council meetings, residents' meetings and local events was used to shape local service delivery in relation to community safety matters.



Keep Safe Initiative

The Council and Police Scotland joined forces to support the Keep Safe initiative in the area. This provides vulnerable adults with a safe space and point of contact if they feel insecure or unsafe whilst they are out and about.

The Keep Safe initiative works with a network of organisations including councils, shops, cafes and libraries who have agreed to make their premises a 'Keep Safe' place to go for those who need it if they are frightened, distressed or a victim of crime whilst out in the community.

Those who wish to take part in the initiative will be issued with a contact card which will contain details of the person's name, any health concerns, any communications needs and helpful contact details for friends and family.

Organisations who take part in the initiative will be issued with a Keep Safe sticker to display in their premises window to let vulnerable people know that they provide a 'Keep Safe' place. If a person goes in to the Keep Safe place and shows their contact card, they will be provided with reassurance and the employee will help them ring one of the numbers on their contact card and/or contact the police if a crime has been committed.

Customer Service agents in the Council's four Community Hubs have received training on the scheme which went live at the end of May 2018. More details can be found on the Keep Safe website www.iammescotland.co.uk/keep-safe/about-keep-safe/

Safer and Stronger Together Partnership Strategy and Action Plans

The Safer and Stronger Together Partnership Strategy and Action Plans contain a clear set of priorities, indicators and actions. These will be taken forward by the community planning partners in the Community Safety Partnership, Empowered and the Community Justice Partnership.

The strategy will serve as the delivery mechanism for

- Antisocial behaviour strategy requirement contained within the Antisocial Behaviour (Scotland) Act 2004
- Expectation for a strategic plan that outlines how Equally Safe: Scotland's Strategy to prevent and eradicate violence against women and girls will be implemented at a local level
- Community Justice Outcomes Improvement Plan requirement contained within the Community Justice (Scotland) Act 2016.

Early and Effective Intervention

In January 2019 the Community Safety Partnership took over responsibility for coordination of the work delivered by the East Dunbartonshire Early and Effective Intervention Group. The Group ensures that young people receive appropriate interventions in a timely manner while also being diverted away from formal and statutory systems where appropriate. This improves outcomes for young people involved in the early stages of offending behaviour. During 2018/19, there were a total of 102 referrals received from the Police Scotland Concern HUB. The reasons for referral varied and included charges of assault, breach of the peace, housebreaking, vandalism, theft by shoplifting, misuse of drugs and communication act breaches. A number of referral/disposal sources were utilised including Scottish Association for the Care and Resettlement of Offenders (SACRO), Community Resource Team, Youth Services, Warning letters as well as No Further Action Required.



Local Outcome 4

Community Justice Conference

The inaugural Community Justice East Dunbartonshire conference entitled 'Community Justice through a Trauma Informed Lens' was held on 15 November 2018 in Woodhill Evangelical Church, Bishopbriggs. The event was attended by 130 colleagues from the Council, Health and Social Care Partnership and third sector as well as wider stakeholders who discussed how trauma and adverse childhood experiences affect people and how this can lead to offending and victimisation, which in turn can lead to stigma. There was a range of speakers, workshops and research presentations along with networking opportunities.

Community Justice Partnership

The Community Justice Partnership purchased and introduced Up2U: Creating Healthy Relationships domestic abuse perpetrator programme. Two five-day training courses were delivered by the programme author to 12 Community Justice Social Workers; Prison Based Social Workers; Youth Justice and East Dunbartonshire Women's Aid staff who were the Independent Domestic Abuse Advocates. The training courses took place during September and October 2018.



Criminal Justice Social Work

Criminal Justice services provided local courts with 240 reports including assessments of risk and need to assist the sentencing process. In meeting the target set, Criminal Justice Services have in turn allocated resources to those on community sentences in terms of risk and need to ensure that East Dunbartonshire is a safe place to live and visit.

During 2018/19, the trend regarding community payback orders steadily increased. There was an overall increase of 65% since they were introduced in 2011. The increase of community payback orders places a strain on service delivery and is expected to experience a further 7% increase with the extension of the presumption against short term sentences from 3 months to 12 months.

The table below shows that the percentage of individuals beginning a work placement within seven working days or receiving a Community Payback Order was 80%, an improvement compared to 2017/18. Throughout the year a total of 21,669 hours of unpaid work was invested in our communities. This equates to the value of around £154,000, based on the National Living Wage.

| Performance Indicator | 2017/18 Target | 2017/18 Delivery | 2018/19 Target | 2018/19 Delivery |
|--|----------------|------------------|----------------|------------------|
| % of Criminal Justice Social Work Reports submitted to Court by due date | 95% | 98% | 95% | 100% |
| The % of individuals beginning a work placement within seven working days of receiving a Community Payback Order | 80% | 66% | 80% | 80% |
| The % of cases allocated within two working days | 100% | 98.89% | 100% | 97.29% |

Prison Based Social Work

In 2018/19 requirements for reports to the Parole Board and the Scottish Prison Service saw a 40% increase from 138 to 188. Furthermore, contribution to case management work has seen an increase from 400 to 475. The focus of this work is on public protection, alongside rehabilitation and reintegration to promote safe and positive outcomes for those returning home to their communities.



Case Study - Working together to help protect our countryside and communities for all

An old fireplace, a chemical toilet and shopping trolleys were among the dumped items collected during a litter blitz involving local communities.

An incredible 2.5 tonnes of rubbish was collected from the road verges of East Dunbartonshire during the Week of Action on Roadside Litter in May 2018.

The initiative - which involved the Council's Greenspace and Streetscene team, along with 108 volunteers - helped to improve the environment, increase safety and enhance local amenity.

A total of 271 bags were collected during the campaign - co-ordinated by environmental charity Keep Scotland Beautiful - as well as a full skip of litter.

In addition, various bulky items were removed including an old fireplace, a chemical toilet, shopping trollies, chairs, a broken swing and an old mattress!

More than a dozen distinct areas were targeted, including some of the area's busiest rural roads, in a bid to tackle the unsightly issue.

Officers from the Community Safety team were also out on litter patrol throughout the campaign. While most people were seen disposing of litter appropriately, two fixed penalties had to be issued.

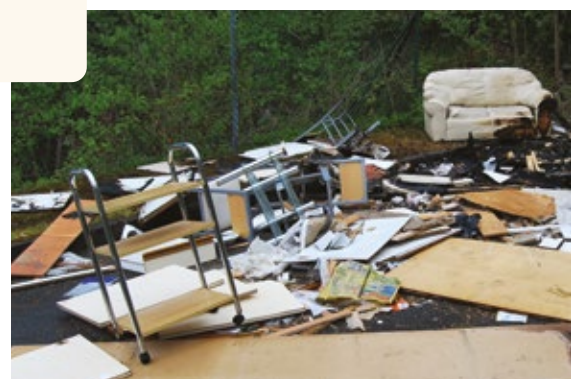
Georgina Massouraki, Keep Scotland Beautiful Campaigns Officer, said, "A huge thank-you to East Dunbartonshire Council for its ongoing support for campaigns such as the Week of Action on Roadside Litter.

"It is incredible that 2.5 tonnes of rubbish was collected in May 2018. Well done to everyone involved for their efforts - which have had a direct, positive effect on communities in East Dunbartonshire, residents and visitors."

The inspirational work has helped to inspire similar campaigns locally, with the Council's Streetscene Technical Support continuing to support community clean-ups.



Image: Keep Scotland Beautiful



Thomas Glen, Depute Chief Executive - Place, Neighbourhood & Corporate Assets, said, "We are lucky to be surrounded by such beautiful countryside in East Dunbartonshire, but roadside litter is a real scourge on the landscape."

"The large volume of litter removed in May 2018 – 2.5 tonnes – is testament to the hard work of officers and community groups, and they are all to be congratulated on their outstanding efforts."

"However, the figures are also a sad indication of the disregard that some have for our local environment. We hope this high-profile campaign will have gone some way to making people think twice about dropping litter from their vehicles."

He added, "It was very encouraging to see so many volunteers willing to work with us to make a difference to the local environment. We would like to thank everyone who joined our officers to make the Week of Action such a success."

For more information on reporting litter-picking or street-cleaning issues involving local town centres, roads, pavements, residential areas and open spaces, visit www.eastdunbarton.gov.uk/residents/roads-and-pavements/litter-picking-and-street-cleaning

You can also visit www.keepsotlandbeautiful.org for details of campaigns, issues and ways to do your bit.



Image: Keep Scotland Beautiful



Local Outcome 5

Our people experience good physical and mental health and wellbeing with access to a quality built and natural environment in which to lead healthier and more active lifestyles



Mugdock Country Park

Mugdock Country Park maintained its four star visitor attraction rating following a recent Visit Scotland review. During 2018/19, Mugdock Country Park attracted 639,972 visitors and the park generated increased income during 2018/19

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Visitor numbers to Mugdock Country Park | 634,540 | 631,798 | 639,972 |



Local Outcome 5

A wide range of events were organised throughout the year including theatre events, countryside events, festivals and workshops. The Middle of Scotland Science Festival was held at Mugdock in 2018 which attracted many children and parents. Mugdock Castle was opened at weekends from May to September 2018 and a new initiative, a pop up refreshments stall, was in place on busy days.

Work to improve the overflow parking field was carried out and will improve the parking situation for visitors. A new BBQ hut was installed which will provide an all year option for social events. The Astronomical Society continues to work with the park in relation to the observatory to be sited to the north of the park.

Boghead Wood



Boghead Wood just off Boghead Road in Lenzie underwent an overhaul to improve access. The improvements included drainage works and the creation of a raised causeway path in the low lying wetter section of the path through the wood. The major footpath running through Boghead Wood was also resurfaced with ULTITREC, a recycled material which was chosen for being sustainable, low cost and because it gives a slightly loose finish to provide grip during icy conditions.

The cost of parks and open spaces per 1,000 population increased from £25,575 in 2017/18 to £27,222 in 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Cost of parks and open spaces per 1,000 population | £25,408 | £25,575 | £27,222 | £20,174 |

The table below shows that the percentage of adults satisfied with parks and open spaces decreased over the last year and is slightly lower than the Scottish average

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| % of adults satisfied with parks and open spaces | 82.67% | 85.00% | 83.23% | 84.83% |

Roads

The Roads network team are responsible for the maintenance, operation, function and safety of the public infrastructure network in East Dunbartonshire. The team successfully improved the surface of over 113,000m² of carriageway. The Bishopbriggs Relief Road phase 4 (Westerhill Road) opened.

The winter maintenance programme was successfully delivered with 75 primary carriageway treatments completed covering a total of 25,828km. Towards the end of the winter season the existing winter fleet was upgraded with the installation of route guidance and automated treatment software which will provide a more efficient treatment service.

The Technical and Engineering services team worked to address issues related to the performance of coordinating and notifying roadworks. This has resulted in significant improvements that have been reported by the Office of the Scottish Roadworks Commissioner, leading to East Dunbartonshire now being listed among the top performers for our strategic grouping.

Surface defect repairs are being targeted and there are action plans in place to mitigate against increased deterioration of the road surface with structural patching programmed to target areas most affected by the severe weather conditions experienced during the winter period.

The table below shows the percentage of responsive road repairs completed within timescales increased slightly between 2017/18 and 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Percentage of responsive road repairs completed within timescales | 87.40% | 79.0% | 80.5% |

The cost of maintenance per kilometre of roads decreased significantly from £20,805 in 2017/18 to £13,794 in 2018/19, as shown in the table below. This was due to a lower level of capital spend on roads in the last year.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Cost of maintenance per kilometre of roads (£) | £28,145 | £20,805 | £13,794 | £9,417 |

The table below shows the percentage of A class, B class and unclassified roads that should be considered for maintenance treatment decreased between 2017/18 and 2018/19 and were well below the Scottish average. The percentage of C class roads that should be considered for maintenance treatment increased slightly over the same time period.

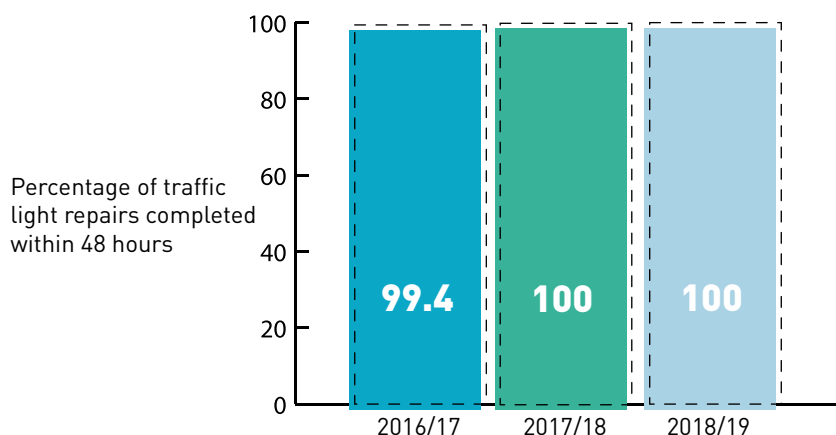
| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Percentage of A class roads that should be considered for maintenance treatment | 29.50% | 27.59% | 26.76% | 30.03% |
| Percentage of B class roads that should be considered for maintenance treatment | 29.02% | 30.07% | 25.55% | 35.71% |
| Percentage of C class roads that should be considered for maintenance treatment | 26.35% | 26.12% | 26.32% | 36.25% |
| Percentage of unclassified roads that should be considered for maintenance treatment | 40.70% | 37.77% | 36.86% | 38.25% |

Local Outcome 5

The table below shows the percentage of all streetlight repairs completed within seven days decreased in 2018/19 compared to 2017/18. There was an improvement in quarter 3 and quarter 4 was above target.

