

edreport

2019/20

The public performance report of East Dunbartonshire Council

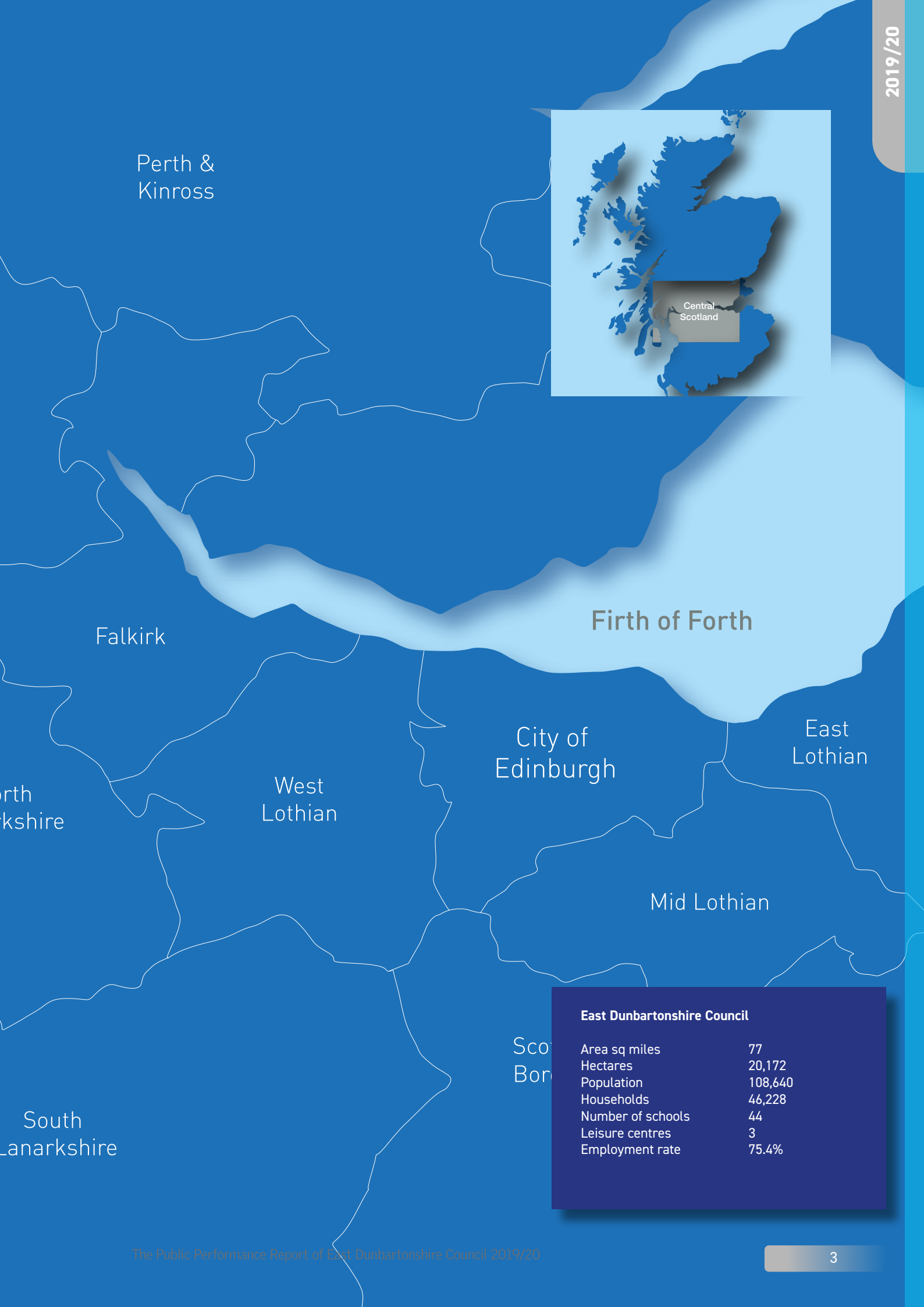


sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk





Perth &
Kinross



Central
Scotland

Falkirk

Firth of Forth

North
Ayrshire

West
Lothian

City of
Edinburgh

East
Lothian

Mid Lothian

South
Ayrshire

South
Ayrshire

East Dunbartonshire Council

Area sq miles	77
Hectares	20,172
Population	108,640
Households	46,228
Number of schools	44
Leisure centres	3
Employment rate	75.4%



Contents

edreport

Introduction	7
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.	9
Local Outcome 2 Our people are equipped with knowledge and skills for learning, life and work.	15
Local Outcome 3 Our children and young people are safe, healthy and ready to learn.	21
Local Outcome 4 East Dunbartonshire is a safe place in which to live, work and visit.	32
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.	39
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.	53
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.	58
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.	63
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.	68
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.	70
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.	72
Guiding Principles 6 Prevention and Early Intervention We will direct resources with the aim of improving resilience and preventing or mitigating poorer outcomes.	77
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.	79



Introduction

Context

This Public Performance Report for 2019/20 provides evidence of how the Council has delivered services across the reporting year and the impact those services have had on the people and businesses of East Dunbartonshire. The end of the 2019/20 reporting year saw the emergence of the global Covid-19 pandemic and whilst the impact of Covid-19 has more severely influenced service delivery and priorities in the 2020/21 reporting year, it did also begin to impact on the final quarter of 2019/20 and has been significantly impacting priorities and the allocation of resources since.

Overview




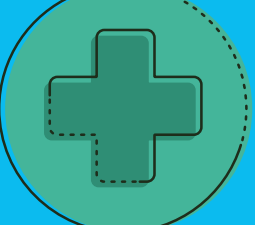
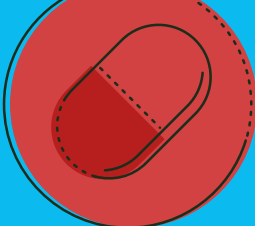

Our Public Performance Report 2019/20 aims to provide an overview of Council performance across all service areas over the 2019/20 reporting period. We are committed to improving performance and being open and transparent about how well we are doing. This report is one of many reports that comprises our public performance reporting framework. Where performance indicators are part of the Scotland-wide Local Government benchmarking framework, the data reported for East Dunbartonshire Council is set against the context of the Scottish local government average.

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 will 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 priority 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 guiding 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.

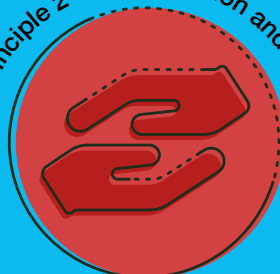
Our Guiding Principles are:

Guiding Principle 1 - Best value



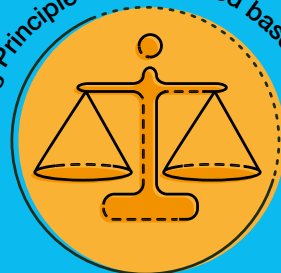
Best Value

Guiding Principle 2 - Coproduction and engagement



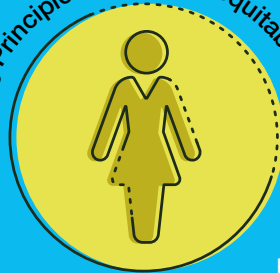
Coproduction
and engagement

Guiding Principle 3 - Evidenced based planning



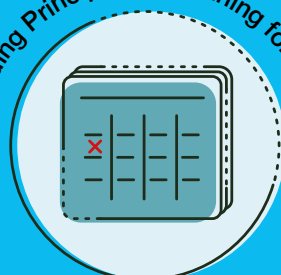
Evidenced
based planning

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

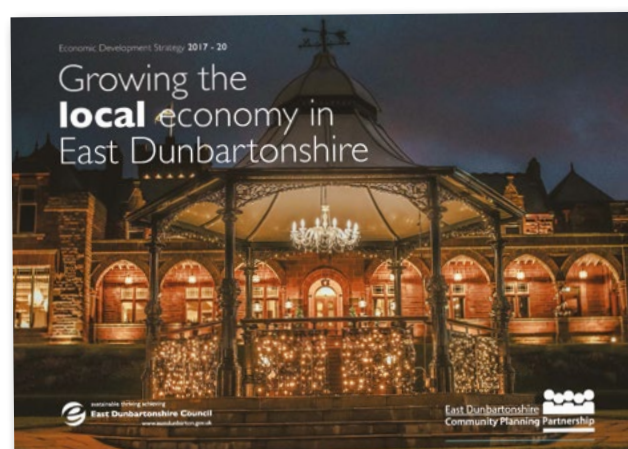
Local Outcome 1

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.

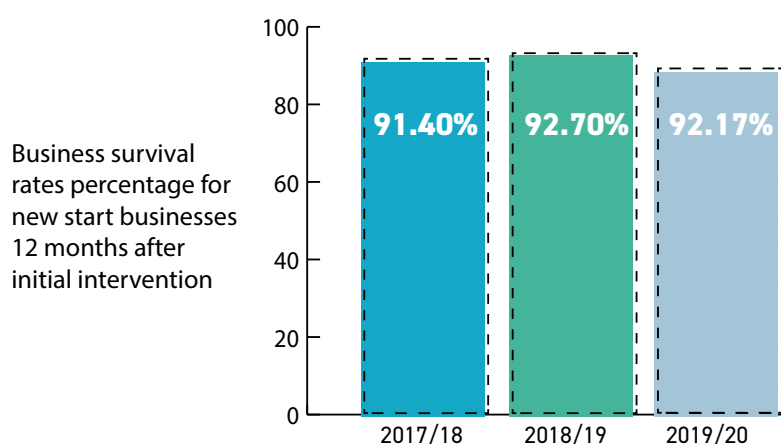


The Business Support team has delivered on a range of programmes and services to support business and facilitate sustainable economic growth and business development. This includes the delivery of projects from the local Economic Development Strategy and direct proactive engagement with ongoing support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

The table below shows the business survival rates for 2019/20 were 92.17%. The number of new start businesses supported by local authority business support activities (including Business Gateway) and other LOA partners in 2019/20 was 384 a slight decrease compared to the previous year but well above target.



Performance Indicator	2017/18	2018/19	2019/20
Number of new start businesses supported by local authority business support activities (including Business Gateway) and other LOA partners	320	400	384



Business Gateway

Business Gateway East Dunbartonshire celebrated the success of two pioneering initiatives during 2019/20 - ED-Net (East Dunbartonshire Networking Group) and ED BG (East Dunbartonshire Business Gateway) Women in Business.

ED-Net is focused on building a local business community group and developing opportunities to work together. ED BG Women in Business meet on the last Tuesday of every second month and is aimed at women either running their own business or considering setting up a business in the area.

The networking groups are open to all types of businesses within East Dunbartonshire - from home-based start-ups to established companies. They provide opportunities for people to meet with fellow business owners, share ideas and knowledge, and to explore the possibility of potential sales opportunities.

The number of Business Gateway start-ups per 10,000 population in East Dunbartonshire has remained consistent over the last couple of years as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Number of business gateway start-ups per 10,000 population	13.59	14.86	14.73	16.41

The table below shows the investment in economic development and tourism per 1,000 population has increased between 2018/19 and 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Investment in economic development and tourism per 1,000 population	£28,167	£29,646	£40,031	£103,194

East Dunbartonshire Business Week

The Council and Business Gateway East Dunbartonshire worked with a range of partners to deliver East Dunbartonshire's Business Week 2019, which took place from 13-17 May 2019. A number of free events were offered to support people considering setting up their own business, as well as existing firms. Topics included:

- Business Week Launch Lunch – Prepare your Business for Brexit which discussed the implications of Brexit and the support available for businesses
- The Challenges Facing Retail – discussed the best ways to mitigate the current risks facing town centre businesses and how to turn those risks into opportunities to grow
- Meet Our Partners – A drop-in session to meet a selection of partner organisations, including representatives from the Council (Trading Standards, Licensing and Environmental Health), Scottish Investment Bank, DSL Business Finance, Business Loans Scotland, Skills Development Scotland, Developing the Young Workforce, Zero Waste Scotland and The Prince's Trust Scotland.

A variety of venues were used across the area in Milngavie, Torrance, Lennoxton, Bearsden, Bishopbriggs and Kirkintilloch - including Kilmardinny House in Bearsden and Kirkintilloch Town Hall.

Procurement

The table below shows the percentage of procurement spent on local small/medium enterprises has increased between 2018/19 and 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of procurement spent on local small/medium enterprises	16.62%	17.23%	18.27%	28.51%

Local Outcome 1

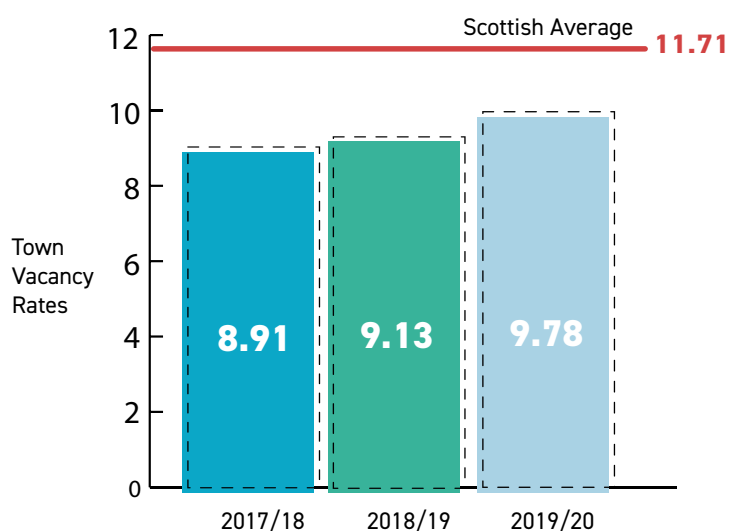
Town centres

The table below shows there has been a very slight decrease in town centre footfall across the network from 3,441,295 in 2018/19 to 3,437,010 in 2019/20.

Performance Indicator	2017/18	2018/19	2019/20
Town centre footfall across network	3,308,131	3,441,295	3,437,010

The percentage of town centre retail vacancies versus total number of town centre retail units has increased slightly compared to 2018/19 but is below the Scottish average as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Town Vacancy Rates	8.91%	9.13%	9.78%	11.71%



Milngavie BID

A renewal ballot took place in March and April 2019 - and after the first five years as an operational Business Improvement District (BID) - traders and firms in Milngavie made the collective decision to build on the successes achieved. Of those traders in the town centre eligible to vote, 52 voted in favour of continuing for another five years and 33 voted against (turnout of 65.91%).