Through the programmed street lighting upgrade programme officers have been improving lighting levels to out dated and problematic locations to ensure lighting design meet with new industry standards. A further 1,000 units have been upgraded through the LED upgrade programme as well as a further 200 units through the standard street lighting upgrade works. The total units converted to LED has now exceeded 13,000 units.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| Percentage of all street light repairs completed within seven days | 95.8% | 97.0% | 93.49% |

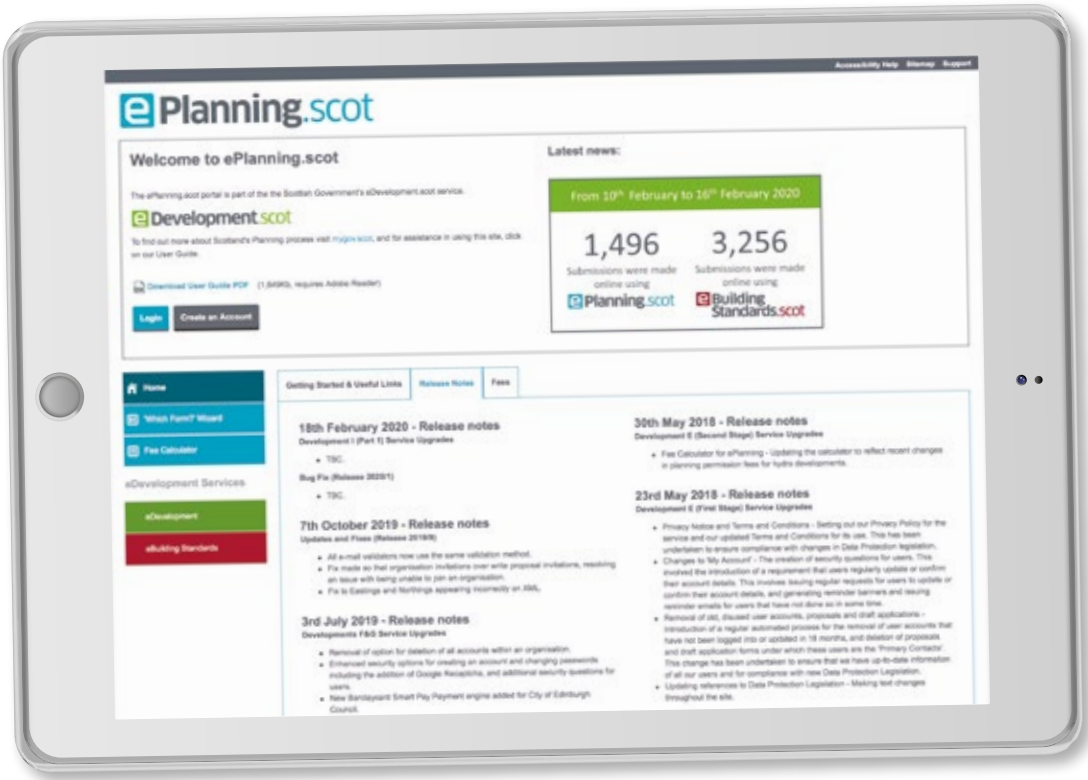
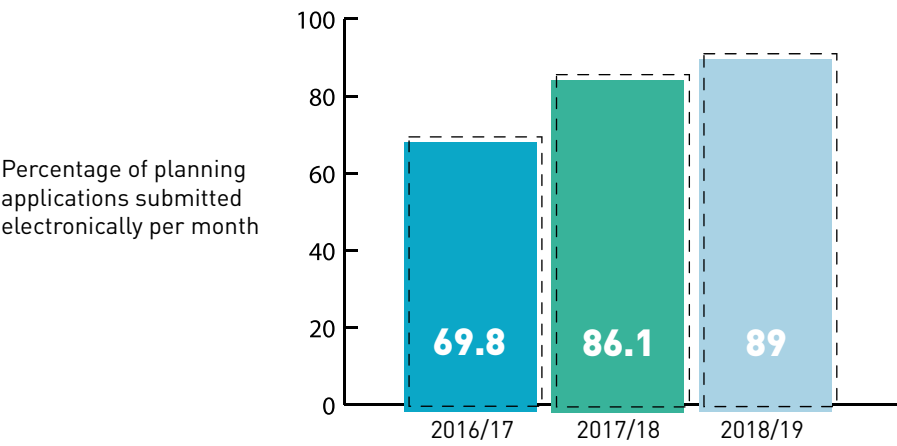


A number of traffic signal upgrades have taken place throughout the areas including New Lairdsland Road at Catherine Street, Kirkintilloch, Maryhill Road at Rannoch Drive, Bearsden, and a right turn filter on Kirkintilloch Road at Westerhill Road, Bishopbriggs. The percentage of traffic light repairs completed within 48 hours remained at 100% during 2018/19, well above the target of 85%.



Planning Applications

The percentage of planning applications submitted electronically in 2018/19 was 88.9%, an increase of over 2% compared to 2017/18. The GIS team significantly contributed to portal improvements through workshops and direct communication with the Scottish Government.



The table below shows the average time (weeks) to deal with major development applications increased during 2018/19. This has been due to delays during the processing periods. An improvement action was identified to investigate the issues surrounding the performance in relation to the time taken to deal with major development applications.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| Average time (weeks) to deal with major development applications | 37.6 | 30.4 | 34.5 |

Local Outcome 5

The percentage of householder developments decided in less than two months has remained high at 91.3% as shown in the table below. Non-householder local developments decided in less than two months decreased between 2017/18 and 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| % of householder developments decided in less than two months | 88.6% | 92.2% | 91.3% |
| % of non-householder local developments decided in less than 2 months | 64.5% | 72.6% | 65.6% |

The cost per planning application increased from £3,267 in 2017/18 to £3,587 in 2018/19. The average time per business and industry planning application (weeks) increased from 8.14 to 12.61 over the same time period.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| Cost of planning and building standards per planning application | £3,843 | £3,267 | £3,587 | £4,439 |
| Average time per business and industry planning application (weeks) | 8.54 | 8.14 | 12.61 | 9.09 |

The Enforcement Team took up 138 cases and 106 breaches were resolved. The majority of cases were resolved through the use of negotiation and cooperation avoiding the need for formal action. Cases ranged from domestic breaches to trees being removed in conservation areas and unauthorised advertisements.

GIS Team

The GIS Team have worked alongside Zero Waste Scotland and colleagues in the Council's Streetscene service to create and analyse over 20 datasets to allow scoring surveys to be carried out, aimed at assessing and prioritising the cleanliness of East Dunbartonshire.

The team also continued to enhance the stamper programme, which enables larger applications to be processed automatically and successfully named and numbered nine new developments with the assistance of Elected Members.

Air Quality Planning Guidance

The Land Planning Policy team conducted a four week consultation on the Draft Air Quality Planning guidance in May/June 2018. Two drop in sessions were held and an online survey was available. Some 27 members of the public interacted with the online survey with many varied responses received. Some questions received more responses than others, therefore sample sizes are different for each question.

A quarter of respondents (nine people out of 37) felt that the structure of the document did not make it easy to read and understand. The main reason for this was the language used was a barrier to the guidance being understood by members of the general public. The guidance will be an operational document in order to assist with the planning process and therefore has to contain certain terminology and detail in order for it to service the purpose it was intended for. However, to make the document as accessible as possible to all the language used throughout has been amended where appropriate.

Air Quality Planning Guidance was approved in May 2018 and public consultation took place in May and June 2018. The final guidance was approved in October 2018.

Joint Health Improvement Plan

The Joint Health Improvement plan identifies the following five key priority areas that reflect the draft outcomes within the national Public Health Review and the health and wellbeing needs of local residents. The plan will be delivered through multi-agency partnerships groups, each responsible for the development and implementation of actions associated with each theme.

- Tobacco Prevention, Cessation and Control
- Obesity and Physical Activity
- Alcohol and Drug, Intervention and Awareness
- Positive Mental Health and Wellbeing
- Healthy Environment

These priority areas will be delivered through a partnership sub-group.

East Dunbartonshire Alcohol and Drugs Services

Surveys carried out with Alcohol and Drugs Service users identified demand for them to have family or significant other(s) involved in their support at a level right for them. Following this, family inclusive practice was discussed routinely at the Alcohol and Drugs Partnership (ADP) treatment and recovery sub group. Improvements were made to practice to reflect this more inclusive approach.

Subsequent follow-up surveys reflect that service users and their families are happy with this more inclusive approach. Family inclusive practice makes best use of people's natural support systems to enhance recovery. Carers are offered a carers assessment as part of the initial alcohol and drugs assessment.

Alcohol Brief Interventions

The aim was to sustain and embed alcohol brief interventions in the three priority settings of primary care, A&E and antenatal. This standard helps tackle hazardous and harmful drinking which contributes significantly to Scotland's morbidity, mortality and social harm. Latest data suggests that alcohol related hospital admissions have quadrupled since the early 1980s and mortality has doubled.

The integrated East Dunbartonshire Alcohol and Drugs Service (EDADS) has been working to improve the waiting times from referral to alcohol and drug treatment. The team redesigned the referral process to improve performance, allocating all referrals for assessment within one week. The team aims to offer assessment appointments within three weeks, recognising the importance of providing a rapid and responsive service to people with drug and alcohol misuse issues.

The table below shows the number of alcohol brief interventions delivered in 2018/19 was 516, well above the annual target of 487.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Number of alcohol brief interventions delivered | 717 | 633 | 516 |

Mental Health Strategy Action 15 Initial Delivery Plan 2018-21

The Mental Health Strategy Action 15 Initial Delivery Plan supports delivery of the Health and Social Care Partnership (HSCP) strategic plan and the National Health and Wellbeing Outcomes. The initial plan was developed in partnership with all the service areas within East Dunbartonshire HSCP, which includes Children's service, Criminal Justice Services and engagement with those developing the local Primary Care Improvement Plan. Further engagement took place through East Dunbartonshire's established service user and carer representative group. The final plan was submitted to the Scottish Government in October 2018.

Local Outcome 5

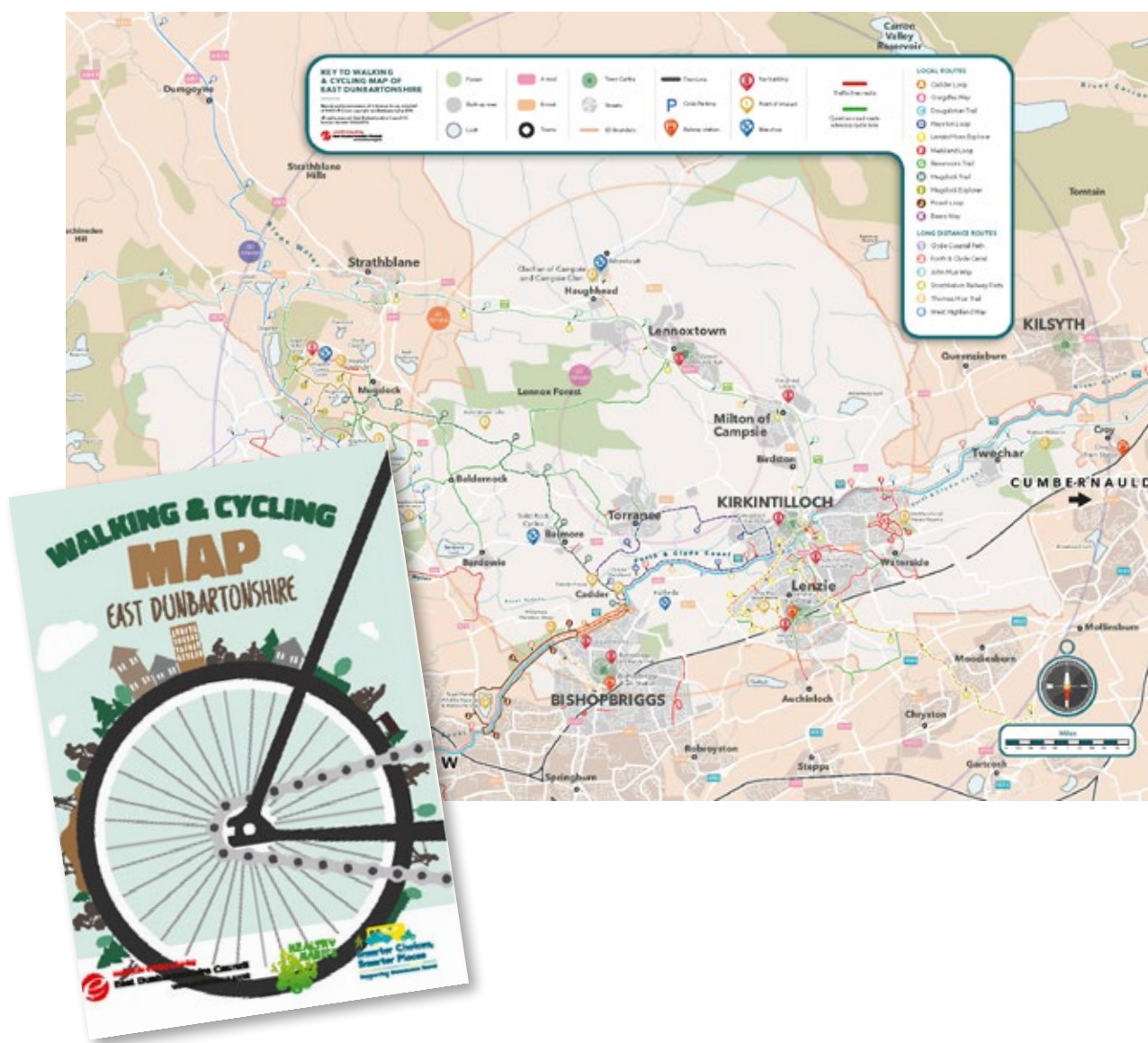
East Dunbartonshire Cycle Map

A new East Dunbartonshire cycle map aimed to encourage people to get active was launched in 2018. The map features 17 walking and cycling routes which range from 2.2km to 215km which utilise the National Cycle Network, off road path network and quiet links. In addition, there is lots of information on bike maintenance, safety tips, cycle parking, public transport and walking. Copies of the map are available from the Council's Community Hubs, libraries, community centres and leisure centres as well as the Auld Kirk Museum and Council offices at Southbank House, Marina HQ and Broomhill. The map can also be downloaded from www.eastdunbarton.gov.uk/healthyhabits

East Dunbartonshire Leisure and Culture Trust

East Dunbartonshire Leisure and Culture Trust (EDLCT) is a company limited by guarantee with charitable status. The charitable company was incorporated on 25 November 2010 and commenced trading on 1 April 2011. The charitable company is a not-for-profit distributing organisation and any surplus generated, other than that required to keep the reserves at the agreed level, is available to reinvest in the charitable company to maintain and improve the service.

Services are delivered from three large leisure centres, eight libraries, a museum, an art gallery, a town hall, community sports hub, an arts centre and several sports pavilions. Around 1.7 million people attended EDLC venues during 2018/19.



Library Services

Bishopbriggs Library

Bishopbriggs Library re-opened in its original home on 2 April 2018. This followed a move to the War Memorial Town Hall while the refurbishment took place. The new library has laptops for public use and a redesigned library space. The heritage of Bishopbriggs is featured in a new quiet study area with a special display on the story of Thomas Muir. The new flexible library has been welcomed by customers and library employees and has had a positive impact on visitor numbers.

Bishopbriggs Library and Community Hub

Bishopbriggs Library and Community Hub was officially opened on 31 May 2018 following a full refurbishment and upgrade. It brings together a wide range of services under one roof including council tax, benefits, registration, licensing, housing, general council enquiries, library services and arts and events. It also contains a multi-purpose room for children’s activities, reading groups, digital learning activities and arts workshops. There are also private rooms for confidential business and an enhanced heritage space which incorporates the Thomas Muir Museum.

Relaxing Read Sessions

The monthly relaxing read session continued in William Patrick Library. Research shows that reading reduces stress, can help lower blood pressure and can improve your memory. At these sessions people can sit back and listen to a selection of poetry and stories from old favourites to the latest bestsellers. East Dunbartonshire libraries continue to support a large number of reading groups across the area, both in libraries and community-based groups.

Reading groups

East Dunbartonshire Libraries have supported a large number of reading groups across the district which meet in libraries and elsewhere in the community. New Bearsden and Milngavie-based groups have registered with us and are enjoying being able to access our Reading Group Collection. A brand new Science Fiction, Fantasy and Horror Reading Group based at Bishopbriggs Library launched in March 2019.

The table below shows the cost per library visit decreased from £5.10 in 2017/18 to £3.93 in 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|------------------------|---------|---------|---------|------------------|
| Cost Per Library Visit | £4.24 | £5.10 | £3.93 | £2.05 |



Local Outcome 5

Summer Reading Challenge

Over a thousand children across East Dunbartonshire signed up for the Summer 2018 Reading Challenge, "Mischief Makers" in libraries. Children seemed to embrace the beano theme and the summer programme tied in, incorporating workshops such as science and 'Motley Zoo' animal handling.

The percentage of adults satisfied with libraries remained consistent over the last year as shown in the table below.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--------------------------------------|---------|---------|---------|------------------|
| % of adults satisfied with libraries | 77.00% | 74.67% | 74.03% | 72.37% |

The table below shows the number of library visits increased by 27.9% compared to June 2018 as shown in the table below.

| Library Visits | | |
|-------------------------|-------------------------|-------------------------|
| Period ending June 2017 | Period ending June 2018 | Period ending June 2019 |
| 140,397 | 116,463 | 148,947 |

Heritage & Arts

Arts & Events

East Dunbartonshire took part in Festival 2018 through the hosting of the cycling time trial. EDLC provided a programme of arts engagement in Bishopbriggs making links between cultural and sporting activities to help inform and develop interest in the European Championships.

As part of canal festival celebrations, arts programming brought Scottish Opera to East Dunbartonshire through a fully accessible trail which showcased storytelling, musicians and singers for families.

Trails and Tales installed a further three major art works in Lennoxton, Westerton and Kirkintilloch. Trails and Tales is an arts and heritage learning project which has created a series of 11 local arts and heritage trails representing 11 artists and 40 sculptural art works. The project has engaged with 14,500 people.

Archive & local Studies

WW1 Centenary Commemorations took place in four secondary schools as part of the Theatre of Remembrance Project which was funded by Heritage Lottery and led by EDLC Archives. Third year pupils developed and performed plays based on WW1 letters and diaries from local archive collections to family and pupil audiences.

Local History Week and Doors Open Day continued to thrive as co-produced events with EDLC and the Heritage & History Forum engaging with 1500 participants and 18 volunteers.



Museum & Gallery

“Made in Kirkintilloch” ran 17 events and engaged with 940 visitors over 54 days within the Kirkintilloch Town Hall Heritage Centre. The project hosted a Town Hall Fayre which celebrated the wealth of heritage, arts and cultural groups in East Dunbartonshire and engaged with 600 attendees.

Kirkintilloch Town Hall held 24 events over a three month period and supported a number of groups including Kirkintilloch Brass Band and local arts club Studio 14. Some 6296 people have engaged with the heritage centre and 5349 people have participated in other events through lets.

The Lillie Art Gallery received its highest visitor figure demonstrating a 5.4% increase from 2017/18.

The Lille Art Gallery and Auld Kirk Museum have secured their Visit Scotland status and have received 34,297 visitors throughout the year.

The table below shows the cost of museums per visit decreased from £5.81 in 2017/18 to £5.52 in 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---------------------------|---------|---------|---------|------------------|
| Cost of Museums per visit | £5.34 | £5.81 | £5.52 | £3.48 |

The percentage of adults satisfied with museums and galleries decreased by nearly 3% between 2017/18 and 2018/19 and is significantly lower than the Scottish average

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| % of adults satisfied with museums and galleries | 62.0% | 54.3% | 51.5% | 69.3% |

Museum visits have decreased by 9.4% between June 2018 and June 2019.

| Museum Visits | | |
|-------------------------|-------------------------|-------------------------|
| Period ending June 2017 | Period ending June 2018 | Period ending June 2019 |
| 8,414 | 10,143 | 9,191 |



Local Outcome 5

Sports Development

A secondary schools gymnastics competition was delivered in partnership with Active Schools at Kirkintilloch Leisure Centre on 12 June where six out of eight secondary schools in East Dunbartonshire took part.

The East Dunbartonshire heats for the Scottish Schools Swimming Gala were held at the Leisuredrome on 24 November 2018. A total of 23 schools took part and out of 125 children who entered, a staggering 98 made initial qualifying times (although to gain entry to the finals, other criteria had to be met once all the heats were completed). Those who were successful at the second stage went through to the finals at Tollcross on 26 January 2019.

The Active Choices programme, a lifestyle initiative for the P5 age group, is now being rolled out as teacher-led and tied into the Curriculum for Excellence. Work has been ongoing for the last two years to get to this stage with lesson plans being rewritten and approved through Education. A CPD (Continuing Personal Development) event was held for teachers and ad-hoc CPD events have been held in local schools. With the support of EDLC coaches the programme will run in five schools prior to the end of the June 2019 term and, based on feedback from these sessions, a full programme was planned for August 2019.

Streetleague, a UK charity which supports unemployed 16-24 year olds to move into employment using the power of sport, continued its partnership with Kirkintilloch Leisure Centre into a third year, running another Academy programme. As a youth sports charity, Streetleague uses football and other sports to engage with young people and teach them key life and work skills to help them move into sustainable employment. Its award winning programmes operate in 14 cities and 38 local communities in England and Scotland. The two Streetleague Coordinators operating from the leisure centre have the highest success rate in the UK for securing employment and positive destinations for their clients.

The table below shows the cost per attendance at Sports facilities decreased slightly over the last year and was below the Scottish average.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Cost per attendance at Sports facilities | £2.26 | £2.58 | £2.31 | £2.62 |

Kirkintilloch Leisure Centre's two tennis courts underwent a full rejuvenation process in June 2018 ahead of two important tennis events, Wimbledon fortnight and the Kirkintilloch and Lenzie Tennis Aces Triathlon, run by the organisers of our local tennis club for people with disabilities. The outdoor five a side football facilities at Kirkintilloch and the Leisuredrome were also upgraded. This has impacted positively on the usage.

All three Leisure Centres were awarded a four-star Quality Assurance review from VisitScotland

after meeting the required criteria to provide a quality leisure attraction to visitors. The report highlighted some areas of improvement that will be included in the Business Improvement Plan to help advance the facilities and services.

The percentage of adults satisfied with leisure facilities decreased slightly between 2017/18 and 2018/19. This was above the Scottish average of 71.43%

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| % of adults satisfied with leisure facilities | 78.00% | 73.67% | 72.87% | 71.43% |

Gym

Group fitness classes are still proving very popular with 174,063 participants taking part during 2018/19. New activities and classes have been introduced at the Leisure Centres and these include:

Parkinson's wellbeing, martial arts and ashtanga yoga. All three Leisure Centres had new television screens installed to improve advertising of leisure services and income generation from external organisations.

The main fitness studio at the Leisuredrome had air conditioning installed in time for the extremely hot weather over the summer period. A suspended ceiling was also added with new coloured lighting options for the instructor. This, combined with a new sound system, has now brought the Studio up to modern day standards and will enhance the experience of customers. The free weights area within the gym was increased in size and offers a significant improvement on the previous space. Free weights have become more popular with all users and the development will again improve the fitness offer to centre customers.

Over 6,000 customers took advantage of our direct debit membership for EDLC gyms, which offers a quality, value-for-money alternative to the private sector. There was an increase in the previous 12 months as The Gyms continue to recover from the drop in membership due to sector competition.

The table below shows gym membership has increased by 2.6% between April 2018 and June 2019.

| Gym Membership | | |
|----------------|-----------|---------|
| 2018/19 | 2017/2018 | 2016/17 |
| 6,052 | 5,894 | 5,557 |

Live Active

| 2018/19 | 2017/18 | 2016/17 | 2015/16 | Increase to 2018/19 |
|---------|---------|---------|---------|---------------------|
| 1,225 | 1,223 | 1,191 | 1,138 | 0.16% |

During 2018/19 the Live Active referral scheme saw 864 new patient referrals for physical activity from local health professionals - making EDLC the top performing Live Active scheme in the NHS Greater Glasgow and Clyde (NHSGGC) area - achieving 123% of the target. EDLC's walking project continued to thrive in 2018/19 with over 5,200 participants enjoying more than 616 walks. A further 17 volunteer leaders were trained during the year to continue the success. The Live Active scheme is operated in partnership with NHSGGC.

Culture, Leisure and Sport Strategy

The Culture, Leisure and Sport Strategy 2016-2021 was adopted in February 2016 and sets out the direction for culture, leisure and sport for the next five years by establishing an overarching ambition for provision within the areas.

The strategy has four themes – People and Partnership, Assets and Facilities, Access and Services and Communication and Promotion and list the key achievements for the actions and milestones in the strategy. The first biennial monitoring report was presented to Committee in May 2018 and highlighted the following achievements:

- Children and Families Summer Programme offered an increased number of digital workshops for children and families including coding, 3D printing, animation, virtual and augmented reality. Library Code Clubs for 8-11 year olds have been successfully established, as part of a national offer.
- Heritage Lottery Funding was secured to develop an Industrial Heritage Discovery Centre for Kirkintilloch Town Hall. Developed by the Cultural Services Heritage and Arts team, this provides a permanent display of archives and objects which tell the story of the area's industrial heritage. The Heritage centre has attracted visitors from as far afield as Japan amongst the 6,296 visitors during 2018/19.
- The Transport and Access team worked in partnership with internal and external stakeholders across East Dunbartonshire and progressed a wide array of projects including the commissioning of a feasibility study to improve access footpath and cycleway access to Mugdock Country Park.

Case Study - Play for today! Council invests in community facilities

Children across East Dunbartonshire have been getting into the swing of outdoor fun thanks to significant funding for neighbourhood play parks.

In the financial year 2018-2019, a total of five playgrounds were built or upgraded - encouraging families to enjoy active fun outdoors:



Eastside, Kirkintilloch

Youngsters have been having a ball at the children's play area in Eastside since a £60,000 investment saw it completely transformed.

The new facility offers a selection of colourful equipment - including flat and cradle swings, a small playhouse, see-saw, 'springies' and roundabouts. For the more adventurous there are somersault bars, a basket swing and a 30-metre cableway, as well as a 'Mega Deck Campsie View' tower - boasting three chutes for children of different ages and abilities, as well climbing steps and nets.



Milton of Campsie

It was the turn of residents of Milton of Campsie to celebrate with the official opening of a new play area in the village in June 2018.

The impressive facility, which cost £85,000 to build, provides a vibrant play environment for children of all ages. Hundreds of locals, including pupils from Craighead Primary, took part in consultation events to shape the final design.

Milton of Campsie Community Council was also involved in the consultation.

At the official opening, Jamie McGuire - Chair of the community council at that time - said, "We were delighted to assist in the delivery of this community project. Feedback from local people has been hugely positive, with many remarking about the incredible transformation that has taken place.

"Our children now have a fabulous new facility to play on which, in my opinion, is one of the best - if not the best - play areas in East Dunbartonshire."



Bencloich Road, Lennoxtown

Residents in Lennoxtown welcomed a fantastic new play park in the Bencloich Road area thanks to £60,000 of investment - including a grant from WREN (Waste Recycling Environmental), alongside Council funding.

A series of consultation events were held and an amazing 707 responses received.

The Bencloich play park project transformed an unused greenspace into a popular community resource.

Milngavie Precinct

The new play area at Milngavie Precinct was unveiled in January 2019, created thanks to £40,000 investment from the Council.

The park incorporates safety surfacing, fencing and self-closing gates. There is also a castle multi-play unit, new seating for parents and carers, and a mural on the inside wall which depicts the route of the nearby West Highland Way.

Oak Drive, Lenzie

A play park in Lenzie was completely transformed thanks to £40,000 Council investment, unveiled in February 2019.

Situated at the corner of Cypress Court and Oak Drive, the new facility offers a variety of equipment - including swings, a multi-play unit for older children and a wheelchair-friendly roundabout. Colourful safety surfacing was also installed and existing equipment given a facelift.

A total of £285,000 was spent upgrading play areas in 2018-2019, while £162,284 was invested in maintenance, repairs and equipment renewals.

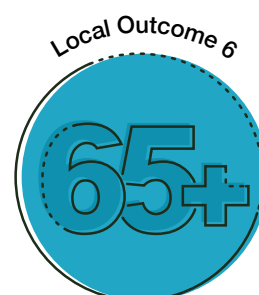


Thomas Glen, Depute Chief Executive - Place, Neighbourhood & Corporate Assets, said, "I'm pleased we were able to find and attract funding to help create these fantastic new play parks - which were shaped by community consultation as much as possible.

"Outdoor play is an important part of a child's development and these facilities will help to encourage new generations of local residents to lead healthier and more active lifestyles."

Local Outcome 6

Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services



Home and Residential Care

The in-house care at home service was inspected in May 2018 and revisited in January 2019. An action plan in response to the inspection has been developed to address the requirements and recommendations made by the Care Inspectorate to ensure the continuous improvement of the service and compliance with regulatory requirements. Good progress has been made and it is anticipated that the Care Inspectorate in their 2019/20 inspection programme will recognise significant improvements.

Homecare costs per hour for people aged 65 and over decreased from £21.64 in 2017/18 to £20.32 in 2018/19 and were below the Scottish average. Residential costs per week per resident for people aged 65 and over decreased over the same time period as shown in the table below.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Home care costs per hour for people aged 65 and over | £21.26 | £21.64 | £20.32 | £24.67 |
| % of people aged 65 and over with long term care needs who receive personal care at home | 63.71% | 62.13% | 62.64% | 61.02 |
| Residential costs per week per resident for people aged 65 and over | £234 | £317 | £278 | £381 |



A review of older people's day care services was carried out to reshape the provision of day care and daytime community activity, and to help reduce social isolation and loneliness, ensuring older people can remain as independently active in their community as possible. Two Local Area Coordinators were appointed to develop community-based informal alternatives to day services for older people. Building-based day care services for people who require higher levels of care are consolidated in one building-based provision in the East locality and one in the West.

Adult Protection

The Council has a statutory duty to make enquiries and intervene to support and protect adults at risk of harm. This duty is fulfilled by social work staff within the Health and Social Care Partnership. It is crucial that such activities are carried out in a timely and effective manner.

Adult Support and Protection Inspection

East Dunbartonshire was selected as one of six partnership areas to take part in a ground-breaking joint inspection of Adult Support and Protection (ASP) in Scotland. The Care Inspectorate, HM Inspectorate of Constabulary in Scotland and Healthcare Improvement Scotland met with service users, carers, staff and managers.

The report of the inspection was published in July 2018 and highlighted that East Dunbartonshire partnership made sure the choices of adults at risk of harm were respected and adult protection intervention was pursued in the least restrictive manner. In general, adults at risk of harm were safer, had enhanced wellbeing and an improved quality of life as a result of their adult protection journey.