The new Milngavie.co.uk website has been built and will be going live once all businesses have been added. This will be the central marketing tool for the town moving forward. The Council agreed to contribute £30,000 annually to the BID - if businesses voted in favour of its continuation - equating to a £150,000 financial investment over the five-year period. For further detailed information about the improvement district for Milngavie, visit www.milngaviebid.com where the full business plan can be downloaded.

Land, Planning & Development

The Planning (Scotland) Act gained royal assent in July 2019 and work has continued on understanding the requirements of the Act for development planning and the implications for the Council.

The table below shows the immediately available employment land as a % of total land allocated for employment purposes in the local development plan has remained almost the same as the previous year.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan	39.70	37.74	37.70	36.23

Bishopbriggs City Deal Project

The Council’s Strategic Business Case for the £34.88 million Bishopbriggs Place and Growth Programme was approved at the Glasgow City Region Cabinet in February 2020. The project is jointly supported by the UK and Scottish Governments as part of the Glasgow City Region Deal.

The City Deal project, in partnership with Strathclyde Partnership for Transport (SPT) and Glasgow City Council, will look to boost the East Dunbartonshire economy. It will see an integrated approach to improve traffic and transport infrastructure within Bishopbriggs and connections to the north of Glasgow, with the following key elements, all intended to support local economy and links to the wider city region:

- Delivery of Phase 5 of the Bishopbriggs Relief Road
- Investment in public and sustainable transport on the A803 Route Corridor
- Bishopbriggs Town Centre Regeneration

Canal Festival

The Canal Festival took place between Monday 26 August and Sunday 1 September 2019 and was organised by the Council and a range of 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, the Forth and Clyde Canal Society and Kirkintilloch & District Classic Vehicle Club. Entertainment included boat trips, Gin and Whisky Festival, live performances, fencing, canoeing, laser tag, climbing wall, roller skating, pirates, funfair, Water Rollerz, Saturday evening concert, fireworks, classic cars and Copper on the Canal. An estimated 25,000 visitors attended the Canal Festival over the final weekend.



The 2019 Festival blended the best of Scottish and Japanese cultures, taking inspiration from an enduring love story with local roots. Rita Cowan met Japanese student Masataka Taketsuru at her home in Kirkintilloch almost exactly 100 years ago. They married and moved to Japan to set up Nikka Whisky, one of Japan's most successful and best known whisky companies. Themed events included the 'Rita and Masataka' exhibition, a whisky tasting boat trip, raku, origami, puppet making, Manga workshops, martial arts demonstrations and Japanese song and dance.

Case Study - A night – and week – to remember as local stars shone bright!

It is not often that businesses get the chance to celebrate their success and take centre stage - alongside the people who support them - but that's what happened at the 2019 East Dunbartonshire Business Awards.

The successful event - organised by the Council and Business Gateway - was the culmination of East Dunbartonshire Business Week 2019.

Held at Kirkintilloch Town Hall, the awards final brought together dozens of top local firms, agencies and entrepreneurs, Councillors, senior Council representatives, and advisers helping to inspire and support the local economy.

It was a chance for the Council to shine the spotlight on boardrooms, shop floors, social enterprises and hostellers across East Dunbartonshire.

As well as raising awareness of great work taking place locally, the awards also gave people the chance to network, share ideas and create new opportunities.

Feedback from the event included:

"Brilliant night"

"Thank you for a great evening in such a lovely location. I'm proud to be part of a fantastic group of businesses."

"What an amazing night, thanks to everyone that was involved."

The 2019 winners were:

- Start-Up Business - Everything Hygiene Ltd
- Established/Growth Business - Home Instead Senior Care
- Digital Innovation - Bearsden Beauty
- Independent Retail Business - I Sew 2
- Hospitality, Leisure & Tourism - Finsbay
- Eco-Friendly Business - The Caurnie Soaperie
- Service Provider - Better Organised
- Social Enterprise - Auchinairn After School Care - Forest School
- Community Champion - Milngavie in Bloom
- Special Recognition Award - The Caurnie Soaperie
- Business of the Year - Finsbay.

Thomas Glen, Depute Chief Executive - Place, Neighbourhood & Corporate Assets, said, "The 2019 Business Awards proved very popular and the final event was a great advert for the traders, businesses and service providers helping to power the East Dunbartonshire economy."





"The awards offer a valuable opportunity to showcase the inspirational range of businesses, entrepreneurs and enterprises in East Dunbartonshire."

"On the night, there was one winner for each award, but it was very much the case that every business and entrepreneur who entered was a champion in their own right."

"The feedback we received afterwards was excellent, with firms reporting a positive impact as a result."

In addition, an amazing £1,870 was raised on the night for local social enterprise Creatovators CIC - which supports people on the autistic spectrum and their families.

June Grindley, Creatovators Director and Autism Practitioner, said, "The funds raised will help to significantly benefit lives - promoting the health and wellbeing of people with autism and their families on a daily basis."

The awards - held on 17 May 2019 - were the culmination of East Dunbartonshire Business Week 2019, with a host of events taking place across local towns and villages.

Highlights included events entitled:

- Prepare your business for Brexit
- The challenges facing retail - how to weather the storm
- Meet our partners
- Self-employment as a career option
- Introduction to tendering
- Selling with confidence.

Thomas added, "We organised a comprehensive range of opportunities - including guest speakers, training workshops, networking opportunities and information sessions - in association with partner agencies."

"All of the events were aimed at supporting new and existing businesses in the area - covering subjects relevant to the local economy. We're delighted so many people and businesses took the chance to find out more."

"Again, the feedback we received was very positive. Business Week is just one of the many ways we support local enterprises, with a year-round programme of events taking place thanks to the Council and Business Gateway East Dunbartonshire."

For more information on local services and advice, visit <https://www.eastdunbarton.gov.uk/residents/business> and <https://www.bgateway.com/local-offices/east-dunbartonshire/local-support>

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).

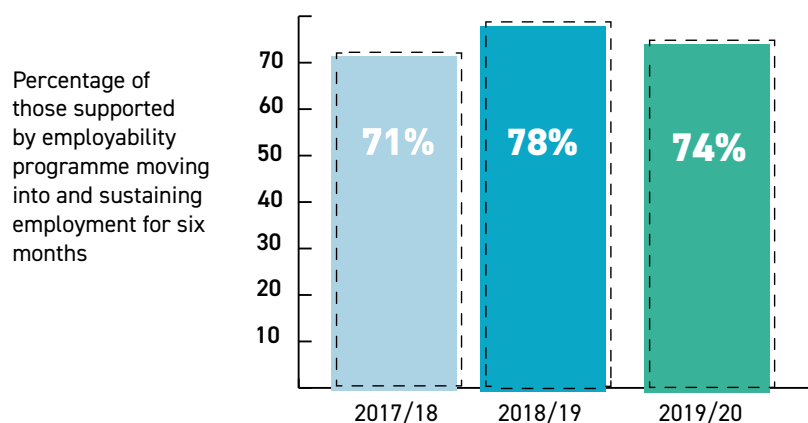
The percentage of those supported by employability programmes into employment was 60% in 2019/20, an increase of 2% compared with the previous year.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of those supported by employability programmes into employment	60%	58%	60%

The Council's Property Maintenance service is supporting colleagues in Skills for Learning, Life and Work by providing work experience places for school pupils to gain valuable construction industry experience.

The table below shows the average quarterly percentage for those supported by an employability programme moving into and sustaining employment for six months. The figure for 2019/20 was 74%, a decrease compared to 2018/19.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of those supported by employability programme moving into and sustaining employment for six months	71.0%	80.0%	74.0%



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 by 2.73% between 2018/19 and 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of unemployed people assisted into work from Council operated/funded employability programmes	6.05%	6.44%	9.17%	12.66%

No One Left Behind

The new Scottish Government, 'No One Left Behind' (NOLB) funding is being used to provide employability support. Three grants were provided to support local employers create new jobs for young people and nine individuals completed an Introduction to Childcare course.

Learning Matters

Post school and adult learners have accessed a range of training and learning opportunities through the 'Learning Matters' programme. This learning has improved skills and confidence and lead to progression, for some, to further learning. New referral opportunities are being made available to parents and carers participating in family learning initiatives.

Hillhead Youth Club

Youth workers have supported young people in secondary schools during 2019/20 to improve skills for learning, life and work through the delivery of group work and one-to-one support. The pilot junior youth clubs are ongoing in Hillhead, Lennoxton and Thomas Muir Primary School.

Living Wage

East Dunbartonshire Council was recognised as an accredited Living Wage Employer 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 £700.60 compared to £577.70. The table below shows the proportion of employees who work in the East Dunbartonshire area who are earning less than the living wage. 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	2017/18	2018/19	2019/20	Scottish Average
Proportion of people earning less than the living wage	18.6%	26.3%	25.0%	16.9%

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 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.

In 2019/20 a total of 22 young people and learners from across East Dunbartonshire received awards for participating in the Positive Achievements programme at a celebration event at Hillhead Community Centre. This also included a small number of young people from the Council's Secondary Wellbeing Support Service as part of a continuing joint venture between the two services. The young people and learners completed programmes in personal, social and vocational development and 12 of them successfully achieved the Duke of Edinburgh Bronze Award - the first group to achieve the prestigious award through both of these services.

Positive Achievements' personal and vocational support programmes continue to improve the skills for learning, life and work provided for young people at risk of dis-engaging from mainstream education. A very successful residential week was held at Gartmore House in partnership with the pupils attending the secondary wellbeing base.

Youth Council

The new Youth Council has continued to meet during 2019/20. Two youth council members attended the Community Planning Board meeting and another two were nominated to sit on the Education Committee. Training on being a member of a committee is being organised in support of this.

English for Speakers of Other Languages

There is continued support for young people and adults to improve their skills and confidence including support for adult literacy and numeracy and provision of English for Speakers of Other Languages (ESOL). A ceremony was held to celebrate learners' achievements with over fifty learners and volunteers in attendance.

City Deal

The City Deal Working Matters Phase 2 project started and this project will support 15 individuals who have significant health issues to access employability support and training. In East Dunbartonshire 12 people have started on the programme and are receiving support to improve employability and skills.

European Social Fund Skills Pipeline Project

The European Social Fund Skills Pipeline project has engaged with 207 individuals, with 171 having at least two significant barriers and 61 have moved into employment. The request to extend the project and introduce a wage incentive scheme to support those individuals was approved by Scottish Government and the project will now continue until December 2022 giving capacity to support approximately 30 individuals through the wage subsidy scheme.

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 well established 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.

In 2019/20 18 young people from across East Dunbartonshire started on the award-winning Modern Apprentice Programme. The recruits were chosen from a pool of nearly 300 applicants to take up roles in Early Years (8), Streetscene Environmental (3), Roads & Civils (2), Joinery (2), Plumbing (1), Accountancy (1) and Electrical Installation (1).

The Programme, now in its seventh year, has given life-changing opportunities to 73 young people since 2013 and the Council is committed to providing them with the best experience.

Six new graduates started on the GRAD + programme in the areas of ICT, Human Resources, Finance, Innovation and Transformation, Procurement, Business and Digital Change. This programme is a key part of the Workforce Strategy and brings significant employability benefits to the young people.

Developing the Young Workforce

There were 317 young people enrolled on the Developing the Young Workforce vocational programme and 46 courses were on offer which, as before, are linked to labour market intelligence. All of the vocational courses are proceeding well including those with pupils attending supported courses targeted for pupils with additional support needs. There has been an increase in the number of young people with additional support needs accessing the supported learning courses to 49.

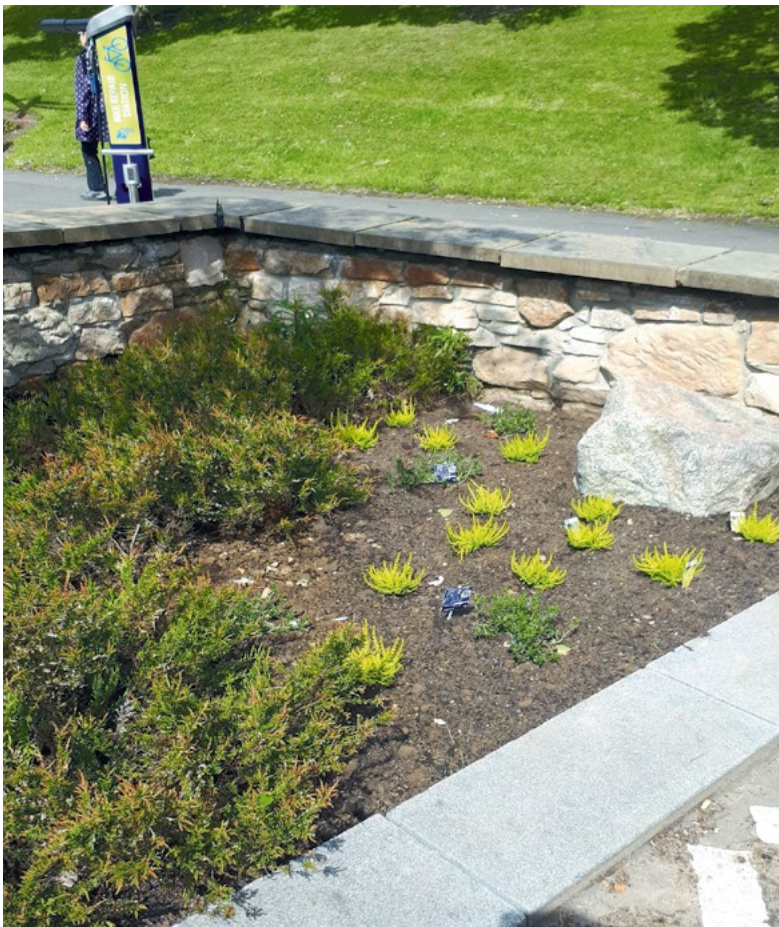


Apprentices National Awards

Aedan Coll and Christopher Donnelly started their Council apprenticeships together. Now in the second year of East Dunbartonshire Council's Apprenticeship Programme within the Streetscene Environmental team, Aedan (19) and Christopher (17) were shortlisted for the APSE UK Apprentice of the Year Awards.