Adult Learning Disability Strategy 2018-23

The draft of the Adult Learning Disability Strategy was consulted on between January 2018 and March 2018. The general feedback on the draft strategy was very positive. The finalised version of the Adult Learning Disability Strategy 2018-23 was updated to take account of all the comments received during the consultation period. This included producing an easy read version of the document. An associated Implementation Plan for the strategy was also produced.

Self-Directed Support

There are four options contained within the Self-Directed Support legislation:

- **Option 1** – Direct Payment
- **Option 2** – Individual Service Fund
- **Option 3** – Council Arranged Services
- **Option 4** – Combination of Options

There has been a continued increase in the uptake of all four Self Directed Support (SDS) options during 2018/19. The local Self Directed Support Strategy 2018-2021 was approved by the Health and Social Care Partnership Board in April 2018.

Work was undertaken in partnership with the local Self Directed Support information, advice and support service, 'Take Control East Dunbartonshire' to gather and analyse Self Directed Support statistics relating to geographical uptake of each option. This work provided an opportunity to arrange and invite the local public, service users and carers to information sessions specifically targeted within geographic areas where a low uptake of Self Directed Support Option 1 and 2 were evident.

The Planning and Commissioning section reviewed the current contracting and procurement process associated with Self Directed Support Option 2. This resulted in decisions being taken to implement an Option 2 Provider Framework to ease the contracting administration required for all parties whilst also providing the service user and carer with peace of mind regarding the quality checks undertaken by officers.

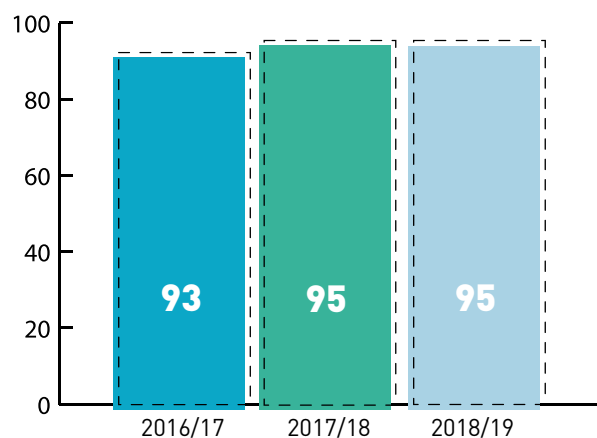
The table below shows the SDS spend on adults aged 18+ as a percentage of total social work spend on adults 18+ increased from 6.00% in 2017/18 to 6.37% in 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| SDS (direct payments + managed personalised budgets) spend on adults 18+ as a % of total social work spend on adults 18+ | 6.12% | 6.00% | 6.37% | 9.07% |



User Satisfaction

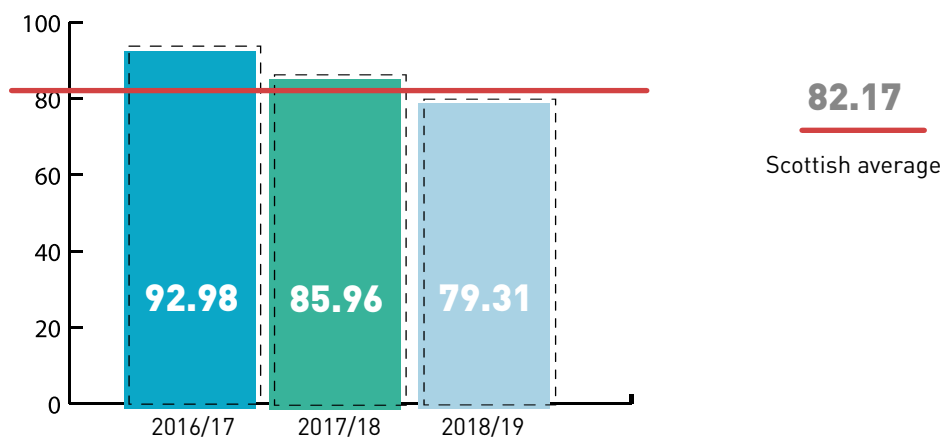
The percentage of those aged 65+ indicating satisfaction with their social interaction opportunities has remained unchanged between 2017/18 and 2018/19 at 95.0%.



Percentage of 65+ indicating satisfaction with their social interaction opportunities

In the 2018 Health and Social Care Experience Survey, 86% of respondents in East Dunbartonshire were satisfied that they had a say in how their help, care or support was provided. This was an increase from 84% in 2016 and compares favourably with 76% nationally.

The table below shows the percentage of care services graded good or better in Care Inspectorate inspections decreased slightly from 85.96% in 2017/18 to 79.31% in 2018/19.



Proportion of care services graded good (4) or better in Care Inspectorate inspections

Carers

The Carers (Scotland) Act 2016 came into force on 1 April 2018 and was implemented locally following considerable work by dedicated a working group which was inclusive of carers' representatives. The key areas completed during the 2018/19 were:

- Production of a Short Breaks Statement
- Completion of a Carer Strategy 2019-2021
- Development and roll out of the Adult Carer Support Plan
- Development and roll out of the Young Carer Statement

The percentage of carers who feel supported and capable of continuing in a caring role increased by 2% between 2017/18 and 2018/19, as shown in the table below.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| The percentage of carers who feel supported and capable of continuing in a caring role | 97.0% | 94.0% | 96.0% |

Community Alarms

In 2018/19, there were 587 new community alarms installed. This increased the number of people with a community alarm by over 6% compared to 2017/18. In addition, the HSCP have commissioned a highly successful pilot with Sol Connect to provide intensive technology assisted care which safely increases levels of independence. This continues to be extended.

Men's Shed - Bearsden

Men's Sheds are community workshops where men can go to work on their own projects, socialise or work together on communal projects. With the support of the Health and Social Care Partnership lead officer, a dilapidated pagoda building within King George V Park in Bearsden was leased and renovated and now has over 60 members. The project has already begun to deliver on its objectives: to provide support for older men at risk of isolation; contribute to the mental wellbeing of older men through social contact and meaningful activity; to provide access to social support for men experiencing loneliness and isolation or depression following challenging life events.

Dementia

Dementia Awareness Week took place from 4-10 June 2018. The event was designed to improve understanding of the condition and dispel myths. East Dunbartonshire Health and Social Care Partnership organised a series of events during the week to spread understanding of dementia within local schools and care facilities as part of Dementia Awareness Week.

Work was undertaken with churches in Bearsden (Kessington Parish Church) and Lenzie (Union Church) where dementia awareness training was delivered to staff and volunteers who run dementia cafes and Come and Sing groups. The benefits of music and singing are becoming more recognised in stimulating the brain and keeping people connected to their communities.

East Dunbartonshire's Generations Working Together Network supports intergenerational work, which recognises young people as assets. The benefits of generations coming together and sharing skills, experiences and time helps to address social isolation risks. The Dementia Network, which is a part of East Dunbartonshire's Generations Working Together Network, also delivers training in schools. The dementia schools teaching pack is available in primary schools. In secondary schools, pupils from S2 onwards can access voluntary experiences such as running a community café in a care home or hosting events at school.

The uptake of post diagnostic support for those newly diagnosed with dementia remained consistently high at around 95%. Service users who have engaged with the service are able to self-manage in the community for longer. Over the last year, the post diagnostic service has been introduced to care homes for residents who received a diagnosis within the care home or those engaged with the service moving from the community into a care home.

Case Study - Festival of Celebration

An inspirational event celebrating the artistic achievements of people with autism, learning disabilities and mental health issues in East Dunbartonshire was a sparkling success.

The Festival of Celebration took place in March 2019 - in the run-up to World Autism Awareness Week - and included live music, discussions, dance, drama, art exhibitions, workshops, presentations and feedback sessions - all celebrating the importance of art and music in health and wellbeing.

Venues included the Lillie Art Gallery in Milngavie, the Regent Centre in Kirkintilloch and Kirkintilloch Town Hall.

There were also live performances - including music and dance groups, Merkland School Choir and the Sounds of the Gallery band - as well as information stands and networking opportunities.

Caroline Sinclair, Interim Chief Officer of East Dunbartonshire Health & Social Care Partnership (HSCP), said, "The Festival of Celebration was an inspirational success - building upon strong work in local communities by the HSCP and East Dunbartonshire Council.

"There was an all-inclusive, packed programme for people of all ages and abilities. Many thanks to the organisers who worked very hard behind the scenes to ensure it was another triumph, as well as the contributors, performers and everyone who came along to show their support.

"Most people are aware of the benefits of taking part in artistic and musical activities as part of a healthy lifestyle. The Festival of Celebration provided the chance to celebrate the wonderful artistic achievements of people with autism, learning disability and mental health issues - and the organisations which support them."

This was the second annual festival and began with a powerful performance by the Sounds of the Gallery band, an inclusive group of musicians involving young people with autism spectrum disorder or learning disabilities from across East Dunbartonshire.

The emphasis is on creating new songs and original pieces of instrumental music so that participants have hands-on experience of making creative and artistic decisions, and are then able to gain the skills to create finished performances and recordings.

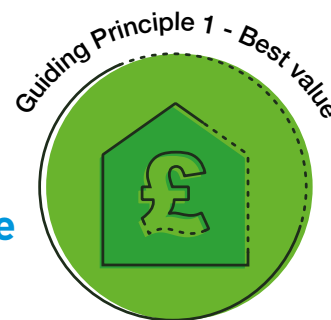


The band are supported by East Dunbartonshire HSCP's Local Area Co-ordinators service.

Other participants in the 2019 Festival of Celebration included:

- Merkland School Choir
- Creative Spark Theatre Arts (Kelvinbank Group)
- Kelvinbank Drama Group
- Indepen-dance
- Community artists and performers
- Coding Club
- Dekko Comics
- Rookie Rockstars
- Book Bug Lo-Fi
- Limelight Music
- Dr David Simmons, Glasgow University.

Guiding Principle 1 - Best Value



We will endeavour to maintain an appropriate balance between the quality of the performance of our functions, the cost of that performance, and the cost to people of any service provided. In maintaining that balance, the Partnership shall have regard to safety, efficiency, effectiveness and economy

Tracking the Public Pound

During 2018/19, the Council has continued to deliver on its strategic objectives with the following key achievements:

- The official opening of the fully refurbished War Memorial Hall in Bishopbriggs, following £1.1 million investment.
- Completion and official opening of Phase 4 of the Bishopbriggs Relief Road and associated Wester Way active travel corridor which runs alongside it.
- Continued recognition for excellence and equity in education and attainment in schools across the authority.

Whilst much has been achieved to date, the nature, timing and extent of the challenges continue to change and grow, in both size and complexity. The economic downturn and ongoing austerity continues to affect our local communities with associated impact on Council services. The history of financial constraint within the public sector is such that it continues to be vital that resources are targeted in an effective, economic and efficient way and that the Council, in conjunction with Partners, can continue its work to address the inequalities within our communities.

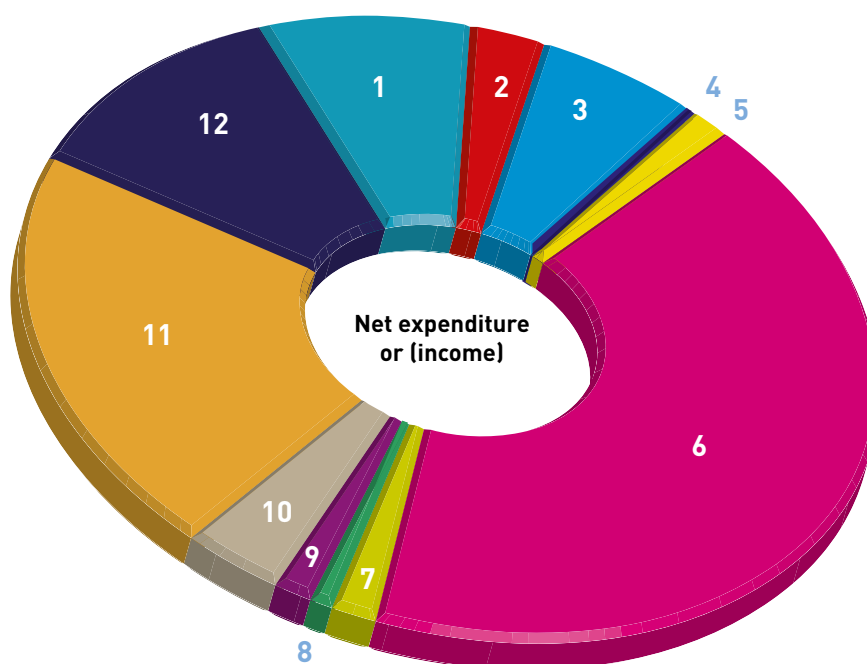
The need to manage risks relating to public sector austerity and reducing financial resources, within an environment of increasing demand for services, and driven by demographic change is one of the key challenges and risks for the Council. Such pressures have required the significant and ongoing reshaping of service delivery with the Council taking this forward as part of the Transformation Programme; Your Services, Your Choices and associated Budget Reduction Strategy. Delivery against these also represents a key risk and despite the Council's response to meet these challenges, ongoing austerity and real terms reductions in grant funding continues. The Council has a clear plan for the required next steps with further transformation being implemented to shape the future delivery of Council services.

The ongoing period of public sector austerity, reflecting the reduction in the overall level of UK public sector expenditure, is anticipated to extend over the medium term review. At the end of May 2019, the Scottish Government published its second Medium Term Financial Strategy report. With key spending priorities continuing to reflect financial commitments to protected budgets there is the potential for ongoing funding levels for Local Government, the majority of which is non-protected, to decline. The report sets out that over the medium term there is an anticipated increase in the Scottish Resource Budget however, this may be offset by a reduction in Scottish Income Tax revenue. The extent to which the increase in resources is ring-fenced will be key, however the council continues to anticipate that there will be no cash terms increases in budgets over the medium term. This is equivalent to a real terms reduction.