Milngavie Travel Hub Improvements

While working in the Council's Streetscene Environmental team, Modern Apprentice Christopher Donnelly was tasked with making improvements to the planted area around Milngavie Travel Hub. In addition to planting new shrubs, he cleared the wooded area of debris and put fresh soil down which was sown with woodland wild flower mix. Bins were replaced with larger capacity ones and the area was cleaned and tidied with bark chips put down in the planted areas. Dead vegetation was removed from a long raised bed and replaced with a membrane topped with grey granite chips and three decorative acer trees.



Broadband Access

The table below shows the proportion of properties receiving superfast broadband has increased slightly compared to the previous year and is above the Scottish average.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Proportion of properties receiving superfast broadband	94.63%	96.00%	96.80%	93.27%

Case Study - Apprentices Lead the Way for Our Young Workforce

East Dunbartonshire Council continues to change the lives of people of all ages through its Skills for Learning, Life and Work service. A key part of that is the Modern Apprenticeship Programme.

When 18 young people from across East Dunbartonshire joined the Council's workforce as Modern Apprentices in August 2019, they brought the total number of apprenticeships supported by the Council to 73 since 2013.

And they brought with them a fresh injection of enthusiasm, energy, skills and knowledge to share with colleagues.

Places on the Modern Apprenticeship Programme are much sought after due to its comprehensive and varied mix of supported study and hands-on experience. Its reputation precedes it too as it has attracted many award-winning and high-achieving young people over the years who have gone on to inspire and encourage future intakes.

In the autumn of 2019, two more apprentices were added to that roll of honour when Aedan Coll and Christopher Donnelly - second year apprentices within the Streetscene Environmental Team - were named as runners-up at the UK APSE Apprenticeship Awards.

For this case study we spoke to Christopher about his work as part of the team that transformed the grounds of the Milngavie Travel Hub where there are now attractive displays of trees and shrubs and enhanced landscaping to greet people passing through.

Seventeen year-old Christopher's apprenticeship journey started at Langfauld's Cemetery in Bearsden during which time he attended Daldowie Training Centre two days a week.

He said, "I applied for this apprenticeship when still at school as I had decided that I wanted to get out and work in a job like this. This project involved revamping the area and making it welcoming and eye-catching as it is where tourists start their journey on the famous West Highland Way. I really enjoyed doing it and watching the plants bloom and develop. I have gained lots of experience working alongside colleagues who have passed on their skills and knowledge."





Last year's case study for this publication looked at Aidan Maguire, a Construction Management apprentice who was runner-up at APSE's national Building & Housing Apprentice of the Year Awards. In March 2020, Aidan was celebrating once again when he was named APSE's Scottish Apprentice of the Year. To encourage other young people into apprenticeships Aidan made a [short video](#) on the site of one of his projects - a new early years centre in Milngavie. You can find it on the Council's YouTube channel.

Ann Davie, Depute Chief Executive - Education, People & Business, said, "I am very proud of the Council's Modern Apprenticeship Programme and am pleased that we continue to be able to offer local young people a solid start to their working lives.

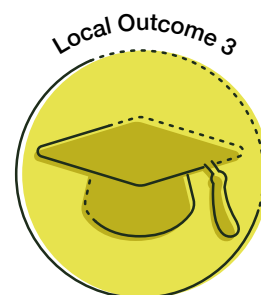
"As a workforce we all gain from having them with us and it is wonderful to see Christopher, Aedan and Aidan being recognised for the hard work and determination they have shown in their roles. They are proof of what can be achieved through apprenticeships delivered in a supportive environment to young people willing to grasp the opportunity of a first step on the career ladder."



Council's Award-Winning Apprentice Aidan

Local Outcome 3

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



Attainment

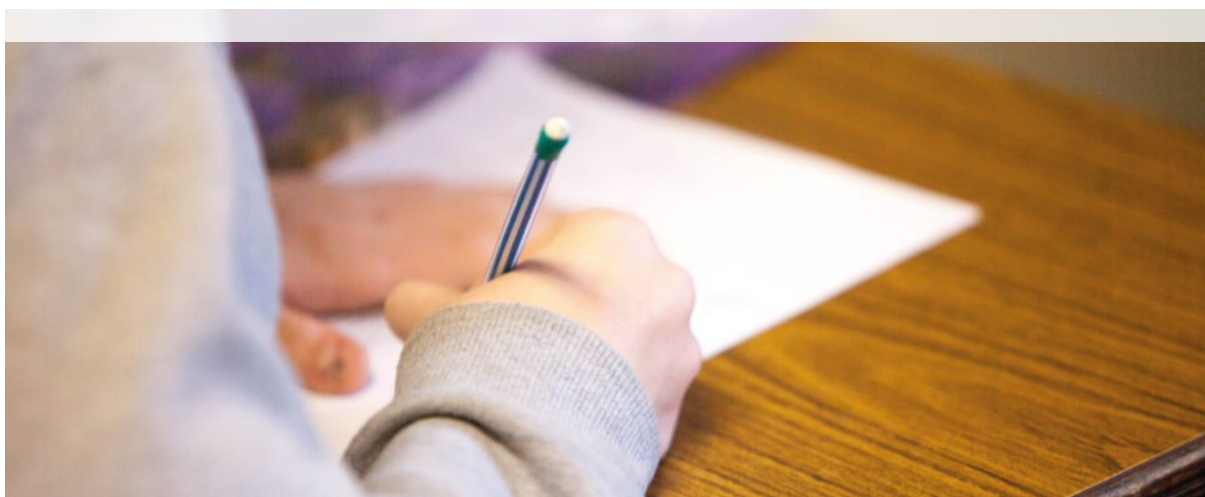
East Dunbartonshire Council continues to sustain a high performance in SQA examinations as can be seen below. Performance in the 2019 SQA examination diet was very good. Initial analysis of the results showed that overall achievement continued to be high. There was improvement in S5 pupils achieving 1+, 3+ and 5+ or more awards at Higher (Level 6). The Education Service supported schools with a robust analysis of SQA results. The cancellation of the SQA exam diet in 2020 meant that estimated grades were based on the professional judgement of teachers. Advice and support was provided to schools by the central team to support moderation. The data for 2020 cannot be compared to previous years due to the cancellation of the examinations.

S4 Pupils		2017 DIET	2018 DIET	2019 DIET	2020 * DIET
5+ Level 5	Examinations at National 5 and above	66.9%	69.6%	67.3%	76.2%

S5 Pupils		2017 DIET	2018 DIET	2019 DIET	2020 * DIET
1+ Level 6	Higher Level and above	77.9%	78.9%	82.1%	83.8%
3+ Level 6	Higher Level and above	60.7%	60.9%	61.6%	68.7%
5+ Level 6	Higher Level and above	35.3%	35.6%	39.3%	44.2%

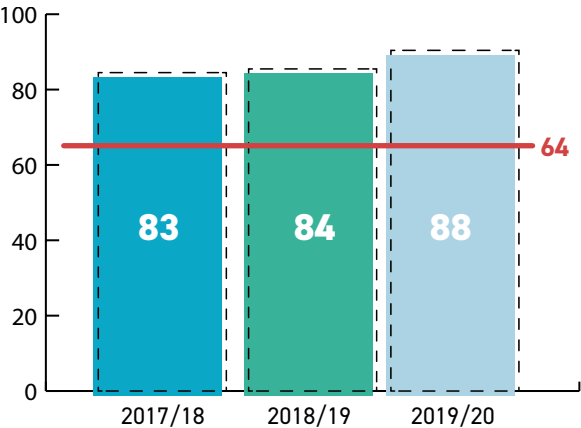
S6 Pupils		2017 DIET	2018 DIET	2019 DIET	2020 * DIET
3+ Level 6	Higher Level and above	32.8%	33.4%	31.7%	44.6%
1+ Level 7	Advanced Higher Level	35.6%	35.9%	32.6%	40.6%

*** The COVID-19 pandemic resulted in the use of a different approach to assessment in the summer of 2020. It is important that any interpretation of the above data is within that context.**



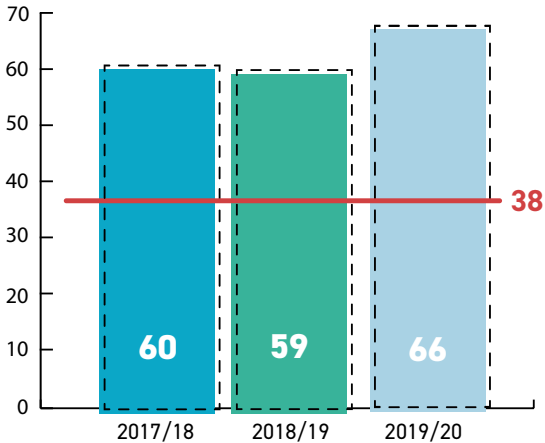
The table below shows the percentage of pupils achieving five or more awards at SCQF level 5 has increased by 4% between 2018/19 and 2019/20 and is well above the Scottish average. The percentage of pupils achieving five or more awards at SCQF level 6 has also increased over the same time period.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of pupils achieving 5 or more awards at SCQF level 5	83.0%	84.0%	88.0%	64.0%
Percentage of pupils achieving 5 or more awards at SCQF level 6	60.0%	59.0%	66.0%	38.0%



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

*** The COVID-19 pandemic resulted in the use of a different approach to assessment in the summer of 2020. It is important that any interpretation of the above data is within that context.**



Local Outcome 3

The table below shows the percentage of pupils living in the 20% most deprived areas gaining five or more awards at level 5 is well above the Scottish average and increased by 3% between 2018/19 and 2019/20. The percentage of pupils living in the 20% most deprived areas gaining five or more awards at level 6 also increased and is significantly higher than the Scottish average.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of pupils living in the 20% most deprived areas gaining 5 or more awards at level 5	62.0%	71.0%	74.0%	47.0%
Percentage of pupils living in the 20% most deprived areas gaining 5 or more awards at level 6	33.0%	35.0%	43.0%	21.0%

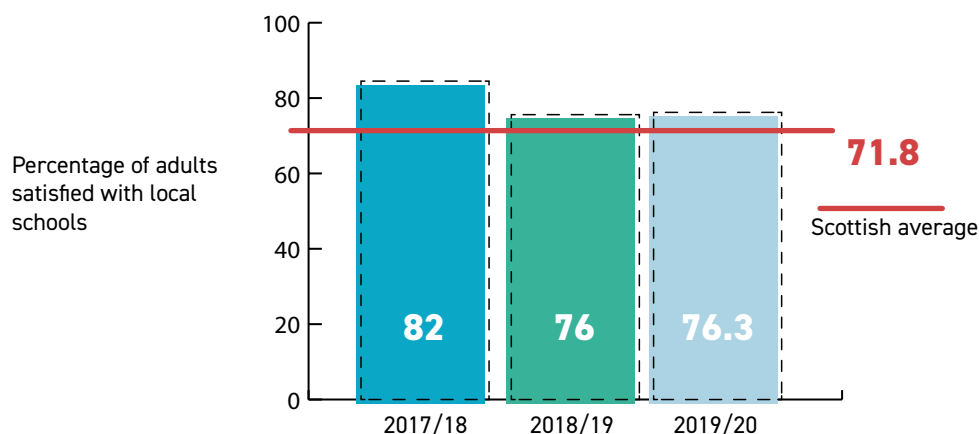
*** The COVID-19 pandemic resulted in the use of a different approach to assessment in the summer of 2020. It is important that any interpretation of the above data is within that context.**

The table below shows how the overall average total tariff score increased and is well above the Scottish average. The average total tariff in SIMD quintiles 1 – 5 increased between 2018/19 and 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Overall average total tariff	1312	1242	1345	929
Average total tariff SIMD quintile 1	920	977	1015	649
Average total tariff SIMD quintile 2	1012	1063	1125	759
Average total tariff SIMD quintile 3	1266	1104	1232	904
Average total tariff SIMD quintile 4	1369	1310	1379	1029
Average total tariff SIMD quintile 5	1456	1387	1514	1240

The percentage of adults satisfied with local schools is shown in the graph below and has increased by just over 2% in 2019/20 compared to the previous year.

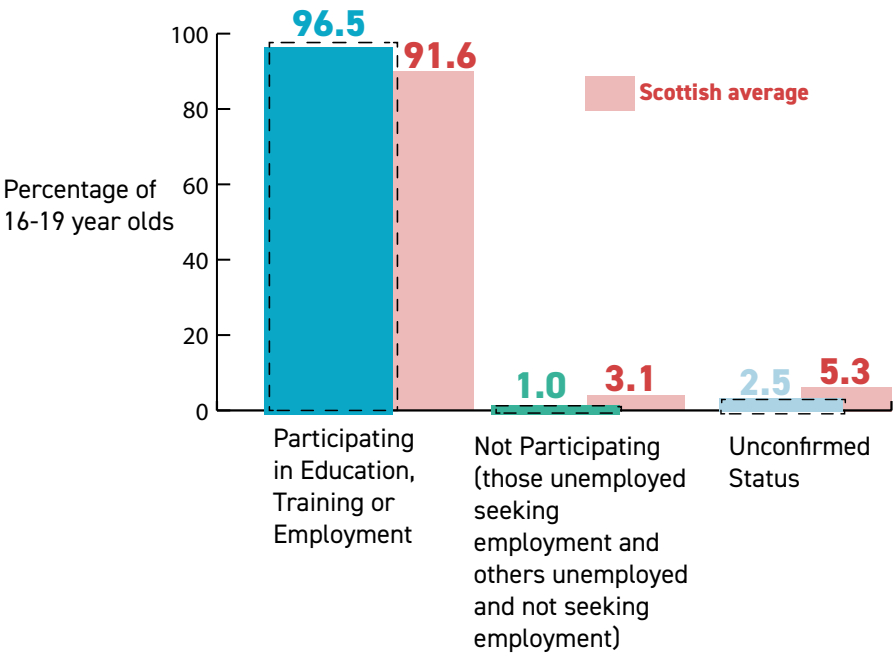
Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of adults satisfied with local schools	82.0%	76.0%	78.3%	71.8%



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.

	Participating in Education, Training or Employment	Not Participating (those unemployed seeking employment and others unemployed and not seeking employment)	Unconfirmed Status
East Dunbartonshire	96.5%	1.0%	2.5%
Scotland	91.6%	3.1%	5.3%



Equity

The Education Service continued to support Head Teachers in the effective use of the allocated Pupil Equity Fund (PEF). The funding is clearly targeted with a strong focus on increased staffing to provide additional support for children and young people. A few schools have targeted family learning and the majority continue to spend on interventions focussed on literacy, numeracy and health and wellbeing. The impact of Pupil Equity Funding is also evaluated in each school. The Education Service provided support to schools and have analysed the impact of this funding in terms of reducing the poverty related attainment gap and have given advice to schools.

School Inspections by Education Scotland

Education Scotland inspected the following schools and early years centres: Balmuildy Primary, Harestanes Primary, Baldernock Primary, Castlehill Primary and Early Years Centre, Meadowburn Primary and Early Years Centre including the Gaelic Medium Unit, St Helen's Primary and Boclair Academy. The published reports were very positive. The Quality Improvement Team worked to support schools and early years centres following the inspections to implement an action plan to address the areas for improvement. A follow through report is provided two years following the inspection; this details the progress made since the inspection.

School Planning and Improvement

Two statutory consultations were carried out by the Education Service on Secondary School transfer arrangements. The first focused on the associated secondary schools for Craighead Primary School and Lennoxton Primary School to include the option to transition to an East Dunbartonshire secondary school in addition to the historic arrangement for transition to Kilsyth Academy in North Lanarkshire. Following the consultation, the recommendation to proceed was approved by the Council and schools communicated with parents and pupils and began transition planning for those who chose to attend the associated secondary in East Dunbartonshire. The other statutory consultation was a revision of the Admissions Policy. A detailed process was undertaken involving a number of public meetings. The revised policy was approved by Council in February 2020.

Additional Support Needs

As part of the strategic review for ASN, all secondary schools now have the ability to support young people with additional support needs who can remain in mainstream school with support. Arrangements were put in place to support the curricular needs of these learners through provision of differentiated courses within the Broad General Education to ensure that learner pathways provide young people with progress to a meaningful Senior Phase.

A programme of professional learning continued for Autism Advisers (AAs) based in schools and Early Years Centres, including partnership centres and a conference for practitioners allowed for constructive evaluation of the programme. In addition, outcomes drawn from the process of Collaborative Practitioner Enquiry from last session were shared with AAs. All aspects of the professional learning programme continue to be highly evaluated by participants. The AA model has been shared at a West Partnership Educational Psychologists' Network and at the Association for Support for Learning Officers, as examples of good practice.

Career Long Professional Learning was undertaken working collaboratively with Education Scotland and the Educational Psychology Service for an identified Inclusion Advisor in each school. The training made use of the national resource, Compassionate and Connected Community, which aims to raise awareness of the potential impact of adversity and trauma and provides support that can help mitigate the impact of these experiences. Evaluations pre and post training indicate that skills, awareness and understanding of trauma informed practice increased significantly.

Almost all secondary schools continued to implement Lets Introduce Anxiety Management (LIAM) and in all cases young people's wellbeing has improved following this intervention. LIAM supports young people to manage their anxiety issues.

Early Years

Following the Council decision to fund from the child's third birthday, children are able to access more hours of early learning and childcare. The four centres in areas of Place - Auchinairn; Lennoxton, Twechar and Hilhead - continued to deliver 1140 funded hours to families and also moved to deliver a hot meal over lunch time to all children. All other centres, including funded partner providers, moved to deliver 1140 hours to all eligible families.

Planning for the implementation of the expansion of early learning and childcare continued throughout 2019/20. Recruitment for Early Years workforce resulted in the appointment of over 100 new posts this session, as part of the planning for the delivery of the expansion of early learning and childcare.

Three new build centres were approved by planning with contractors on site from October 2019. The innovative new sites will offer a unique and exciting indoor /outdoor environment. The impact of Covid-19 has resulted in a delay for completion of these capital projects.

A number of private and voluntary providers work in partnership with the authority to deliver early learning and childcare. Support is provided in terms of training and advice and there is a strategic group which ensures the views of funded providers influences decision making in relation to the strategic plan for the delivery of the expansion.



Ensuring Quality in Early Years

Ensuring quality remains at the heart of delivery during this transformation change in Early Years. The Scottish Government published 'The National Standard – Funding Follows the Child' in December 2018 which will apply to all providers who are delivering funded early learning and childcare including childminders. The ongoing support from the Education Service continues to focus on quality improvement through: quality assurance visits from officers; Early Level Support Teachers providing pedagogical input and professional learning offers.

Additional posts were appointed through funding from Scottish Government in support of Equity and Excellence. The focus for these posts is to support centres in areas of Place ensuring quality remains at the heart of 1140 hours with continued focus on raising attainment for literacy, numeracy and health and wellbeing for those in the lowest SIMD areas.

The percentage of early years provision graded good/better through Care Inspectorate Inspections remained consistent at 100% as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage funded early years provision which is graded good/better	100.0%	100.0%	100.0%	90.2%



Supporting Families in Early Years

Supporting families is a key priority and the Supporting Families Team continue to support parents across the authority with parenting advice and strategies through bespoke one-to-one sessions and group work. All parents completing a parenting intervention reported improved confidence. All Local Authority early years centres now have an identified Family Champion who support parents with preventative and early intervention approach around common parenting concerns. Evaluations and feedback from parents receiving this type of intervention has been positive.

Children and Families

Children and Families co-ordinated an improvement programme which was informed by a case file audit during 2019-20, as part of the process of self-evaluation and continuous improvement. Significant improvements have already been established in respect of Child Protection processes and associated paperwork. This work reports directly in to the Child Protection Committee.

The 27-30 month review undertaken by Health Visitors for children in this age group assesses eight areas of children's development. The uptake of this initiative was above target during 2019/20.

Care Experience Attainment Fund

The Scottish Government Care Experience Attainment Fund allocated £121,500 during the first year of funding. This funding was allocated to care experienced pupils and 405 pupils benefitted from the funding which is focussed on support for closing the attainment gap. The funding was allocated on an individual basis and tailored to individual needs. It was used in a variety of ways to engage pupils in lifelong learning including access to ICT hardware, subject tuition and sports and leisure club membership.

Corporate Parenting

There is a strong commitment to ensuring the East Dunbartonshire's Corporate Parenting Strategy is implemented. This involves partnership working with a variety of stakeholders and partner agencies. One priority of the strategy is to ensure the statutory duties within the Children and Young People (Scotland) Act 2014 are fully achieved in relation to Continuing Care and Care Leavers. Recognising the value of working in partnership to achieve this, Children and Families staff applied to The Life Changes Trust to obtain a three year grant. The application was successful and a post for a Young Person's Champion was created, who will advocate for Looked After Children and ensure their outcomes are improved and equitable with others.

Looked After Children

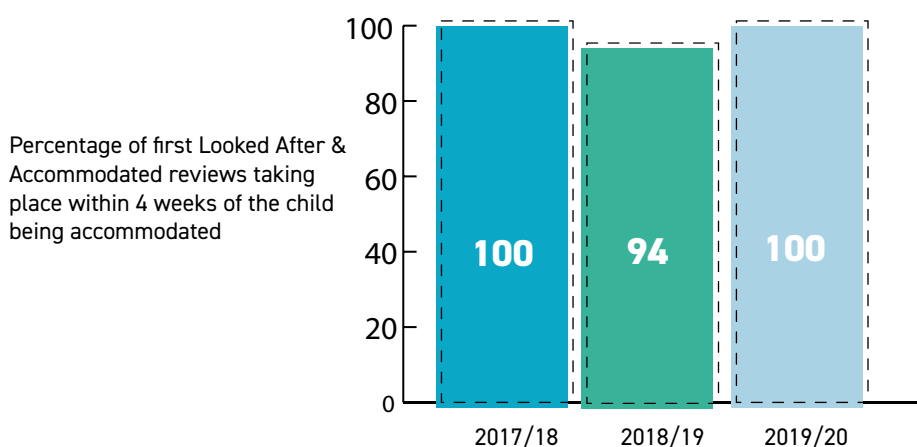
The table below shows the percentage of first Child Protection (CP) review case conferences taking place within three months of registration has decreased compared with 2018/19.

Case conferences and numbers of children subject to child protection registration have seen a downward trend over the last year;

- 8% decrease in the number of children subject to CP Investigation in 2019/20
- 19% decrease in the number of children subject to a CP Case Conference in 2019/20
- 32% decrease in the number of children subject to CP Registration in 2019/20
- 50% decrease in the number of children on the CP Register at year end 2019/20

The graph below shows that 100% of first looked after and accommodated reviews took place within four weeks of the child being accommodated in 2019/20, an increase of 6% compared to the previous year.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of first Child Protection review case conference taking place within 3 months of registration	100%	96%	89%
Percentage of first Looked After & Accommodated reviews taking place within 4 weeks of the child being accommodated	100%	94%	100%



The number of children and young people Looked After and Accommodated in Foster Care has increased over the last three years. It has been recognised that Foster Care can lead to very positive outcomes for children and young people who cannot remain safely at home. For the last two years a Foster Care recruitment campaign has been underway which has resulted in an increase in capacity.

Kinship placements also remain relatively high. If it has been assessed that a child or young person cannot remain safely at home it is often the most preferable option to stay with a friend or relative. Robust procedures have been developed for the assessment, support and review of Kinship Carers.

Free School Meals

The School (Health and Nutrition) (Scotland) Act 2007 drives the school meal service and this legislation is implemented within all schools.

A new menu was introduced in August 2019, which incorporated changes to the nutritional guidelines. Whilst there was a gradual increase in uptake throughout the year, this is an area that will continue to be monitored closely to determine if additional action could be taken to further increase uptake. Facilities Management continued to trial new products and liaise with suppliers regularly to procure alternative products.

The table below shows the percentage of children taking up free school meals decreased slightly compared to the previous year from 78.2% in 2018/19 to 75.2% in 2019/20. The emergence of the COVID-19 pandemic, which resulted in the closure of schools, had an impact on figures in the final quarter of 2019/20.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of children taking up free school meals	74.1%	78.2%	75.2%

Attendance Rates

Attendance rates for primary and secondary schools remained unchanged between 2017/18 and 2018/19, between 2018/19 and 2019/20 there was a slight decrease as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20
Attendance rates in primary schools (%)	96.2%	96.3%	95.0%
Attendance rates in secondary schools (%)	93.4%	93.5%	92.0%

The table below shows the attendance levels of Looked After Children attending all EDC schools has remained consistent over the last two years. The primary attendance rate for Looked After Children is 86.8 % and the secondary attendance rate is 89%.

Performance Indicator	2017/18	2018/19	2019/20
Attendance levels of Looked After Children attending all EDC schools	92.0%	90.8%	90.0%

The cost per primary school pupil, cost per secondary school pupil and cost per pre-school education registration is summarised in the Table below:

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost per primary school pupil (£)	4,770	4,803	5,134	5,595
Cost per secondary school pupil (£)	7,261	7,406	7,634	7,531
Cost per Pre-school education registration (£)	4,162	4,701	6,475	6,783

Science, Technology, Engineering and Mathematics Grant

Two clusters have been awarded an Education Scotland grant to enhance Career Long Professional Learning in STEM subjects (Science, Technology, Engineering and Mathematics). Teachers from the Bearsden Academy cluster worked to develop STEM activities from P1-S3. Bishopbriggs Academy cluster developed a mathematical growth mindset and mastery approach to teaching mathematics.

Local Outcome 3

Digital Schools Award

Mosshead Primary School was the first school in the country to receive the Digital Schools Award for Cyber Resilience and Internet Safety (CR-IS). The new award recognises the work done in the school to make sure everyone (pupils, parents/carers, teachers) is aware of how to stay safe online. The school was praised for its efforts to raise awareness of netiquette across the whole school community so that everyone understands online risks and how to avoid them. The school also received a Digital Schools Award, which celebrates the school's commitment to delivering a high quality digital technologies curriculum for pupils at all stages of learning.



Scottish Youth Parliament

Following an election in April 2019 for the Scottish Youth Parliament, three new members will represent the young people of East Dunbartonshire. A student at Bearsden Academy was elected to represent the Milngavie & Clydebank constituency while a pupil from St. Ninian's High School and Lenzie Academy will both represent the Strathkelvin & Bearsden constituency. Following their election, the three new MSYPs (Members of the Scottish Youth Parliament) met senior Councillors and Ann Davie, the Council's Depute Chief Executive - Education, People & Business.



Outdoor Education

The Outdoor Education team continued to deliver the Duke of Edinburgh Award with 229 young people taking part. A Cycling Scotland Cycle Plus grant supported 22 primary schools to access Bikeability Scotland, Level 2 training which supports confidence building for cycling on single lane roads and simple junctions. The Primary Wellbeing Support Service received an eight week Outdoor Education programme, delivering a range of bespoke activity to some of their vulnerable young people.

School Awards

Bishopbriggs Academy became the first school in Scotland to gain a Gold Scottish Languages Employability Award in recognition of work done to promote languages as a key skill for employment and the school received the Award at a ceremony in the University of Strathclyde.

The Scottish Languages Employability Award (SLEA), developed by SCILT, Scotland's National Centre for Languages in partnership with Bòrd na Gàidhlig, encourages innovation and creativity in the promotion of language skills through meaningful engagement between employers and schools.

Bishopbriggs Academy submitted a wide range of projects from across the school: language-promotional events; Gaelic film projects and German science projects.



Sportscotland Gold Award

Pupils and teachers at Mosshead Primary School were presented with a sportscotland GOLD award, in recognition of all their hard work in putting sport at the heart of the school's planning, practice and ethos. With its pupil-led and highly dedicated sports committee, Mosshead Primary met all the requirements for GOLD status including:

- Completing an online self-assessment achieving an overall score of 75% or above
- Delivering two hours per week of physical activity to every pupil
- Having a minimum of 40% of all pupils (P1-7) participating in regular extra-curricular sport.