Guiding Principle 1 - Best Value

Service Revenue Accounts

| Issue | Gross expenditure 2018/19 | Gross income 2018/19 | Net expenditure or (income) 2018/19 |
|--|------------------------------|-------------------------|---|
| | £000 | £000 | £000 |
| 1 Assets & Facilities | 26,094 | (4,183) | 21,911 |
| 2 Roads & Transportation | 8,383 | (277) | 8,106 |
| 3 Neighbourhood Services | 17,916 | (2,481) | 15,435 |
| 4 Land, Planning & Development | 1,901 | (971) | 930 |
| 5 Place & Community Planning | 5,430 | (1,530) | 3,900 |
| 6 Education | 118,937 | (6,176) | 112,761 |
| 7 Finance, Audit & Performance | 20,258 | (16,248) | 4,010 |
| 8 Legal & Democratic Services | 2,923 | (406) | 2,517 |
| 9 Organisational Transformation | 3,720 | (158) | 3,562 |
| 10 Customer & Digital Services | 10,668 | (672) | 9,996 |
| 11 Social Work | 133,008 | (76,617) | 56,391 |
| 12 Other Services (includes Joint Boards, Housing Revenue Account, Leisure Trust) | 47,199 | (16,231) | 30,968 |
| Net Cost of Services | 396,437 | 125,950 | 270,487 |



The principal sources of finance for the Council are the General Revenue Grant, Council Tax income and Non Domestic Rates. Almost 75% of income is our General Revenue Grant from the Scottish Government and council tax accounts for just under 28% of our income.

| Principal Source of Finance | 2018/19 £000 |
|-----------------------------|-----------------|
| General Revenue Grant | 159,146 |
| Council Tax | 58,042 |
| Non-Domestic Rates | 23,586 |
| Total | 240,774 |

Annual Efficiency Statement

During the financial year 2018/19, the Council has continued to apply a consistent set of principles to reshape services to ensure that they can continue to deliver efficient and effective services, that meet the changing demands of service users and residents, within a reduced financial envelope. This gives the Council the ability to continue to set a balanced budget despite a number of cost, demographic and demand pressures. This methodology has enabled the Council to continue to perform to a high, and improving, standard and ensure we deliver in accordance with our LOIP. This ensures the most effective outcomes for people and communities within East Dunbartonshire.

The delivery of organisational transformation seeks to ensure the most efficient and effective service delivery models are in place, that they are flexible enough to deal with longer-term transformation, and future financial and demographic pressures, and that they mirror the underlying core principles of the LOIP. Central to this longer-term development will be the Council plans around digital development and transformation. Such work is key to service redesign - taking account of innovation, efficiency, and demand for the delivery of more complex and diverse services to a changing demographic.

Key workstreams included within the Transformation Programme are included below:

Service Reviews

Strategic Reviews for all services have taken place through established Option Appraisal methodology, supported by robust research and benchmarking; market testing and competitiveness analysis; and option appraisal. The benefits and best value feasibility of external service provision opportunities through private sector outsourcing will be explored.

Review of Outsourced Transport and Taxi Contracts

The Council has developed a new and improved transport database to record additional data fields aimed at enhancing reporting, control and monitoring. This is a significant area of contracted spend for the Council which also requires significant and ongoing contract monitoring to be in place. The development of the database has enabled overall cost reduction, improved continuity of service for users, enhanced financial reporting and the development of alternative service delivery options. As a result of this work, new safe walking routes to school have been implemented - supporting healthy living initiatives in schools whilst realising material savings and improvements within our contractual spend.

Contract Efficiency Opportunities

Following on from the above experiences there has been a renewed focus on obtaining best value from all Council contracts. This includes the application of considerations and learning from our recent work to identify future opportunities aligned to our digital strategy.

Remote and Mobile Working Property Maintenance

The Council has introduced a number of hardware and software solutions to allow remote and mobile working. Such work has delivered notable efficiencies, with new business processes being flexible and meeting the needs of the customer. It also includes processes to schedule and optimise property maintenance appointments, with employees now able to achieve improved rates of repair and customer satisfaction. Notable improvements in gas servicing and statutory notifications have been delivered through the project outcomes. The delivery of the remote and mobile working project was a key enabler for ongoing financial efficiencies, with these experiences now being considered across other services where mobile working will improve productivity and resourcing.

School Website Re-development

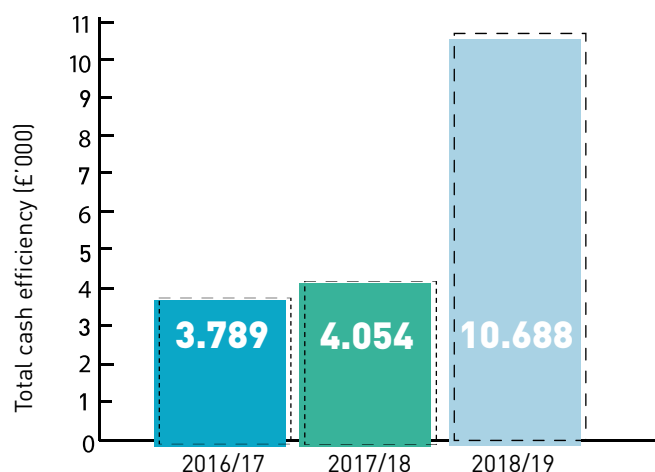
The Council has extended functionality of its school websites, enabling parents and pupils to carry out a range of additional actions online. This has enabled work to channel shift from the front line to online whilst improving the overall user experience. This work has also served as the baseline for further developments to be applied, with the potential to align to other Council systems in the future.

Guiding Principle 1 - Best Value

Evidence

The Council operates a corporate performance management framework which consolidates service and partnership contributions to local outcome delivery through Business Improvement Plans. Progress reports are considered by relevant Strategic Committees on a quarterly basis.

Transformation and Finance reports are presented to the Council's Policy and Resources Committee on an ongoing basis throughout the year, with final outcomes reported in June. These reports have been enhanced to ensure that they report against a consolidated Transformation Programme with the financial outcomes and efficiencies being equally reported, and options for future transformation explored. All reports are remitted to the Audit & Risk Management Committee for consideration and scrutiny panel selection.



Sickness Absence

A review of the Wellbeing at Work policy was identified in 2018/19, with development taking place through engagement with Executive Officers, Managers and Trades Unions. This development work included benchmarking activities, as well as emerging strategies to address absence from a prevention and early intervention perspective.

The work undertaken led to a revised policy that recognises the need to address unacceptable levels of absence and to improve attendance at work. The policy will become effective in March 2020 with associated awareness-raising and revised training programmes being launched.

The table below shows sickness absence days per employee (non-teaching). Performance has declined from 2017/18 to 2018/19, which has seen an increase in long-term sickness.

There was an increase in long-term sickness absence days per teacher between 2017/18 and 2018/19 as shown in the table below.

Analysis across both teaching and non-teaching employees has identified anxiety, stress and depression remain the top reason for absence, however, there was a decrease in the reporting of work-related stress.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| Sickness absence days per employee (non-teaching) | 11.81 | 11.77 | 13.62 | 11.49 |
| Sickness absence days per teacher | 5.27 | 4.96 | 5.24 | 6.21 |

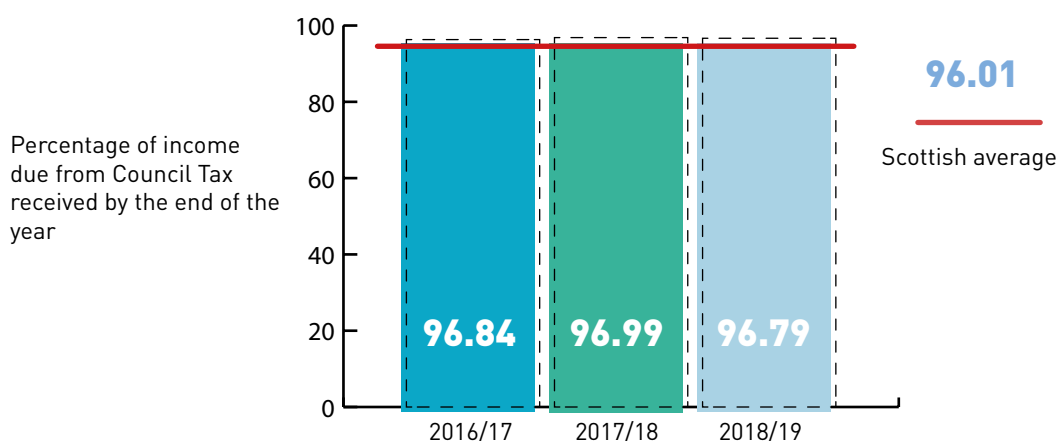


Council Tax

The cost per dwelling of collecting Council Tax and the percentage of income due from Council Tax received by the end of the year is shown in the table below. The increasing numbers of Council Tax payers on Universal Credit reduced in-year collection and increased arrears. Actions taken to address this include speeding up the reminder process and allowing direct debit payments over 12 months (in addition to the traditional option to pay over 10 months).

The cost per dwelling of collecting Council Tax increased slightly over the last year. The percentage of income due from council tax received by the end of the year decreased very slightly between 2017/18 and 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| The cost per dwelling of collecting Council Tax | £4.98 | £6.23 | £6.29 | £6.92 |



Estates Management

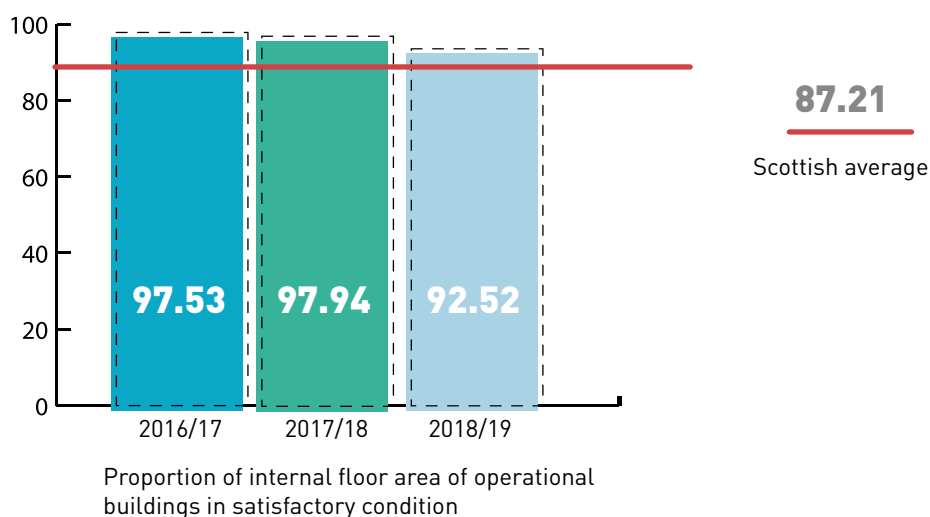
Estates Management manage all aspects of the non-operational estate including the leasing and day-to-day management of the Council's investment property portfolio. During 2018/19, the Estates Management team progressed a number of disposals of surplus assets, which included the sale of Jellyhill Nursery, together with adjacent land owned by Scottish Water, to Cala Homes. In addition, Langfaulds Cemetery House was transferred from the General Account to the Housing Revenue account. The team also completed the sale of land at Whitefield Terrace to facilitate an underground pumping station for the social housing development at Calico Way.

A number of minor capital projects across the school estate were also progressed, which included the creation of new Additional Support Needs bases (including nurseries) within Wester Cleddens Primary School and Castlehill Primary School. The huts at Baldernock Primary School were removed and a new teaching class created within the main school building. The team also led on the reconfiguration of Millersneuk Primary School, creating two new classrooms to accommodate an increase in the school roll. A new staffroom and nurture kitchen were also formed, in addition to a new disabled wet room facility and toilet. Work also progressed throughout the year to finalise the sale of buildings at both the former Lenzie Primary School and former St Agatha's Primary School.

Operational Buildings

The table below shows that the proportion of operational buildings that are suitable for their current use decreased by just over 2% during the last year. The proportion of internal floor area of operational buildings in satisfactory condition also decreased between 2017/18 and 2018/19. This was due to the decline in building condition of Merkland School, Campsie View School and Bocclair Academy from condition B to condition C. Capital funding for replacement of these schools was approved as part of the Council's revised Capital Investment Plan in March 2019. Work is underway to develop designs for each ahead of construction commencing in 2020.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| Proportion of operational buildings that are suitable for their current use | 82.73% | 83.18% | 80.95% | 82.14% |



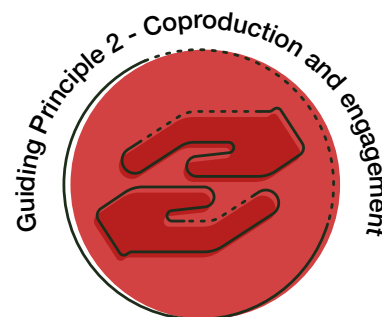
Invoice Payments

The percentage of invoices sampled that were paid within 30 days increased slightly between 2017/18 and 2018/19, as shown in the table below. Work continues to progress the e-invoicing digital solution for supplier invoices wherever possible.

Support services as a percentage of total gross expenditure decreased from 5.24% in 2017/18 to 4.51% in 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| % of invoices sampled that were paid within 30 day | 80.71% | 90.40% | 90.76% | 92.68% |
| Support services as a % of total gross expenditure | 5.26% | 5.24% | 4.51% | 4.37% |

Guiding Principle 2 Coproduction and Engagement



We will continuously strive to understand the different needs of our communities, supporting them to strengthen their own communities and involving them in the design and delivery of services

Community engagement is a purposeful process which develops a working relationship between communities, community organisations, and public and private bodies to help them to identify and act on community needs and ambitions.

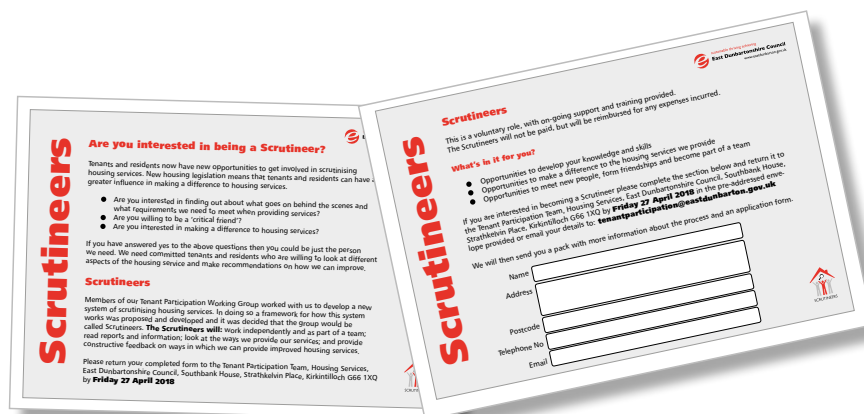
The development of the LOIP has been underpinned by continuous engagement by all of our local partners over the last two years. The Community Planning Partnership can attribute its understanding of local circumstances and needs to a variety of methods which have focused on single issues, combined issues or general themes.

Tenant Scrutiny

New housing legislation allows tenants and residents to have a greater influence in making a difference to housing services. The Scrutineers launched in March 2015 and are volunteers, made up of 12 tenants and service users who look at the way services are provided and offer constructive feedback on ways to improve housing services.

In 2018/19, the Scrutineers reviewed the Council's housing antisocial behaviour procedures and documents to check they were fit for purpose and in line with legislation and best practice, and to determine what could be done to improve the antisocial behaviour procedure and how it is communicated between various Council departments and external agencies.

It was concluded that a number of improvements could be made to the antisocial behaviour procedures and a report setting out findings and recommendations was submitted to the Housing Service Management team and to Elected Members for consideration. Based on recommendations an improvement plan has been developed by Housing and actions have been taken. A working group has been established to develop an antisocial behaviour policy that will be presented to the Housing Service Management team and Elected Members for approval.