Confucius Hubs

Plans for the Confucius Hubs were submitted by Clober Primary School and St Ninian's High School and both were successful and approved by Confucius Institute for Scotland's Schools. This has resulted in funding being allocated across five primary schools and six secondary schools for a range of projects to further develop understanding of Chinese Culture.

Case Study - Lenzie Academy wins Faraday Engineering Challenge

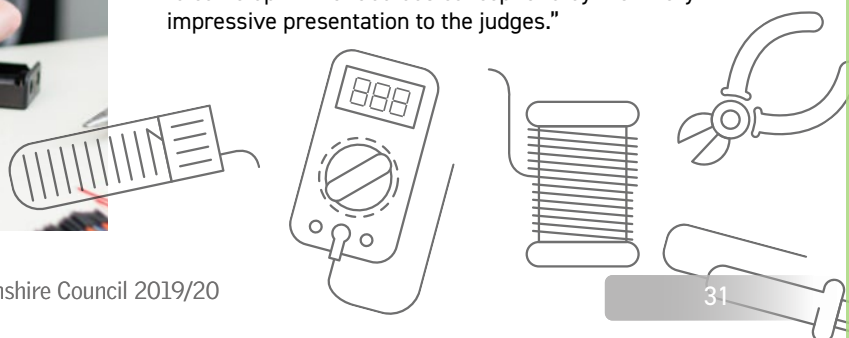
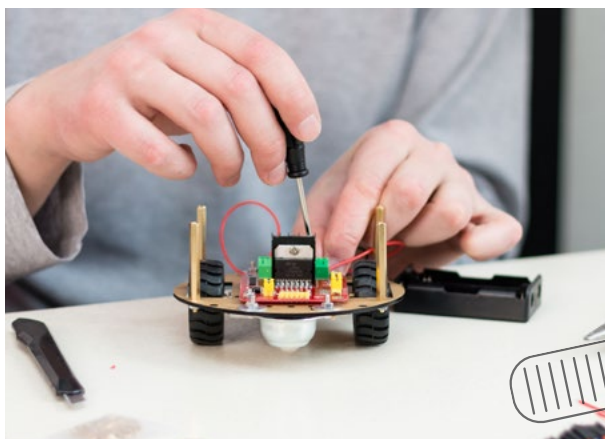


In July 2019, Lenzie Academy became the first Scottish school to win a prestigious engineering challenge, not once but twice. In 2009 they were the first Scots to win the Institution of Engineering and Technology (IET) Faraday Engineering Challenge and have now done it again.

The team triumphed at the 2019 finals which were held at the Royal Observatory in Edinburgh. Having initially won the local East Dunbartonshire competition, which involved finding solutions to a challenge associated with the James Webb Space Telescope, the team of six S2 girls found themselves in the final, up against four other schools from across the UK, and tasked with designing a prototype that would assist with the moving of the telescope safely. Their design of a prototype vehicle wowed the judges and the team won the prestigious event and £1000 for their school.

Natalie Clerke, IET Faraday Education Manager, said, "Students who took part in the Faraday Challenge Days this year have experienced working as an engineer through hands-on and practical engagement with real-life challenges relating to the James Webb Space Telescope. The quality of the students' work throughout has been fantastic and it was an extremely close final – I'd like to congratulate Lenzie Academy on winning!"

Ann Davie, Depute Chief Executive – Education, People & Business, said, "Schools across East Dunbartonshire take part in the IET Faraday Engineering Challenge every year as it's a fantastic opportunity for young secondary school pupils to develop resilience, problem solving and team building skills. It is also an introduction to employment opportunities in engineering and a chance for our budding engineers to put theories they have learned in school into practice. This year 475 schools from across the UK took part so it is truly a remarkable accomplishment for the team from Lenzie Academy to have won in the final event. We are extremely proud of how well they worked together to come up with a fabulous concept and by their very impressive presentation to the judges."



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 2019/20, the Community Protection Service and Police Scotland jointly delivered 61 co-production initiatives, this was an increase compared to 2018/19 and well above the annual target.

Performance Indicator	2018/19	2019/20	2019/20 Target
Number of targeted co-production initiatives jointly delivered by the community protection service and Police Scotland	51	61	48



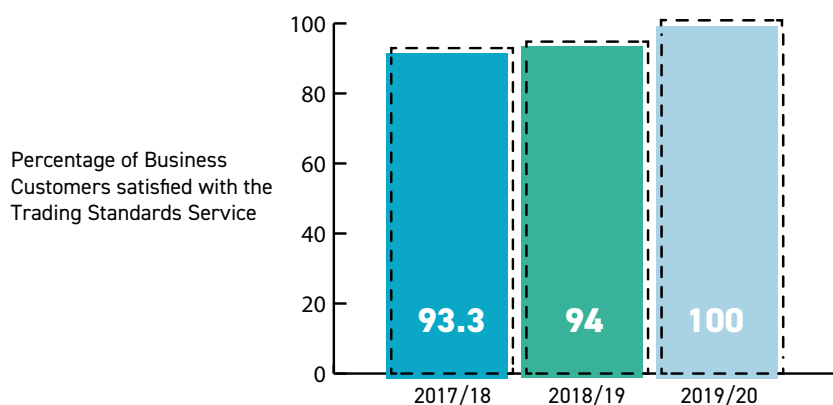
Trading Standards

The indicator below measures 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. Satisfaction levels have remained consistently high over the last few years with an increase of 4% between 2018/19 and 2019/20.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of consumers satisfied with Trading Standards Service	96.0%	94.0%	98.0%

The percentage of business service users satisfied with the Trading Standards Service was 100% in 2019/20, an increase of 6% compared to 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 are collated and used to monitor and improve service provision on a continual basis.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of Business Customers satisfied with the Trading Standards Service	93.3%	94.0%	100%



The Council's Trading Standards team 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 team 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 2019/20, the targets set by the Scottish Government were comfortably exceeded.

The Scottish Government also requires Trading Standards teams to carry out advisory visits to 20% of the tobacco retailers within the area each year. There were 28 advisory visits carried out during 2019/20, well above target.

Performance Indicator	2018/19	2019/20	2019/20 Target
Number of test purchase visits carried out by Trading Standards under the Scottish Government's Enhanced Tobacco Sales Enforcement Programme	69	37	12
Number of advisory visits carried out by Trading Standards under the Scottish Government's Enhanced Tobacco Sales Enforcement Programme	15	28	24

The table below shows the cost of Trading Standards, Money Advice and Citizens Advice per 1,000 population decreased slightly between 2018/19 and 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 population (£)	£7,266	£7,505	£7,134	£5,952

Operation Skipjack

Police and Trading Standards officers established a new team to combat doorstep crime in East Dunbartonshire. Operation Skipjack hopes to emulate the success of a similar joint operation in Lanarkshire. Officers will be involved in proactive intervention and enforcement work to combat crimes typically committed against older or vulnerable adults by criminals involved in cold calling on doorsteps.

Operation Skipjack will target the fraudsters who target residents by offering to carry out property repair or home improvement work such as roofing or gardening and initially quote a low price before increasing the amount substantially. Residents are charged several thousand pounds, sometimes tens of thousands, for work that is unnecessary, poor quality, not completed or not carried out at all. Criminals can initially appear legitimate and produce professional looking flyers with business premise addresses, website details and claims they are on trusted trader lists.

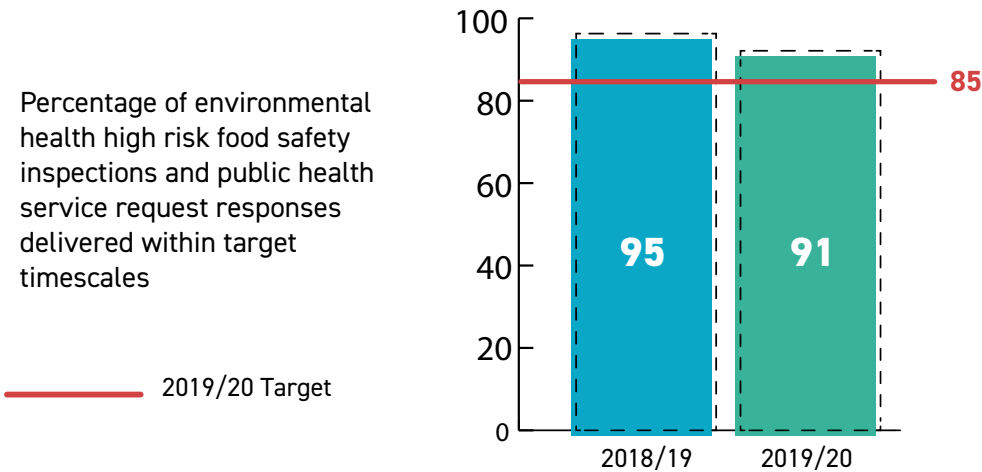


Environmental Health

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.

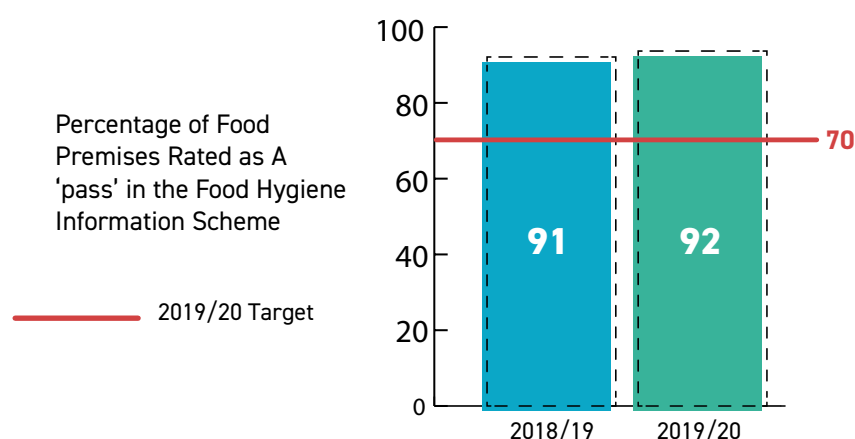
The table below shows that 91% of environmental health high risk food safety inspections and public health service request responses were delivered within target timescales.

Performance Indicator	2018/19	2019/20	2019/20 Target
Percentage of environmental health high risk food safety inspections and public health service request responses delivered within target timescales	95%	91%	85%



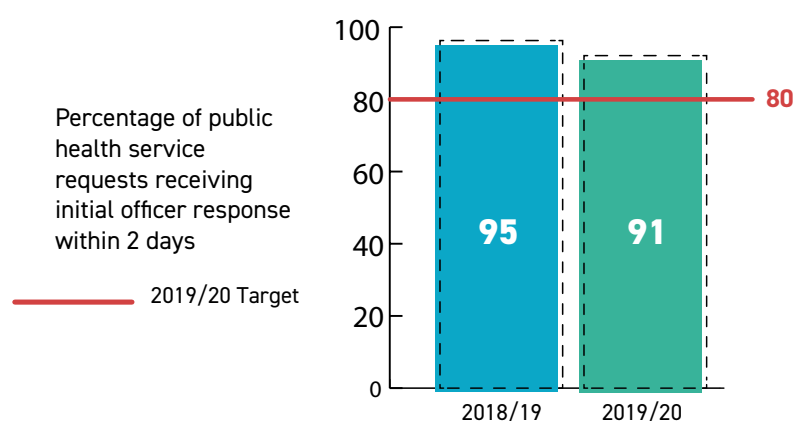
The table below shows that 92% of food premises rated as A 'Pass' in the Food Hygiene Information Scheme in 2019/20. The Food Hygiene Information Scheme was rolled out in 2014 and covers the whole of East Dunbartonshire. It has resulted in an improvement in food hygiene standards across the area. Information can be found online at ratings.food.gov.uk.

Performance Indicator	2018/19	2019/20	2019/20 Target
Percentage of food premises rated as A 'pass' in the Food Hygiene Information Scheme	91%	92%	70%



The Environmental Health service also received and investigated a number of complaints about matters that affect the public health of people. Amongst others, these included complaints about noise pollution, odour issues and complaints relating to water supply and drainage problems. The percentage of public health service requests receiving initial officer response within two days during 2019/20 was 91%; well above target.

Performance Indicator	2018/19	2019/20	2019/20 Target
Percentage of public health service requests receiving initial officer response within 2 days	95%	91%	80%



The table below shows the cost of environmental health per 1,000 population decreased in 2019/20 compared to the previous year. The cost of trading standards and environmental health per 1,000 population also decreased over the same time period.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost of environmental health per 1,000 population (£)	£11,440	£12,545	£11,368	£13,771
Cost of trading standards and environmental health per 1,000 population	£18,706	£20,050	£18,501	£19,723

Community Safety

The Community Safety team delivered a range of services to protect local communities throughout the course of 2019/20. The table below shows the percentage of environmental incivilities reported with initial officer response within two days was 97% well above target.

Performance Indicator	2018/19	2019/20	2019/20 Target
Percentage of environmental incivilities reported with initial officer response within 2 days	97%	97%	80%

There were 140 targeted decriminalised parking enforcement initiatives and patrols (including schools and residential areas) in response to complaints, service request and intelligence received in 2019/20, as shown in the table below.

Extensive programmes of enforcement work for both on and off street parking as well as targeted days of action for Disabled Blue Badge misuse were delivered during 2019/20.

Performance Indicator	2018/19	2019/20	2019/20 Target
Number of targeted decriminalised parking enforcement initiatives and patrols (including schools and residential areas) in response to complaints, service request and intelligence received	162	140	120

The Community Safety team has continued to deliver joint action plans in conjunction with partners, targeting known hotspots and tackling antisocial behaviour. This has included a number of festive days of action, including joint patrols with colleagues from Police Scotland within town centres and Strathkelvin Retail Park. Youth diversionary work has included assistance to the Kirkintilloch Leisure Centre Youth Group initiative via continued support from the community wardens.



Local Outcome 4

Criminal Justice Service

Community Justice Scotland (CJS) was launched in 2016 by the Scottish Government supported by a national strategy, national outcomes and a performance and improvement framework. The East Dunbartonshire Community Justice Partnership (CJP) has a wide representation from the full range of statutory, independent and third sector partners. An overarching focus of the CJP is how early intervention and prevention can help to reduce the cycle of re-offending and build safer communities.

The unpaid work service delivered a wide range of community projects during 2019/20. This totalled 17,000 hours of unpaid work invested in our communities. This equated to the value of around £148,000 (based on National Living Wage at that time). The Justice Service managed 242 offenders, an increase of 20% compared to 2018/19, on community payback orders with full assessment of health needs and risk.

It is important that Community Payback Order placements begin in a timely manner after the individual's court appearance to maintain public trust and the connection between crimes, the courts finding for the person, and their payback activity. In 2019/20, significant resources were allocated to ensure 100% of all offenders subject to unpaid work were offered a place and led to an improved performance as 87% began a placement within seven working days. East Dunbartonshire has continued to have one of the highest completion rates in Scotland.

Performance Indicator	2018/19	2019/20	2019/20 Target
Percentage of Criminal Justice Social Work Reports submitted to Court by due date	100%	100%	95%
The percentage of individuals beginning a work placement within 7 working days of receiving a Community Payback Order	80%	87%	80%
The percentage of cases allocated within 2 working days	97.29%	99.5%	100%

Criminal Justice won the overall Health and Social Care Partnership (HSCP) Award at the Greater Glasgow and Clyde Health Board 'Celebrating Success Awards 2019'. This was for addressing a service gap by being a Scottish leader in commissioning, training and implementing an accredited intervention targeting men who perpetrate domestic abuse against women to address risk and build safer communities.

Community Justice Annual Conference

The Community Justice Annual Conference was held at Woodhill Evangelical Church in Bishopbriggs and was attended by around 150 delegates from Social Work, Schools, East Dunbartonshire HSCP and a range of local third sector agencies.

As well as taking part in a number of workshops reflecting local service developments, particularly Criminal Justice's new domestic violence programme which won the 2019 Celebrating Success Award, delegates heard presentations on relational trauma, relationships and community, personal experience of the criminal justice service and a year in the life of Community Justice East Dunbartonshire.

The Times ranked East Dunbartonshire Best Place to Live

East Dunbartonshire was ranked the best place to live in The Times newspaper (October, 2019), which ranked Scotland's 32 local authorities according to a number of factors including street cleanliness, exam results, waste collection, recycling rates, road repairs, the availability of superfast broadband and public satisfaction with parks and libraries, among others.



Case Study – Junior Wardens

Torrance Primary was the first school to complete the new East Dunbartonshire Junior Wardens Scheme which is run in partnership with the Dynamic Youth Awards.

At the beginning of 2020, 25 Primary 6 pupils from the village school took part in the rejuvenated scheme. Later in the year they were awarded their certificates at a special event in the school.

The Dynamic Youth Awards is a nationally recognised accredited award for young people that provides a means of recording and evidencing their achievements. Completing the Junior Warden Scheme is the first step for many to building their own learning programme.

Pupils took part in five weeks of classroom lessons and activities to increase their awareness of the environment, the community they live in and what it means to them, their families and their community. During the scheme, they developed their skills for learning, life and work through self and peer assessment.

Partners in the Council's Junior Warden Scheme include Youth Services, Police Scotland, Scottish Fire & Rescue, the NHS Health Improvement Team and the Mugdock Rangers Service.

Congratulating the youngsters on their new found status as Junior Wardens, Depute Chief Executive – Place, Neighbourhood & Corporate Assets, Thomas Glen, said, "Working with the Dynamic Youth Awards is an exciting development for our long running Junior Warden Scheme. It's a great way for the young people's hard work and achievements to be recognised and recorded.

"During the scheme, pupils learn about what is involved in being a responsible citizen and they take part in many hands-on activities such as learning life-saving techniques like CPR. They discuss anti-social behaviour, find out about the dangers of tobacco and smoking and learn about the importance of treating their environment and the countryside with respect. It is a wide-ranging scheme which is always well received by schools."

Head Teacher of Torrance Primary, Phil Neill added, "We were delighted to be involved with the Junior Warden Scheme again this year. The programme provided a fantastic opportunity for our pupils to work with a range of partners to develop their understanding of how they can fulfil their role in the community as a responsible citizen.

"We would like to thank the partner agencies who have worked with the children over the course of the programme. We are very proud of our pupils for achieving the Dynamic Youth Award and for successfully completing the Junior Warden Scheme."



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

Visitor numbers to Mugdock Country Park have remained consistent over the last two years, as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20
Visitor numbers to Mugdock Country Park	631,798	639,972	639,859



The Council funded a new mobility scooter for Mugdock Country Park, as well as four years of maintenance to ensure it is available for use as much as possible. It means people with mobility issues can book the transport aid in advance - allowing them to explore many attractions and facilities at the park.

The park created a new BBQ hut for families and groups, and a children's Toadstool Trail.

It follows confirmation from VisitScotland that the park retained its four-star rating. VisitScotland praised the "excellent standard of visitor experience" and "hard work" put in by everyone involved to ensure it kept its grading.

The new BBQ hut complements the existing BBQ sites - which are well used in the summer - and will provide an indoor alternative for up to 20 people. The Toadstool Trail - funded through Tesco Bags of Help - takes small children on a tour of woodland creatures, with information panels and a quiz.

As part of Glasgow Film Festival's 'Secret Location' screenings, classic horror movie 'The Blair Witch Project' was shown on a big screen at Mugdock Castle. The evening included a trek through the woods, eerie lighting on the lake and castle walls, actors among the shadows, infamous 'stick men' wooden symbols from the film and a campsite where someone was desperately trying to help a companion.

The cost of parks and open spaces per 1,000 population decreased in 2019/20 compared to the previous year as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost of parks & open spaces per 1,000 population	£25,575	£27,222	£24,613	£20,107

The table below shows the percentage of adults satisfied with parks and open spaces had a slight increase in 2019/20 compared to 2018/19.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of adults satisfied with parks and open spaces	85.00%	83.23%	83.90%	83.50%



Local Outcome 5

Walking and Cycling Map

A new Walking & Cycling Map was printed by the Council, which includes:

- A fold-out map with 17 local routes of varying distances across East Dunbartonshire - most of them family friendly and using the off-road network
- Safety checks before you set out
- Information on cycle parking and local walking groups
- Top tips
- Scottish Outdoor Access Code
- Contact details for the Council and other organisations (including public transport providers).

Key buildings and places to visit are also highlighted – including Roman remains, Lenzie Moss, the Auld Wives' Lifts and Mugdock Country Park. The aim is to encourage people to get active, whether for work or pleasure. Copies of the map are available from community hubs, libraries, cycle shops, community centres and leisure centres, as well as Kirkintilloch Town Hall, Kilmardinny House, Auld Kirk Museum, Lillie Art Gallery, Twechar Healthy Living & Enterprise Centre, and Council offices at Southbank Marina and Broomhill. Alternatively a PDF can be downloaded from www.eastdunbarton.gov.uk/healthyhabits.



Barloch Moor

Barloch Moor, a small but important Local Nature Conservation Site in Milngavie, is home to a variety of wildlife and plants such as Roe Deer and Kingfisher. Improvement works carried out by the Streetscene Technical Support team provided two new entrance feature walls, which create a welcoming and attractive face to visitors. Located alongside Mugdock Road, the entrance features were implemented as part of the Barloch Moor Management Plan 2018 - 2027 which was informed by a community consultation event held in 2017.

Smoke Free Play Parks

Since 2016, the East Dunbartonshire Tobacco Alliance has worked with hundreds of pupils to design signage for parks in Auchinairn, Baljaffray, Bishopbriggs, Harestanes, Lennoxton, Milton of Campsie and Torrance to promote smoke-free play zones.

The most recent project involved 200 Primary 6 pupils from Killermont Primary, Mosshead Primary and St. Nicholas' Primary Schools in Bearsden and Clober Primary in Milngavie learning about the dangers of smoking and second-hand smoke and designing posters to promote smoke-free parks.

The winning design, by St. Nicholas' Primary pupils Kaitlin, Gabriela and Olivia, will feature on signage in 18 parks across Bearsden and Milngavie, letting smokers know that cigarettes are not welcome. There are 67 play areas in East Dunbartonshire and by 2021 all will be smoke-free as work is planned for Kirkintilloch and Lenzie in 2020/21.

Path Upgrade

Bea’s Path, named after Bea Rae, one of the founders of the Friends of Lenzie Moss was upgraded. The path upgrade, which follows the original line of the path, consists of a surface dressing of 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 path is well used by walkers, cyclists and dog walkers. The work was coordinated by the Streetscene Technical Support team and carried out by Caley Construction Ltd.



Mental Health Services

During 2019/20, the Mental Health Officer service promoted best practice across social work teams within the Council in respect of the ongoing supervision of Welfare Guardianship Orders where the Council has a legal duty to monitor and support Welfare Guardians. Enhanced recording and reporting has been developed to ensure accurate recording of Welfare Guardianship Orders and timeous Adults with Incapacity reviews are recorded on the social work management system Carefirst.

The provision of psychological therapies for people continues to be a key area of priority and the national target of 18 weeks from referral to the commencement of treatment has been met (97.4% for 2019/20). In order to achieve this excellent performance the team has adapted the way services are delivered, now offering a localised clinic, and evening clinic opportunities.

Scottish Mental Health Arts Festival

East Dunbartonshire Leisure and Culture (EDLC) Trust ran a series of events as part of the national Scottish Mental Health Arts Festival during May 2019. Events included a ‘relaxing reads’ session in Bearsden Library along with workshops in Kirkintilloch Town Hall, Westerton Library and Bishopbriggs Library. The events highlighted the positive impact that arts can have on mental health.

The Scottish Mental Health Arts Festival is an annual event led by the Mental Health Foundation, in association with partners such as EDLC.

East Dunbartonshire Alcohol and Drugs Services

The East Dunbartonshire Alcohol and Drugs Recovery Service has worked to improve 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 that 610 alcohol brief interventions were delivered in 2019/20, well above the target of 487.

Performance Indicator	2017/18	2018/19	2019/20
Number of alcohol brief interventions delivered	633	516	610

Local Outcome 5

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 table below shows the percentage of responsive road repairs completed within timescales increased from 80.5% in 2018/19 to 84.2% in 2019/20.

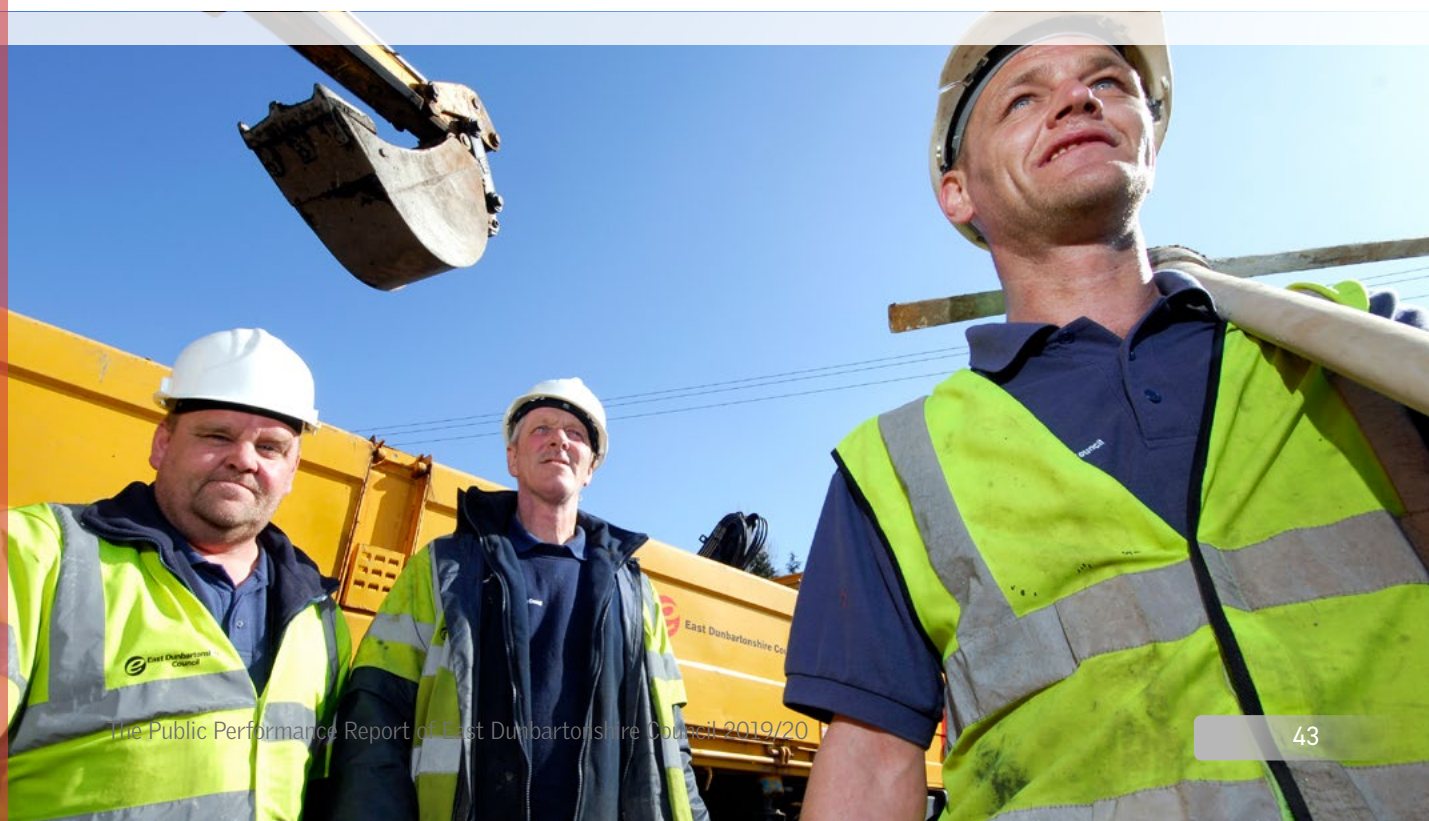
Performance Indicator	2017/18	2018/19	2019/20
Percentage of responsive road repairs completed within timescales	79.0%	80.5%	84.2%

The cost of roads per kilometre decreased significantly in 2019/20 compared to the previous year as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost of roads per kilometre (£)	£21,992	£20,226	£14,647	£11,262

The table below shows the percentage of A class, B class, C class and unclassified roads that should be considered for maintenance treatment.