Guiding Principle 2 - Coproduction and Engagement

Rent Setting Consultation

An annual rent increase of 3.5% was agreed by the Council for 2019/20, following a consultation sent out to all tenants and further consultation with the Tenant Participation Working Group. A consultation was included in an edition of Taking Part, the Tenant Participation newsletter, asking for views on rents and giving tenants an opportunity to share anything they felt should be taken into consideration when reviewing rent amounts.



Tenant Event

The annual tenant event was held on 26 September 2018 at Kilmarlinny House. Some 34 delegates - along with Elected Members, representatives from East Ayrshire Council and Cunninghame Housing Association, and various East Dunbartonshire Council services - attended the event. Two workshops took place with Scottish Fire and Rescue services and property maintenance services.

Tenant Satisfaction Survey

The Council's Housing Service again commissioned a Tenant Satisfaction Survey. The work was carried out by an independent company who interviewed a sample of over 500 tenants by telephone, to gain a better understanding of tenants' views on how housing and repairs services are delivered.

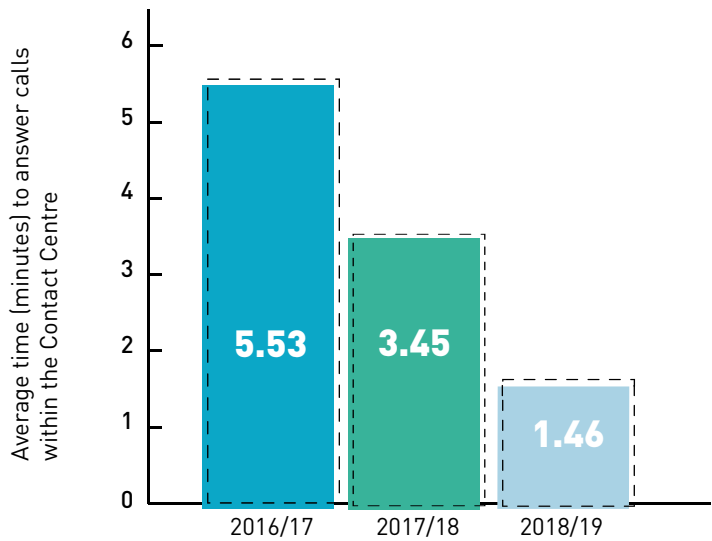
The survey asked how satisfied or dissatisfied tenants were with the overall service provided by their landlord. A total of 81% of tenants reported they were either very or fairly satisfied - a decrease of 1% compared to the previous year. There was a slight increase in the percentage of tenants who were neither satisfied nor dissatisfied from 4% in 2018 to 5% in 2019, while 14% of tenants were fairly or very dissatisfied (13% in 2018).

Tenants were also asked how satisfied they were with the last repair carried out. Of the 44 participants who had a repair carried out in the last 12 months, 80% were very or fairly satisfied with the repairs service. This compares to 82% from last year. In 2019, 82% of tenants were of the opinion that the rent they pay and the services provided by the Housing Service was very or fairly good value for money (compared to 85% in 2018). A total of 10% of tenants indicated the rent they paid was very or fairly poor value for money, while 8% felt it was neither good nor poor value for money.

Overall satisfaction with many service areas remains high and an improvement plan will continue to be developed to address service deficits identified from the survey. The improvement plan will be agreed and regularly monitored by the Tenant Participation Working Group.

Contact Centre

The average time (minutes) to answer calls within the Contact Centre significantly decreased from 3.45 in 2017/18 to 1.46 in 2018/19.



Monthly surveys of customers are carried out through Community Hubs (face to face), contact centre (phone) and online (web) to gauge perception of the Council and awareness of communications activity. The monthly survey informs the quarterly How Good Is Our Service (self-evaluation) for customer satisfaction and awareness of campaigns and communications throughout the area.



Guiding Principle 2 - Coproduction and Engagement

Complaints - Ombudsman

The Scottish Public Services Ombudsman is the final stage for complaints about Councils, the National Health Service, housing associations, colleges and universities, prisons, most water providers, the Scottish Government and its agencies and departments, and most Scottish authorities.

| Complaints Received by Scottish Public Services Ombudsman 2018/19 | | | | |
|---|-----------------------------|---------------------------|---------------------------|-----------------------------|
| Subject Group | East Dunbartonshire Council | East Renfrewshire Council | North Lanarkshire Council | West Dunbartonshire Council |
| Building Control | 0 | 0 | 1 | 0 |
| Economic Development | 0 | 0 | 0 | 0 |
| Education | 9 | 2 | 9 | 0 |
| Environmental Health & Cleansing | 2 | 1 | 2 | 4 |
| Finance | 2 | 2 | 4 | 4 |
| Housing | 10 | 0 | 16 | 8 |
| Land & Property | 0 | 0 | 0 | 1 |
| Legal & Admin | 4 | 3 | 1 | 0 |
| National Park Authorities | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 |
| Personnel | 0 | 0 | 2 | 0 |
| Planning | 2 | 2 | 2 | 3 |
| Recreation & Leisure | 3 | 0 | 0 | 1 |
| Roads & Transport | 7 | 3 | 4 | 0 |
| Social Work | 2 | 2 | 8 | 2 |
| Welfare Fund - Community Care Grants | 0 | 0 | 1 | 0 |
| Welfare Fund - Crisis Grants | 0 | 0 | 0 | 0 |
| Subject Unknown or Out Of Jurisdiction | 3 | 4 | 4 | 1 |
| Total | 44 | 19 | 54 | 24 |

Consultation on Establishment of New-Build ASN School

To improve support for children with Additional Support Needs (ASN) in East Dunbartonshire it was proposed that Campsie View and Merkland Schools would close and a new-build specialist school would be established on the current Waterside Road playing fields in Kirkintilloch.

Consultation was carried out between 23 April and 15 June on the establishment of a new-build ASN school. The proposal document was sent to 437 stakeholders, pupils in both schools were asked to provide their views on the proposal and five public meetings were held to discuss the proposal. The consultation document was also made available on the Council's website.

A report on the consultation was provided to Education Scotland, which carried out an independent assessment of the educational impact of the proposal. Inspectors reviewed the consultation information and responses, made visits to the schools and met with staff, parents and pupil representatives. Education Scotland found the proposal had educational benefit and was justified, and agreed that current arrangements at Merkland and Campsie View Schools could no longer continue to meet the needs of children and young people who have ASN in the future. The new school is due to open in 2022.

Guiding Principle 3

Evidence Based Planning



We will share information and data to inform robust and transparent decision making, planning and evaluation of our impact in partnership and implementing improvement practices.

Evidence based planning is about applying what we know about the circumstances, needs and aspirations of a community, to plan and make decisions about services for them which will have the most benefit. This applies to all sectors of public services. In times where public services must do more with less available to them, it is imperative that we plan our services directly in relation to the evidence about where they are likely to have the greatest impact. Using evidence to influence service decisions moves away from historic models where services were provided in a 'blanket' manner, across a whole population with less reflection or evaluation with the people using them.

The Community Empowerment (Scotland) Act 2015 requires community planning partnerships to prepare a Local Outcomes Improvement Plan and produce individual plans for communities which experience poorer outcomes where compared locally or nationally (Place Plans). Place Plans provide bespoke plans for four geographic communities in East Dunbartonshire, which have been identified and agreed as experiencing the most inequality. These areas are Hillhead and Harestanes, Lennoxtown, Auchinairn and Twechar. The Place Plans are being informed by a range of engagement, research, and analysis of data and information. They have been developed alongside the LOIP - showing how inequality is experienced in the context of the new local outcomes and demonstrating the partnership commitment to tackling this.

The LOIP is a result of analysis carried out in partnership of local circumstances, needs and aspirations. It demonstrates a clear focus on outcomes and sets out the delivery and accountability processes which will support the CPP to achieve its ambitions. For each of the local outcomes there is an established multi-agency group of service representatives who work together regularly. These are known as local outcome delivery groups and are overseen by the CPP Board. These groups are delegated the responsibility to plan for and deliver improvements through partnership actions.

Within the LOIP, each local outcome is presented with: the key facts and issues surrounding it; who the key partners are; what the priorities within each outcome are; and what the high level indicators are. All detail about planned actions and delivery is retained within the Strategy and Action Plan for each local outcome delivery group. These are at various stages of development and are anticipated to be approved throughout the year. The Action Plans aim to reflect a logical and coherent thought process, allowing partners and stakeholders to view what needs to be done and with what resources to meet specific ends.

Our Business Improvement Planning Framework enables each of our Strategic Groups to set out their own priorities and identify their contribution to the delivery of the local outcomes and guiding principles outlined in the LOIP. Strategic Groups are required through their Business Improvement Plans to demonstrate how they intend to target resources with other services and other community planning partners to achieve our long-term vision of 'working together to achieve the best with the people of East Dunbartonshire'.

A number of plans, policies, programmes and strategies were approved during 2018/19 that have taken these priorities into consideration.

- EDC National Improvement Framework Plan – to ensure that local priorities are aligned with the four national priorities highlighted in the national improvement framework.
- Employability Strategy and Action Plan – to ensure local services align with national policies and local needs.
- Strategic Review of Additional Support Needs – to ensure improved provision for children who have additional support needs.
- Financial Inclusion Plan – to continue to work with stakeholders to develop and support financial inclusion within East Dunbartonshire.
- Joint Health Improvement Plan – to improve the health and wellbeing, and reduce inequalities, of the population
- Community Learning and Development Plan – the purpose of this strategy is to coordinate the efforts of all organisations involved in Community Learning and Development (CLD) in East Dunbartonshire in order to empower learners and communities to make sustainable improvements.
- Child Poverty Plan – to set out information on what the Council is already doing and any new commitments to reduce child poverty in the local area.



Guiding Principle 4

Fair and Equitable Services



We will plan and deliver services which account for the different needs of population groups who share a characteristic protected by the Equality Act.

Advancing Equality

During 2018/19, the Council continued to address inequalities across its services.

British Sign Language Plan

East Dunbartonshire produced its first British Sign Language (BSL) Plan which aims to:

- Improve communication and access to services for people who use BSL in East Dunbartonshire
- Promote the use of and understanding of BSL across the local authority areas.

Deafblind Scotland and deafscotland were procured to support the Community Planning and Partnerships team on community engagement and to provide advice on the development of the draft plan, ensuring the Council fully met its statutory duties. A carefully designed and planned engagement programme was undertaken in August and September 2018 as part of the development of the plan. This engagement comprised of open meetings and facilitated discussions, targeted 1-2-1 discussions and the use of social media to provide information. The plan was approved in October 2018.

Holocaust Memorial Day

The theme of Holocaust Memorial Day 2019 was 'Torn from Home'. It encouraged audiences to reflect on what happens when individuals, families and communities are driven out of, or wrenched from, their homes because of persecution or the threat of genocide, alongside the continuing difficulties survivors face as they try to find and build new homes when the genocide is over. Holocaust Memorial Day is commemorated internationally on 27 January each year - the anniversary of the day in 1945 on which the Soviet Army liberated the largest Nazi concentration camp - Auschwitz-Birkenau.

The Council commemorated Holocaust Memorial Day with a number of activities in secondary schools across the area. S2 pupils at Bishopbriggs Academy attended workshops and heard from pupils who attended a trip to Poland about the Holocaust and their experience visiting Auschwitz. Douglas Academy held its annual Holocaust Memorial Day event for S1 pupils on 25 January 2019. This involved spending a morning working across a number of curriculum areas and culminated in pupils writing their own personal reflections on what they learned about the Holocaust.

At Lenzie Academy, pupils led House Assemblies focusing on the Holocaust and more recent genocides. Pupils from Kirkintilloch and Turnbull High Schools participated in a live broadcast with a Holocaust survivor and had the chance to hear their story and ask questions, and also heard from pupils about their experiences at Auschwitz. Kirkintilloch High School pupils created a walk-through gallery which involved images from the time of the Holocaust, stories of victims and Jewish poetry

MARAC (Multi-Agency Risk Assessment Conference)

The MARAC was established with partners in late 2017 and meets monthly to discuss the highest risk cases of domestic violence within East Dunbartonshire. It enables victims and their children to receive support and guidance in relation to domestic violence. The victim does not attend the meeting, but is represented by an Independent Domestic Abuse Advocate who conveys their views and wishes, and ensures the victim's safety remains the focus of the meeting. Since the MARAC was first established there have been 71 referrals made, which includes 15 repeat referrals consisting of eight separate victims.

Learning Support

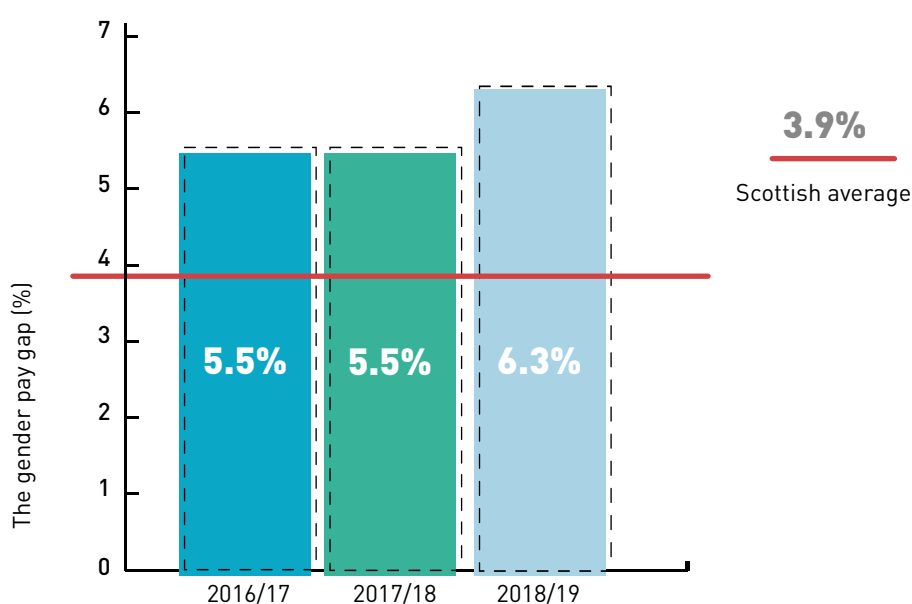
A range of guidance has been developed collaboratively by the Educational Psychology Service and Inclusion Support in relation to supporting learners with specific literacy, numeracy and motor differences. The Dyslexia and Dyscalculia guidance has been used to support learners and a follow-up evaluation is planned. Guidance on Developmental Coordination Difficulties is underway, with educational psychologists working collaboratively with colleagues in Occupational Therapy.

Gender Pay Gap

The table below shows the percentage of the highest paid 5% of employees who are women decreased in 2018/19 compared to 2017/18. This was due to the salary increase for local government employees. The cut-off for the top 5% in the spinal column was amended, resulting in a slightly differing proportion of males and females in the top 5% from the previous period.