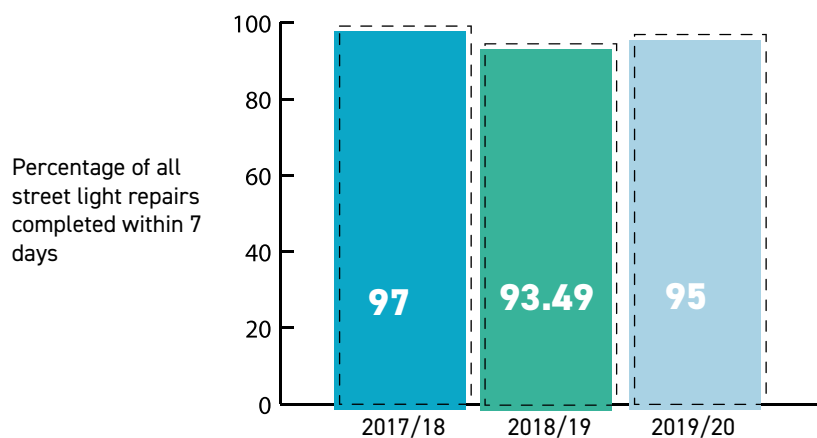
Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of A class roads that should be considered for maintenance treatment	27.59%	26.76%	28.21%	30.57%
Percentage of B class roads that should be considered for maintenance treatment	30.07%	25.55%	28.32%	34.96%
Percentage of C class roads that should be considered for maintenance treatment	26.12%	26.32%	29.10%	35.14%
Percentage of unclassified roads that should be considered for maintenance treatment	37.77%	36.86%	34.96%	37.83%





The table below shows the percentage of all streetlight repairs completed within seven days in 2019/20 was 95%, an increase compared to the previous year. The percentage of traffic light repairs completed within 48 hours has remained at 100%.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of all street light repairs completed within 7 days	97.0%	93.49%	95.0%
Percentage of traffic light repairs completed within 48 hours	100%	100%	100%



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.

Local Outcome 5

The percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date was 99.85% in 2019/20. An issue with gas servicing and housing databases not synchronising correctly resulted in a number of properties missing their renewal date. The missed inspections have been completed and amendments made to the database and processes to ensure this does not occur in the future.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%	100%	99.85%

Property Maintenance continues to perform well in the delivery of emergency and non-emergency repairs, appointments kept and in relation to overall customer satisfaction. Time taken to complete emergency repairs has improved slightly on 2018/19, however, the service has significantly improved performance in relation to the time taken to complete non-emergency repairs by approximately 20%. Appointments kept remains consistently high at 98.95%, as shown in the table below. Of the 1,889 customer satisfaction surveys completed in 2019/20, 91% of tenants said they were very or fairly satisfied with the service provided.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of repairs appointments kept	98.50%	98.75%	98.95%

The average number of days taken to complete non-emergency repairs decreased from 16.42 in 2018/19 to 14.25 in 2019/20 as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Average number of days taken to complete non-emergency repairs	12.16	16.42	14.25	7.33



Planning Applications

The percentage of planning applications submitted electronically in 2019/20 was 87%, a slight decrease compared to the previous year. Work is continuing to ensure the reliability and performance of the planning portal.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of planning applications submitted electronically per month	86.1%	89.0%	87.0%

The table below shows the average time (weeks) to deal with major development applications has decreased very slightly in 2019/20 compared with 2018/19. Three Major planning applications were determined over this period. These applications will collectively deliver 250 new residential units to the local housing market, 132 of which will be for Affordable Housing. Delays were incurred with respect to requests for further information during the processing period and the drafting of the necessary legal agreements associated with these applications.

Performance Indicator	2017/18	2018/19	2019/20
Average time (weeks) to deal with major development applications	30.4	34.5	33.4

The percentage of householder developments decided in less than two months in 2019/20 was 77.9%, a decrease compared to the previous year. The percentage of non-householder local developments decided in less than two months decreased from 65.6% in 2018/19 to 56.4% in 2019/20, as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of householder developments decided in less than 2 months	92.2%	91.3%	77.9%
Percentage of non-householder local developments decided in less than 2 months	72.6%	65.6%	56.4%

The table below shows the cost per planning application increased slightly in 2019/20 compared to the previous year. The average time per business and industry planning application (weeks) decreased between 2018/19 and 2019/20 and is below the Scottish average

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost of planning and building standards per planning application	£3,267	£3,587	£3,833	£4,385
Average time per business and industry planning application (weeks)	8.14	12.61	8.43	10.54

GIS Team

The GIS team undertook analysis aimed at cutting transport costs for both the Social Care and Education services. This entailed cleansing over 6,000 records held by both departments, plotting them onto GIS and using the latest technology from ESRI and OS Highway data from Ordnance Survey, calculating the time, distance and fuel costs currently carried out by both departments for emergency calls and pupil pick-ups and drop offs.

The team also established and attended the first GIS working group with West Dunbartonshire Council counterparts enabling knowledge sharing, problem solving and collaboration on joint projects as well as discussing future projects and latest application releases.

Enforcement

Work was started on reviewing the current processes of the Enforcement team, with the aim to enhance the ability of the team to produce notifications, upload documents to the public register and record accurate data. This work will be ongoing throughout 2020 and reflects both requirements of the Planning Act 2019 and the Digital Planning agenda.

Local Outcome 5

East Dunbartonshire Leisure and Culture Trust

East Dunbartonshire Leisure and Culture (EDLC) Trust is a charitable company established by East Dunbartonshire Council. It was incorporated on 25 November 2010 and commenced trading on 1 April 2011. Services are delivered from three leisure centres (including pavilions), eight libraries, a museum, an art gallery, a town hall, community sports hub and an arts centre.

Library Services

As part of the EDLC Trust's restructure a new Digital Service Officer was created within the Libraries team. This has resulted in an overwhelming increase in digital loans in 2019/20, rising by over 441% (8,595 in April 2019 to 46,546 in March 2020).

In April, a new digital service called "PressReader" was launched on World Book Night, 25 April 2019. PressReader offers unlimited access to over 7,000 newspapers and magazines from around the world. Libraries held a family-friendly launch event with Guardian journalist and author Chitra Ramaswamy. 'Hotspots' were created at Kirkintilloch Town Hall and within leisure centres to help remove barriers to accessing the service in library buildings only. This should increase uptake, and encourage library membership. An impressive 109,249 issues were read over the year.

The table below shows the cost per library visit decreased from £3.93 in 2018/19 to £2.90 in 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost Per Library Visit	£5.10	£3.93	£2.90	£2.00

RBdigital Comics and Graphic Novels service was launched during 2019, which offers full colour digital comics for anytime, anywhere reading on desktops, mobile devices and apps. There are over 1,500 multiple issue comics available to library members.

The percentage of adults satisfied with libraries increased by just over 3% between 2018/19 and 2019/20 as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of adults satisfied with libraries	74.67%	74.03%	77.37%	72.37%

Afterschool sessions were expanded during 2019/20 and includes Code Club, Minecraft Club, Science Makers, Story Makers and Chill Out Fridays. This increased the programming at Lennoxton and Westerton Libraries along with trial sessions at Craighead Library, which were well received.

School and nursery group visits to the library increased with 103 classes taking part in sessions led by a member of the Children and Families Team (an increase of 40% from the previous year). These visits included storytelling, library skills and offered young library members and teachers a chance to explore the collections and take books home.



Museums and Galleries

The Made in Kirkintilloch project attracted 2,618 visitors to the Town Hall's Heritage Centre through 35 activities and events which included a variety of weaving workshops, history talks and reminiscence sessions. The project developed a Primary and lower Secondary school learning resource pack to support teacher-led visits to the Heritage Centre. In addition, activity sheets for early years children and casual family visitors were created. This resource increased school engagement in local heritage, with five groups attending this year, and will form part of a wider heritage education programme across our venues.

The museum, gallery and heritage centre received 38,611 visitors during 2019/20, an increase of 13% compared to the 2018/19 visitor figure of 34,297. There were 7,604 visitors to Kirkintilloch Town Hall throughout 2019/20, a 42% increase compared to the visitor figure of 5,359 in 2018/19.

The table below shows the cost of museums per visit increased slightly between 2018/19 and 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost of Museums per visit	£5.81	£5.52	£5.85	£3.27

Trails and Tales was relaunched through a programme of celebration events, workshops and guided walks engaging with 300 people. The project has installed 33 art works and 150 heritage stories via QR code wayfinding across 11 trails and will be completed by Autumn 2020.

Visit Scotland's Inspections for Quality Assurance was carried out this year with the Auld Kirk Museum retaining a 4 Star award and Lillie Art Gallery a 3 star. The highest award being a 5 Star.

The percentage of adults satisfied with museums and galleries increased by 6% between 2018/19 and 2019/20 as shown in the table below.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of adults satisfied with museums and galleries	54.3%	51.5%	57.5%	69.3%

The Auld Kirk Museum worked with local community members to mount a display of artefacts, relating to the Auchengeich Pit Disaster in commemoration of the 60th anniversary of the tragedy. The display had many visitors, including ex-employees and family members of the deceased.

The Barony Chambers ground floor was refurbished, work included new flooring, painting, new kitchen, and new wet room to support pottery classes. The purpose of this now well-appointed room is to increase lets and support the expanding arts programme.



Local Outcome 5

Leisure Centres

All three leisure centres changed operating times during 2019 to reflect changes in demand for leisure and changes in lifestyle. The centres now open from 6.30am every morning offering gym, swimming and fitness classes. This has proved very popular and has helped retain existing members and attract new members for each centre. Early signs are positive with attendances before 9.00am up an average of 19.6%.

A significant amount of investment across the leisure centres has also provided new or upgraded spin studios at the Allander and Leisuredrome and the replacement of the air conditioning in the gym at Kirkintilloch Leisure Centre.

A programme of improvements saw two football pitches at Kirkintilloch and two at Bishopbriggs upgraded with:

- New 3G synthetic surfacing
- 'Shock pads' underneath
- All-over fencing/netting to ensure the football remains within the pitch.

The table below shows the cost per attendance at sports facilities increased from £2.31 in 2018/19 to £2.44 in 2019/20 and is below the Scottish average.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Cost per attendance at Sports facilities	£2.58	£2.31	£2.44	£2.71

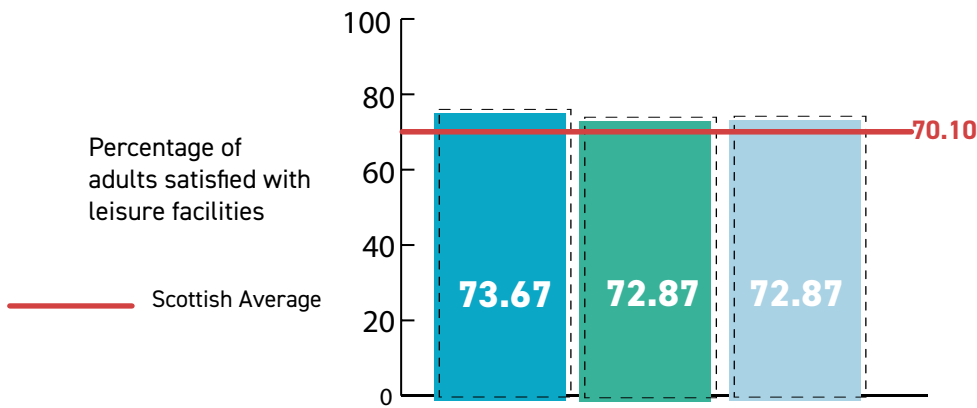
The annual time trials for the Scottish Schools' Swimming Championships, which is organised by the EDLC Trust's Swimming Development Team, took place at the Leisuredrome in Bishopbriggs on Saturday 23 November 2019. A total of 147 swimmers from 15 primary and seven secondary schools across East Dunbartonshire entered the competition, with 48 competitors making the qualifying time for the championships.

Scotland Captain Rachel Corsie visited the Girls Only Football Centre at Kirkintilloch Leisure Centre on Saturday 30 November 2019 to take part and answer questions. East Dunbartonshire was selected due to the success of the classes. There are currently over 80 girls across the three leisure centre sites participating in these classes.