The gender pay gap increased between 2017/18 and 2018/19, mainly due to the growth of early years provision to accommodate the implementation of 1140 hours. This is a predominately female workforce with entry level into the lower grades prior to qualification. As a predominately female workforce the number of leavers and new-starts also impacts on the gender pay gap as employees leave and new-starts commence at the bottom of the pay scale. Continued analysis of the workforce, including the gender pay gap, will continue through Workforce Planning activity undertaken by the Council to mitigate, where possible, inequalities.

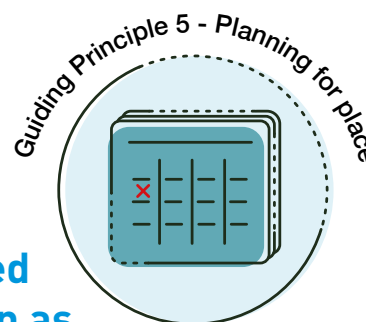
| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| The percentage of the highest paid 5% of employees who are women | 59.2% | 63.3% | 58.1% | 55.8% |



Guiding Principle 5

Planning for Place

We will target resources where they are most needed to reduce disadvantage caused by socio-economic inequality. This is known as using a 'Place' approach.



LOIPs were produced in accordance with guidance provided in the Community Empowerment (Scotland) Act 2015. A further requirement of the Act is to identify and produce individual plans for those communities which experience poorer outcomes when compared locally or nationally. These communities have been defined as Hillhead and Harestanes, Lennoxton, Auchinairn and Twechar, and a Place Plan will be produced for each.

To ensure resources are being targeted to those areas where poorer outcomes exist, the Scottish Index of Multiple Deprivation (SIMD) was used. The SIMD is a tool for identifying areas of poverty and inequality across Scotland. The SIMD is regarded as the official measure of deprivation in Scotland and identifies small area concentrations of multiple deprivation by assigning each small area (datazone) in Scotland a ranking based on its level of deprivation.

According to SIMD 2016, East Dunbartonshire has seven datazones in the 25% most deprived in Scotland. These are located in Hillhead and Harestanes, Auchinairn, Lennoxton and Kirkintilloch West. The datazone in Kirkintilloch West only recently entered the 25% most deprived in Scotland and over the next year the CPP will determine how best to include it within targeted planning for place. The village of Twechar has shown improvement over time according to the SIMD. The Twechar Place Plan will set out an approach to support Twechar Community Action with their own community action plan.

While statistics provide a reliable insight into how we are doing, we will always seek to understand this in the context of what communities are telling us. To structure our engagement in Place areas, we will continue to use the 'Place Standard' tool; a nationally-recognised tool which allows different stakeholders to give their views about a specific geographical area under 14 subject headings. One of the performance management related benefits of this tool is that, if used consistently, reliable comparisons can be made again and again. Having received Place Standard responses from over 700 individuals across our Place areas in 2016 and 2017, we now have data which we can use to measure opinions within these communities over time. Through continued use of the Place Standard tool, we will monitor our impact through the viewpoint of people in our Place areas over the next 10 years.

There are currently four identified Place areas in East Dunbartonshire - Hillhead and Harestanes, Lennoxton, Auchinairn and Twechar. Place Plans for Lennoxton, and Hillhead and Harestanes were approved in 2018 and there has been ongoing work on the Auchinairn and Twechar Place Plans. The development of each Place Plan requires a bespoke way of building community capacity and involvement, which requires to work for the unique circumstances of each local area. It also requires dedicated resource in the form of the Council's Community Development workers and other members of the Community Planning Partnership.

There has been ongoing communication and engagement with these communities, Community Planning Partners and various Council services. Proposed themes and actions have been derived from this work and are being developed with these communities.

Guiding Principle 5 - Planning for Place

Lennoxtown

The final version of the Lennoxtown Place Plan was informed by wide service and community consultation which included officer meetings, drop-in conversations, online and offline surveying, and ongoing dialogue with community groups in Lennoxtown.

There has been broad support for the plan with no significant changes. As a result of the consultation, one new action will be to explore, via the Economic Partnership, any support available for local businesses to encourage passing travellers, for example cyclists, to stop for lunch/refreshments. Other changes to the document in light of the consultation generally relate to plain language, better design of the document and additional pictures.

Campsie Community Council has committed to taking a lead role in representing community-led parts of the plan and being a conduit for other partners seeking to enhance the ways they engage and involve the community.

Hillhead and Harestanes Place Plan

The final version of the Hillhead and Harestanes Place Plan was informed by wide service and community consultation over the summer. The consultation work did not produce any major changes to the consultative draft. Changes resulting from the consultation related to the accessibility of language and abbreviations used, the referencing of data sources, and some additional reference to ongoing action for partners which exist at a whole authority level, for example smoke-free services. Arrangements for shared governance with the local community are developing.

Auchinairn Place Plan

In Auchinairn the Place Plan has been progressed using the Place Standard tool, online surveys, discussions with local people and organisations, street surveys, large posters displayed in the centre for people to add their comments, and engagement with a range of groups and services. There have also been a series of community meetings where representatives from local groups, organisations, the nursery, after-school service and residents have come together to discuss the possibility of leading and overseeing the implementation of the Auchinairn Place Plan.

A Council community development worker is supporting members of the community to plan and organise a grassroots approach to addressing some of the local issues identified by the community in the Place Plan. Members are motivated and committed to working together to help improve their community.

Twechar Place Plan

Twechar is already operating a Place approach and has seen good progress since the implementation of the Twechar Community Action and the Coalfields Place Plan 2017-27. The community development worker has liaised closely with Twechar Community Action and many stakeholders to inform a short Place Plan for the area, which will complement the existing community plan. A committed community development worker resource to work with Place area communities will be critical to ongoing long-term capacity building and community empowerment.



Pupil Equity Funding (PEF)

As part of the Scottish Government's commitment to improving the poverty-related attainment gap, all schools were allocated Pupil Equity Funding (PEF). The total PEF funding awarded to East Dunbartonshire schools in 2018/19 was £1,588,440. Schools were asked to provide clear rationale for their PEF priorities and associated spend, key to this being self-evaluation and engagement with stakeholders. PEF priorities were detailed in each School Improvement Plan and progress reported through the annual Quality Improvement visits, with a strong focus on Pupil Equity interventions and analysis of impact. Education Scotland has visited some schools and the findings from these visits was very positive.

Breakfast Clubs

Breakfast Clubs continue to be well attended in the following five primary schools; Thomas Muir, St Machan's, Lennoxtown, Holy Trinity and Hillhead. Over 30 children from the most disadvantaged families are accessing a nutritional hot breakfast. Feedback from schools is positive with reports that for some children this is ensuring they are on time for school and ready to engage in learning. In addition, early access to Breakfast Club has supported some parents to be able to return to training or work.

Youth Club

As part of developing an early intervention approach in Place communities, there is a youth club pilot in Hillhead Primary School for children in Primary 1 to 3. The focus of this work is to contribute to the raising achievement agenda, with activities focused on team working, health and wellbeing, and creative and practical skills.

There is a P6 and P7 transition youth club based within Lennoxtown Primary School for young people from Lennoxtown and St Machan's Primary Schools. This project is funded by Cashback from Communities and focuses on STEM (Science, Technology, Engineering and Maths) anti-sectarianism, and sport and health.

Young people attending youth clubs are encouraged to develop a range of skills, including team working, negotiation, mindfulness and healthy lifestyles. They are also given the opportunity to have their activities/work accredited through youth awards, including Dynamic Youth & Youth Achievement awards. The KLC629 Saturday night club continues to attract a wider range due to being able to offer an increased number of sporting activities, including swimming.

Snack and Play Provision

The Snack and Play programme ran over the Easter and Summer school holidays at Holy Trinity, St Machan's and Thomas Muir Primary Schools, with a total of 644 children attending. This programme offered children in targeted schools in Place areas, a two-hour multi-activity session, with lunch provided either before or after, depending on whether they were attending a morning or afternoon session. Activities on offer ranged from arts and crafts to games and sports.

The feedback from children was very positive, with 92% of children saying they enjoyed their time at Snack and Play (7% were unsure and 1% said 'not really'). Parents were also asked for their feedback and overall parental evaluations were positive, with 63% rating the service as excellent and 28% judging it to be very good. The main reasons given for the positive ratings were the provision and quality of the service.

Place Days of Action

Officers from the Council's Community Protection Service (Community Safety, Environmental Health and Trading Standards teams) ran a series of surgeries in conjunction with colleagues from Housing, Police Scotland and Scottish Fire and Rescue Service. The drop-in surgeries enabled local residents to raise concerns and issues about community safety matters, and to seek advice on a range of matters such as crime prevention, fire safety and anti-social behaviour. Targeted enforcement patrols were also delivered during the Place Days of Action in order to tackle key community safety issues. The events were held in Auchinairn, Hillhead and Lennoxtown.

Shared Equity

The East Dunbartonshire Council Shared Equity for Sale Scheme (SESS) gives financial help to people who cannot afford the full purchase price of a home. The scheme allows people to buy a share in a property which can be built by the Council, a housing association or in partnership with a housing developer. The share obtained will usually be between 60% and 80% of the property value and you only pay for your share.

Guiding Principle 5 - Planning for Place

Housing

Affordable Housing

The Housing Service is going through a period of significant change in terms of capital investment, both in terms of quantity and quality of affordable homes. The Scottish Government has made additional subsidy available to assist with meeting the new-build target of 50,000 new affordable homes across Scotland by the end of the current Parliament. With the Housing (Scotland) Act 2014 also ending Right to Buy, there is now a firm basis to begin to increase the quantity of Council houses for the first time in many years; in effect reversing the longer-term trend of a gradual reduction in social rented housing.

Over the next two to three years the Housing Service is working towards developing 350 new homes and increasing the number of properties bought on the open market. In addition, the Strategic Housing Investment Plan (SHIP), which was updated in February 2019, gives the service responsibility for directing investment across the wider housing sector, covering all forms of affordable housing. Working in partnership with internal and external stakeholders, such as private sector developers and Registered Social Landlords, is key to implementing the SHIP.

Strategic Housing Investment Plan 2019 - 2024

The main purpose of the Strategic Housing Investment Plan (SHIP) is to set out how investment in affordable housing will be directed over a five-year period to achieve outcomes in the Local Housing Strategy (LHS 2017-28).

A total of 1,122 new homes are planned as part of the SHIP. Of these, 940 are for social rent, 87 are for shared equity, 66 mid-market rent and 29 shared ownership. A total of 1,048 homes will receive Scottish Government grant funding, while 74 will be developed without subsidy (this includes shared ownership homes and shared equity, where the Council retains a share of properties and any profit upon sale).

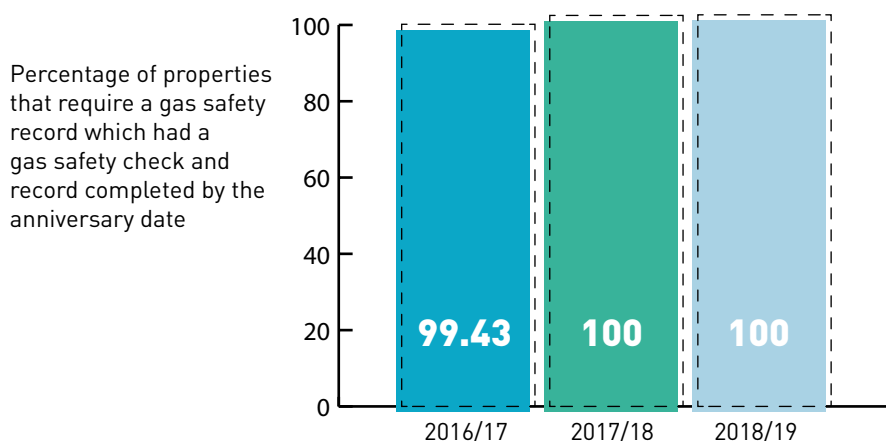
In all, 514 of the proposed new homes will be delivered by external partners in the Registered Social Landlord and private developer sector, with the Council developing 520 homes. A further 88 units detailed within the SHIP have still to be allocated to a housing provider. Despite not being directly involved in the delivery of affordable homes by external partners, the Council has a key role to play in approving Scottish Government grant funding towards each of the projects detailed in the SHIP.

Property Maintenance

The Property Maintenance team undertakes repairs and maintenance across the Council's property estate, which includes around 3,500 housing properties in addition to all operational and non-operational assets. Operationally this involves reactive repairs, void management, gas servicing, fixed electrical testing and PAT testing.

The service also undertakes a range of capital works on behalf of both Housing and other Council service areas. In addition, Property Maintenance provides a range of technical support services, including design, PPP and contract management, asbestos and Legionella advice and support, climate change and carbon-reduction initiatives.

The percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date remained at 100% during 2018/19.



Tenant Rent Arrears

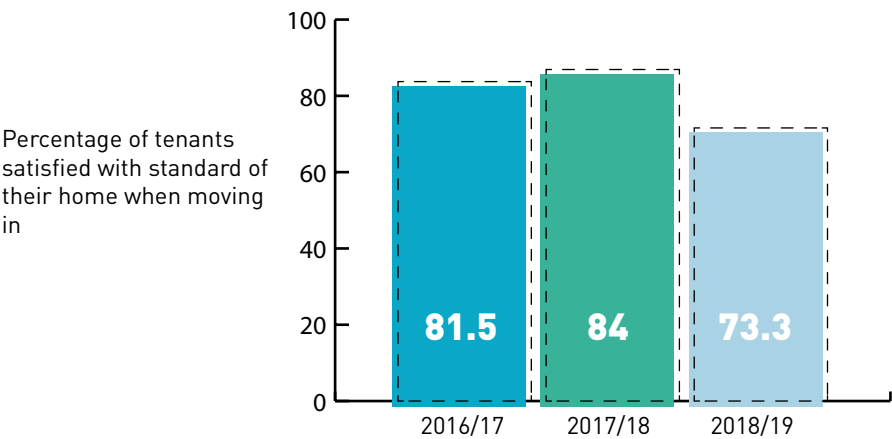
Rising rent arrears have placed additional pressure on the Housing Service, in large part due to welfare reforms but specifically due to the roll-out of Universal Credit, which has fundamentally changed the payment mechanism for many tenants. Approximately 1,500 more tenants will migrate to Universal Credit between August 2019 and 2023, potentially impacting future arrears. The service has added an additional two officers to focus on mitigating the impact of Universal Credit and to target a reduction in rent arrears by being proactive with specific tenants while also taking legal action when necessary for historic and non-responsive cases.

The table below shows gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year decreased slightly over the last year.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year | 9.76% | 10.61% | 10.52% | 7.33% |

Council Homes

The percentage of tenants satisfied with their home when moving decreased from 84% in 2017/18 to 73.3% in 2018/19. This was due to resource issues and lack of access to properties. Historically there have been issues with gaining access to properties when carrying out settling-in visits although these are prearranged. Phone interviews will be carried out in future with new tenants when unable to gain access to ensure that feedback is available from all tenants, which will provide a more measurable satisfaction figure.



The number of days taken to re-let properties in 2018/19 was 47.75 - a very slight increase compared to 2017/18. A framework is now in place to assist with the overspill of voids, which will help to decrease the length of time taken to re-let properties.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Average length of time taken to re-let properties in the last year (days) | 71.59 | 46.65 | 47.75 |

Guiding Principle 5 - Planning for Place

Rent Loss

The table below shows rent loss for each quarter during 2018/19. Rent loss figures will be monitored on a monthly basis, which will assist in bringing these figures down. Asbestos checks continue to be carried out on all void properties. This has resulted in delays and increased rent loss. Officers continue to work to improve performance in this area.

| Quarter | Rent Loss from Empty Homes (figures are cumulative over year) | Target Rent Loss from Empty Homes |
|-------------------------|--|-----------------------------------|
| April – June 2018 | £37,851.09 | £130,000 |
| July – September 2018 | £72,598.01 | £130,000 |
| October – December 2018 | £99,582.37 | £130,000 |
| January – March 2019 | £131,030.06 | £130,000 |

The table below shows the percentage of rent due in the year that was lost due to voids decreased in 2018/19 compared to 2017/18.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| Percentage of rent due in the year that was lost due to voids | 1.38% | 1.34% | 0.98% | 0.95% |

Repairs

The table below shows performance in emergency repairs met target timescales, however, urgent and routine timescales did not meet targets. We will strive to ensure that performance in all repairs categories continues to improve and that all target timescales are met.

| | Emergency | | Urgent | | Routine | |
|-------------------------|-----------|--------|--------|--------|---------|--------|
| Quarter | Target | Actual | Target | Actual | Target | Actual |
| April – June 2018 | 98% | 98% | 95% | 86% | 95% | 72% |
| July – September 2018 | 98% | 99% | 95% | 85% | 95% | 69% |
| October – December 2018 | 98% | 98% | 95% | 88% | 95% | 55% |
| January – March 2019 | 98% | 99% | 95% | 84% | 95% | 74% |

The average number of days taken to complete non-emergency repairs was 16.42 days, an increase compared to 2017/18. There were various issues throughout the year that impacted on the performance of non-emergency repairs. In particular, the team were involved in major refurbishment school projects during the summer which had a negative effect on performance. The target going forward is to find the balance between improving non-emergency repairs and continuing the excellent performance in emergency repairs

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Average number of days taken to complete non-emergency repairs | 9.66 | 12.16 | 16.42 | 7.80 |

Guiding Principles 6 Prevention and Early Intervention



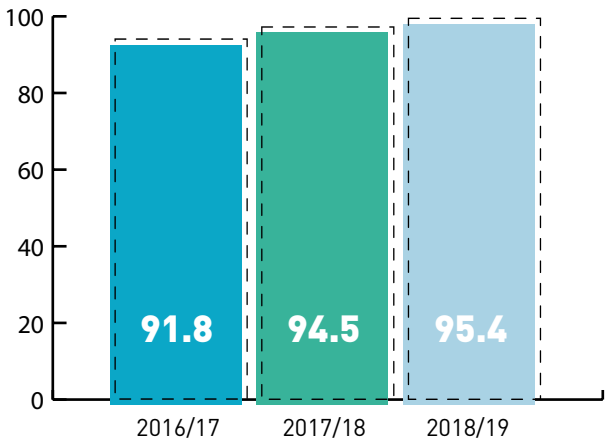
We will direct resources with the aim of improving resilience and preventing or mitigating poorer outcomes.

Housing Benefit

The table below shows the average number of days to fully process new housing benefit claims has improved from 24.5 days in 2017/18 to 22.7 days in 2018/19. The percentage of new claims decided within 14 days of receiving all information also improved between 2017/18 and 2018/19 from 94.5% to 95.4%.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| Housing Benefit – average days to fully process new claims | 27.2 | 24.5 | 22.7 |

Housing Benefit - percentage of new claims decided within 14 days of receiving all information



Guiding Principle 6 - Prevention and early intervention

Homelessness

Rapid Rehousing

The Homelessness and Rough Sleeping Action Group was set up by the Scottish Government in October 2017 to produce short and long-term solutions to end homelessness and rough sleeping.

The Rapid Rehousing Transition Plan is a new planning framework for local authorities and partner organisations to transition to a rapid rehousing approach. Each local authority was required to develop a plan in collaboration over a planned and costed phase of five years (2019/20 to 2023/24) by 31 December 2018.

Since September 2018, the Homelessness and Prevention team has been developing the plan, and have given detailed consideration to the Council's response to Scottish Government guidance, and how the issues around rapid rehousing and Housing First might be addressed in East Dunbartonshire. Initial discussions took place with the Health and Social Care Partnership and there was a workshop with social landlords. An online survey was used to gain feedback from partners. All of this helped shape the proposed plan and identify key priorities.

The table below shows the percentage of homeless decisions made within 28 days has improved significantly from 93% in 2017/18 to 99% in 2018/19.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| Percentage of homeless decisions made within 28 days | 88% | 93% | 99% |

Scottish Welfare Fund

The continued roll-out of Universal Credit in East Dunbartonshire has had a significant impact on the Scottish Welfare Fund.

Community Care Grants can help people leaving care to live on their own, or to stay in their own home. These grants can also help families facing exceptional pressures who are in need of essential household items, such as a cooker or washing machine.

The table below shows that 320 Community Care Grants were awarded in East Dunbartonshire in 2018/19 - a slight decrease compared to the previous year.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---------------------------------------|---------|---------|---------|
| Community Care Grant – number awarded | 335 | 325 | 320 |

Scottish Government Scottish Welfare Fund Statistics

Crisis Grants can provide people with a safety net in the event of a disaster such as a fire or flood or in an emergency situation if money is lost or stolen. In 2018/19, there were 1,395 Crisis Grants awarded in East Dunbartonshire - an increase compared to 2017/18.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|------------------------------|---------|---------|---------|
| Crisis Grant– number awarded | 1,155 | 1,330 | 1,395 |

Scottish Government Scottish Welfare Fund Statistics

Guiding Principles 7 Sustainability-



We will create the conditions for a better quality of life for East Dunbartonshire residents, by recognising their health and wellbeing needs without compromising the quality of our built, natural and historic environment. In doing so we will build resilience to a changing climate, use our natural resources prudently and consider the longer term implications of our decision for present and future generations.

Sustainability

During 2018/19, the Sustainability Policy team continued to develop and deliver sustainability, climate change, biodiversity and open space policy priorities. Highlights over the year included the following:

Food Growing Strategy

Following a series of public engagement events in 2017 and 2018, work has been underway to develop East Dunbartonshire's draft Food Growing Strategy, in partnership with Greenspace Scotland. The draft strategy identifies potential sites for allotments and other food growing provision, as well as setting out procedures to support community groups starting their own 'Grow Your Own' journey.



Guiding Principle 7 - Sustainability

Natural Environment Planning Guidance

Natural Environment Planning Guidance was updated, with revised Local Landscape Areas and additional Local Nature Conservation Sites designated in the Green Infrastructure and Green Network Supplementary Guidance.

Policies

A number of policy and monitoring documents designed to further protect and enhance our environment were approved. The Green Infrastructure and Green Network Supplementary Guidance, and Natural Environment Supplementary Guidance, prepared in collaboration with the Land Planning Policy Team, were approved, along with a joint Green Network Strategy-Active Travel Strategy Monitoring Report. This reported good progress in implementing both local and strategic network initiatives since committee approval of the Green Network Strategy in March 2017, with 59% of committed actions completed or in progress and 35% of additional/aspirational opportunities in progress.

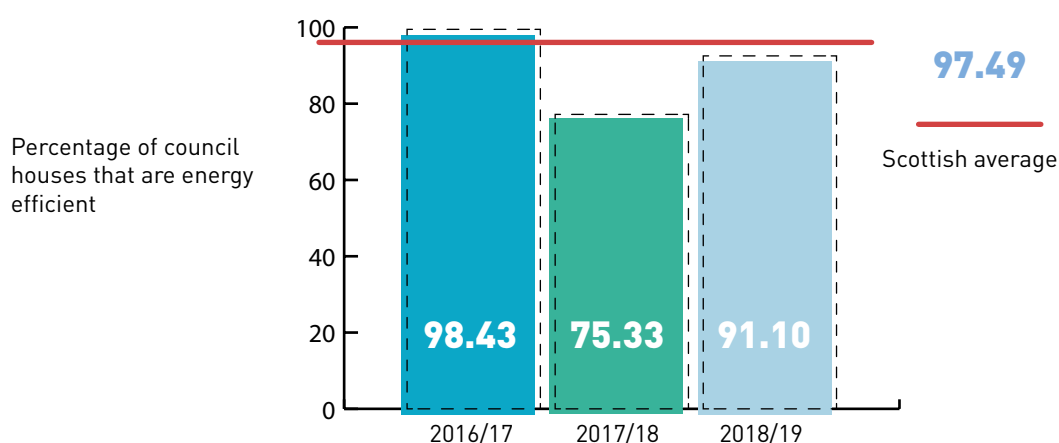
Open Space Strategy

Good progress has been made in the first three years of delivery of the Open Space Strategy, with 78% of all projects either in progress or completed. Work has commenced on the preparation of an updated Open Space Strategy, which will replace the existing one when it ends in 2020.

Energy Efficiency

The chart below shows the percentage of Council houses that are energy efficient increased from 75.33% in 2017/18 to 91.10% in 2018/19. The percentage of Council houses meeting SHQS also increased over the last year and was above the Scottish average.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Percentage of council dwellings meeting SHQS | 98.20% | 96.88% | 97.83% | 94.32% |



The Traffic and Transportation team coordinated, managed and/or delivered the following projects during 2018/19:

Lenzie Sustainable Transport Project

This project was delivered with financial support from Sustrans, ScotRail, Strathclyde Partnership for Transport and developer contributions from the Woodilee consortium. The project provided an enhanced public space in front of the shops on Kirkintilloch Road, and an improved junction between Kirkintilloch Road and Garngaber Avenue. The main objective of the project was to make the village centre more attractive and improve passenger transfer facilities between bus, rail and active modes to encourage sustainable journeys to the station.

Twechar Path Improvements

The existing path network linking the community of Twechar to their school and community centre, as well as the north and south of the village, was improved by resurfacing, widening and regrading steep sections of path to make them more attractive to users, and provide a viable and healthy alternative to motorised transport. The project was funded by SPT.

West Highland Way Improvements

The Transport team designed and managed the improvement of the path network through Allander Park in Milngavie to encourage more people to walk and cycle. The improved paths provide a safe and traffic-free route to the Community Education Centre and Milngavie town centre. One of the improved paths forms part of the West Highland Way, which is the busiest long-distance route of Scotland's Great Trails. This project was funded by Transport Scotland.

Waste and Recycling

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

The service carried out four Community Hub roadshows to promote National Recycling Week and participated in the Tenant Event in Kilmardinny House and the SQA climate event.

The table below shows the tonnage of biodegradable municipal waste that was landfilled decreased significantly from 10,675 in 2017/18 to 2,891 in 2018/19. The contract was changed in 2018 and the new treatment provider diverts waste that was previously landfilled for Refuse Derived Fuel. The new Clyde Valley contract will continue this process later this year and the council will no longer rely on landfill going forward.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Tonnage of biodegradable municipal waste landfilled | 10,954 | 10,675 | 2,891 |

The percentage of special uplifts completed within seven working days in 2018/19 was 82%, a slight decrease compared to 2017/18. The service continues to be monitored and work is being done to create a live schedule system to enhance performance on the ground.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 |
|---|---------|---------|---------|
| Percentage of special uplifts completed within seven working days | 85.0% | 85.2% | 82.0% |

The table below shows the percentage of household waste arising that is recycled increased by nearly 7% between 2017/18 and 2018/19 - well above the Scottish average.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| % of household waste arising that is recycled | 48.49% | 47.91% | 54.60% | 44.70% |

Guiding Principle 7 - Sustainability

The Greenspace and Streetscene team continued to undertake cyclic ground maintenance tasks whilst undertaking the daily street cleaning tasks associated with the public realm. The Play Equipment Replacement Project was completed, with the replacement of large items within seven play areas across East Dunbartonshire.

Net cost per waste collection per premise decreased by £5.66 between 2017/18 and 2018/19. There was a slight decrease in the cost of waste disposal per premise over the last year. The net cost of street cleaning increased between 2017/18 and 2018/19, however, it was significantly below the Scottish average.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|--|---------|---------|---------|------------------|
| Net cost per waste collection per premise | £81.06 | £82.55 | £76.89 | £67.45 |
| Net cost per waste disposal per premise | £129.05 | £111.09 | £110.72 | £97.29 |
| Street cleanliness score (% acceptable) | 92.33% | 92.20% | 89.60% | 92.80% |
| Net cost of street cleaning per 1,000 population | £7,034 | £5,239 | £6,351 | £14,880 |

The table below shows the percentage of adults satisfied with refuse collection and the percentage of adults satisfied with street cleaning both decreased between 2017/18 and 2018/19, however, they were both above the Scottish average.

| Performance Indicator | 2016/17 | 2017/18 | 2018/19 | Scottish Average |
|---|---------|---------|---------|------------------|
| % adults satisfied with refuse collection | 85.33% | 85.00% | 84.43% | 76.30% |
| % adults satisfied with street cleaning | 75.67% | 70.00% | 66.93% | 66.30% |

Electric Vehicle Charging

New electric charging points are being installed at the following locations: Milton of Campsie (Birdston Road car park); Kirkintilloch (Eastside); Bishopbriggs (Beech Road); Milngavie (Cloberfield); Lennoxton (Community Hub); Torrance (Queens View); Twechar (Healthy Living and Enterprise Centre); Bishopbriggs (Leisuredrome).

Following a successful bid to the Scottish Government and Transport Scotland, the Council introduced a further 21 electric cars.

I-Bike Officers

Two I Bike officers were funded in 2018/19 with external funding from Sustrans and have continued to work in schools and the community to provide cycle training, and deliver behaviour change initiatives to encourage the uptake of cycling. Some temporary street closure events took place to allow children to enjoy traffic-free streets outside their schools. The Milngavie event was featured on the STV news.

Transport Strategy

Work continued on refreshing the Local Transport Strategy. The Transport Options Report was approved at a meeting of the PNCA Committee at the start of October 2018. The Local Transport Strategy Transport Options Report consultation took place between 3 December 2018 and 11 February 2019. This was an extensive consultation involving drop-ins, attendance at community council meetings and a questionnaire. The team received over 200 questionnaire and e-mail responses. Since the close of the consultation the team have been working through these responses to understand community views on a range of transport projects and have produced a consultation report.





Other formats and translations

This document can be provided in large print, Braille or in audio format and can be translated into other community languages. Please contact the Council's Communications & Engagement Team at:

East Dunbartonshire Council, 12 Strathkelvin Place, Southbank,
Kirkintilloch G66 1TJ Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا اردو تراجم بھی فراہم کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुप्राध करे पर यह दस्तावेज़ हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फ़ोन कीजिए।