The percentage of adults satisfied with leisure facilities is shown in the table below has remained the same over the last two years and is above the Scottish average.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of adults satisfied with leisure facilities	73.67%	72.87%	72.87%	70.10%



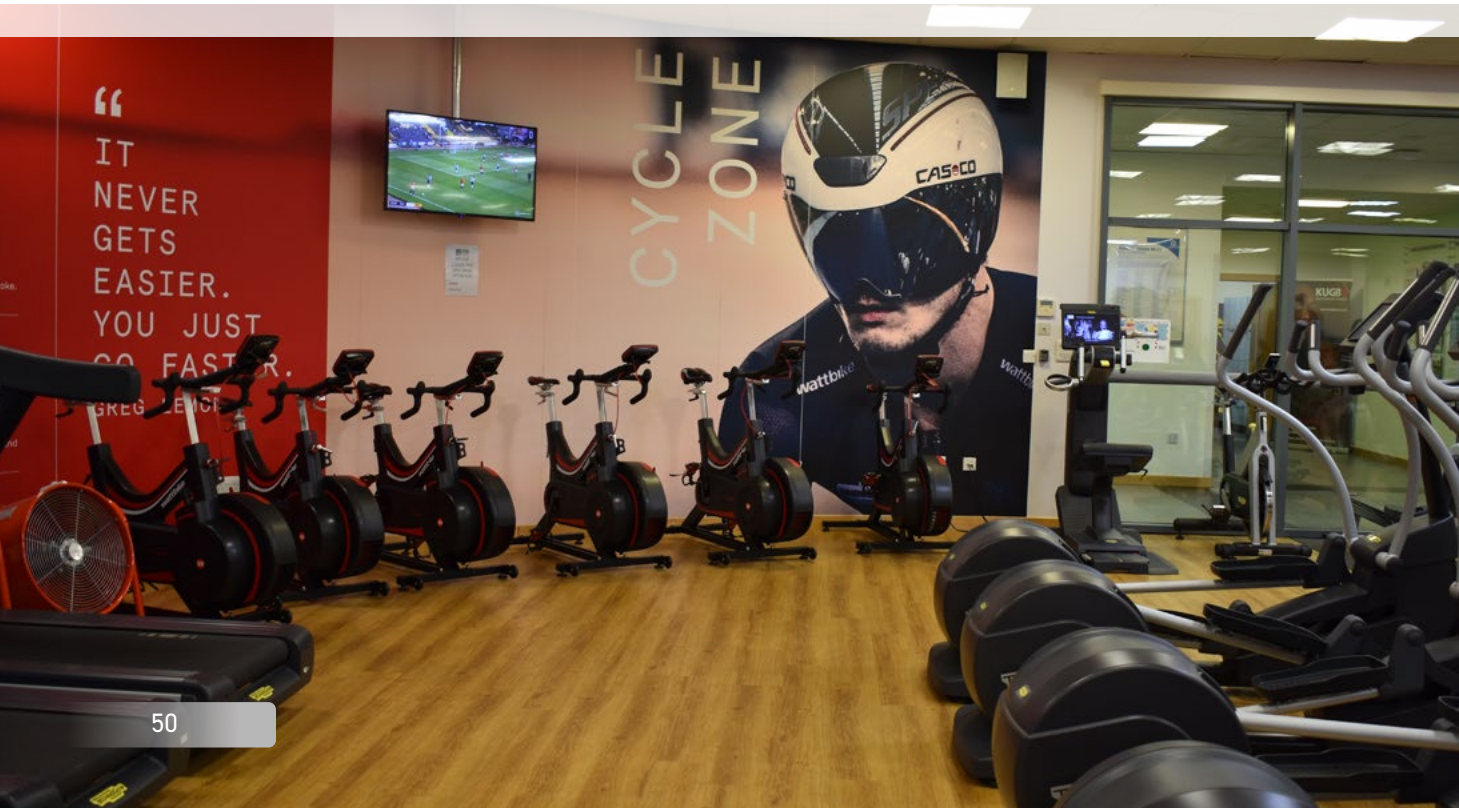
During August and September 2019, a pilot initiative ran which offered 'Quiet' hour swimming sessions aimed at making aquatic activities more accessible for people on the autistic spectrum. More than 130 people attended the sessions with lots of positive feedback. Following the success of the initiative, regular sessions began at the Leisuredrome, Bishopbriggs from 3.30pm to 4.30pm on Saturdays.

An average of 18 children per day took part in the multi-sports camps during the October week at each of the three leisure centres and a further 155 per day attending the Snack & Play programme across three primary schools.

Gym

The concession and membership scheme for EDLC Trust was reviewed to allow for more streamlined membership options as well as to generate some additional income. These changes come into effect in April 2020. The changes in membership categories for juniors will also allow EDLC to be more competitive in the market place by competing more in terms of pricing with other providers and in particular the budget gym providers.

The gym at Kirkintilloch Leisure Centre had the air conditioning replaced making a more comfortable training environment for customers. Some adjustments were also made to the layout to accommodate new equipment and increase the space for functional training



Case Study - Walk a way to find out more about local history and heritage!

People have been able to exercise mind and body - taking a stroll down memory lane - as part of a unique project.

The Trails and Tales programme united communities, culture and history - blending built and natural environment to promote healthier and more active lifestyles.

The initiative was created by East Dunbartonshire Leisure and Culture (EDLC) Trust to explore local history through outdoor arts and heritage routes.

Talented artists worked closely with local residents and groups to create a range of new works and trails in Auchinairn, Baldernock, Bearsden and Westerton, Bishopbriggs, Kirkintilloch, Lennoxton, Lenzie, Milngavie, Milton of Campsie, Torrance and Twechar.

People of all ages were involved - including community groups, schools, early years facilities, care homes and sheltered housing residents.

Free maps were made available to allow people to enjoy journeys into the past at their own convenience.

Free guided walks were also organised and held in November 2019 across East Dunbartonshire. Since then hundreds of people have enjoyed the trails and been given the opportunity to learn about the history underpinning them.

One local resident said, "I'm loving the various artworks now in place - and love even more stumbling across pieces along various trails across East Dunbartonshire. Thanks to all involved."

Interpretation of the artworks and their response to the heritage of the area is a major part of Trails and Tales, and each artwork is accompanied by either a small plaque and/or a weblink and QR code linking to specific information on the project website - www.trailsandtales.org



"Trails and Tales is an inspirational project which draws on the past to connect to the present and future," explained Thomas Glen, Depute Chief Executive - Place, Neighbourhood & Corporate Assets.

"A huge amount of work was carried out by the artists and Trails and Tales team within our communities. It was great to see so many local people engaging in new and innovative ways - helping to design and create a series of outdoors sculptural arts and heritage trails.

"I'm glad we were able to produce maps to help people discover the routes for themselves. It has been very gratifying to hear of local residents and visitors walking the trails and finding out more about local history - exercising mind, memory and body."

EDLC Trust created Trails and Tales with support from The National Lottery Heritage Fund, Creative Scotland and East Dunbartonshire Council.

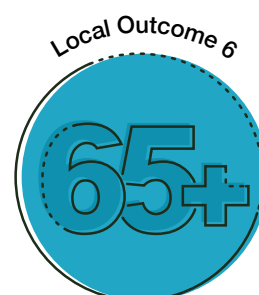
The 13 artists involved were Rachel Mimiec, Trevor Cromie, Alex Allan, Elpida Hadzi-Vasileva, Graeme Roger, Jacqueline Donachie, Katja Larsson, Marion Smith, Rachel Barron, Roddy Buchanan, Simon Whatley, Toby Paterson and Doug McLeod.

For more information, maps, photos and more, visit the dedicated website - www.trailsandtales.org

Local Outcome 6

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 table below shows homecare costs per hour for people aged 65 and over has remained consistent between 2018/19 and 2019/20 and is below the Scottish average. Residential costs per week per resident for people aged 65 and over increased from £278 in 2018/19 to £300 in 2019/20 and is well below the Scottish average of £401.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Home care costs per hour for people aged 65 and over	£21.64	£20.32	£20.84	£26.13
Percentage of people aged 65 and over with long term care needs who receive personal care at home	62.13%	62.64%	63.06%	61.65%
Residential costs per week per resident for people aged 65 and over	£317	£278	£300	£401



Adult Support and Protection

Work has been undertaken by the Health and Social Care Partnership (HSCP) to align the functions and activity of the Adult and Child Protection Committees. As a result, there are now joint subgroups producing a joint training calendar, publicity campaigns, and a joint approach to exploring Trafficking and Exploitation in East Dunbartonshire. There was also agreement to establish a Joint Independent Convenor role to chair both committees in 2020-21.

The Adult Protection Committee reviewed and extended its biennial business improvement plan to align with the timeframe for the national programme and the Child Protection Committee's three-year improvement cycle. Adult Inter-agency Referral Discussion (IRD) processes were successfully piloted and implemented by the HSCP in partnership with Police Scotland.

The table below shows the percentage of adult protection cases where the required timescales have been met, has increased by 7.8% compared to 2018/19. Improved management arrangements, processes and recording standards have been put in place in the past two years to enable this recovery in performance levels.

Performance Indicator	2018/19	2019/20	Target
Percentage of adult protection cases where the required timescales have been met	86.0%	92.8%	95.0%

During 2019/20, 92 people were discharged from hospital into the HSCP's Intermediate Care Unit and the Hospital Assessment Team received over 631 referrals (approximately 50% higher than 2018/19). In 2019/20, the Home Care Service received 2,338 referrals, delivering 367,191 in-house home visits in the year and the Rapid Response Service prevented around 27 admissions to hospital.

East Dunbartonshire Falls Collaborative Group brings together a range of agencies and has continued to meet bi-monthly. The group works to ensure information and services can respond appropriately to those at risk of falls and fragility fractures.

Self-Directed Support

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

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

There has been an increase in the uptake of one particular option within Self Directed Support, Option 3. The remaining options have remained fairly static across 2018-19 and 2019-20. There may be a number of reasons contributing towards the lesser uptake of Options 1 and 2, which include lack of available social care providers, lack of flexibility offered by provider organisations, and personal financial contributions required from customers due to the differences between the agreed individual budget and the rates charged by the customer's choice of provider. This is evident, particularly under Option 1, where a greater percentage of customers and carers choose to directly employ Personal Assistants.

The table below shows the SDS spend on adults 18+ as a percentage of total social work spend on adults 18+.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
SDS (direct payments + managed personalised budgets) spend on adults 18+ as a percentage of total social work spend on adults 18+	6.00%	6.37%	6.30%	8.99%



Community Alarms

In 2019/20, 542 new community alarms were installed. This increased the number of people with a community alarm by over 75 users compared to 2018/19. This year has also seen the preparation for transition from analogue to digital telecare, which should increase significantly the flexibility and functionality of a new generation of support. In addition, a number of intensive technology assisted care packages have been commissioned, which safely increases levels of independence. These models have been very successful and will provide a model for future community-based support. A Digital Health and Care Board was established in 2019/20 to facilitate continuous improvement in our use of digital technology approaches to facilitate care and improved outcomes for people.

User Satisfaction

The percentage of those aged 65+ indicating satisfaction with their social interaction opportunities for 2019/20 was 94.0%, a slight decrease from the previous year.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of 65+ indicating satisfaction with their social interaction opportunities	95.0%	95.0%	94.0%

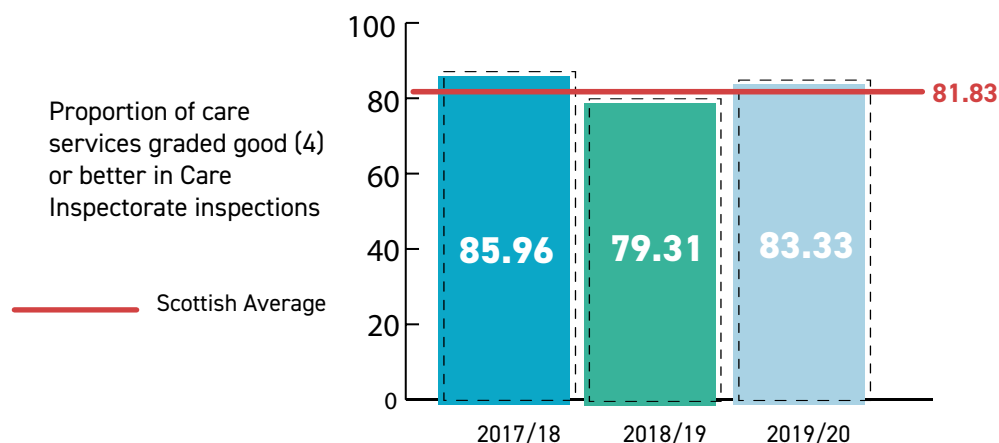
The table below shows customer satisfaction indicators for 2019/20.

Performance Indicator	2019/20	Scottish Average
Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	85.79%	80.03%
Percentage of adults supported at home who agree that they are supported to live as independently as possible	77.84%	80.78%
Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided	73.62%	75.43%

During reviews of social care support in 2019/20, 97% of service users expressed satisfaction with their involvement in the design of their care, which is an increase on 2018/19 and on target.

The table below shows the percentage of care services graded good or better in Care Inspectorate inspections increased from 79.31% in 2018/19 to 83.33% in 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Proportion of care services graded good (4) or better in Care Inspectorate inspections	85.96%	79.31%	83.33%	81.83%



Carers

The social care service user feedback demonstrated good performance in the provision of carer support, exceeding the local target. The HSCP commissions a third sector organisation, Carer's Link, to provide support, information and advocacy to carers. During 2019/20, Carers Link had direct or telephone contact with 1,326 carers and completed 39 Carer Support Plans.

Significant partnership working has ensured that the Free Personal and Nursing Care Extension to Adults Aged Under 65 'Frank's Law' was successfully rolled out within East Dunbartonshire and since its introduction, there have been a number of core and refresh training sessions provided to Social Work, Education and NHS staff. A Carers Partnership Group has been established which has administered the implementation of the Carers Strategy.

2018/19 was the first year of Adult Carer Support Plans (ACSP) being in use. There were 1,118 adult carers known to the HSCP in 2019/20, an increase of 36% since the previous year. Over the year 165 Adult Carer Support Plans have been commenced, an increase of 53% since last year. This demonstrates a significantly higher level of care identification and engagement in support planning.

The table below shows the percentage of carers who feel supported to continue in their caring role in 2019/20.

Performance Indicator	2019/20	Scottish Average
The percentage of carers who feel supported to continue in their caring role	37.57%	34.28%



Case Study - Care and Repair Service

Compared to other local authority areas, East Dunbartonshire has a higher than average percentage of older people living in our communities. Many of these residents live alone or are vulnerable in some way.

The Care & Repair service offers a lifeline to many of these older residents who need minor jobs done in their home but may be worried about engaging a tradesmen themselves. It offers advice and assistance on a whole spectrum of jobs, from changing a lightbulb to repairing kitchen units.

The Care & Repair service was originally managed by Antonine Housing Association before being taken over by Caledonia Housing Association. In July 2019, EDC took over the service which is so important to elderly residents who are keen to live independently. When the Council took over the service a dedicated officer was recruited while two of the joiners employed by Caledonia Housing moved over to EDC.

Thomas Glen, Depute Chief Executive – Place, Neighbourhood & Corporate Assets, said, “The Care & Repair service is an invaluable service to many older people in our community and we were delighted to take this on. The service looks after many of the jobs that people may feel may be too minor to engage a tradesmen to do but which can have a significant effect on quality of life. As well as helping with practical tasks, our team leaves customers with peace of mind knowing that jobs have been carried out to a high standard.”

There are two aspects to the service. One of these is the “handyman” or joinery service; the other is Aids & Adaptations which works alongside Occupational Therapy to ensure that residents' homes meet their needs.

The Care & Repair service caters for residents aged 65 and those aged over 60 with a disability or long term illness and who are either home owners or private tenants. There is no charge for labour or travel costs and you only pay for the cost of materials if supplied by the service. It does not include repairs to gas works or plumbing or electrical work, cleaning, gardening work or painting and decorating.

The service can provide a home safety check, i.e. identifying hazards, replacing door and window locks, door peepholes, installing wireless doorbells and key safes and other security measures.

Small repairs can include jobs such as changing lightbulbs, fitting draught excluders, fitting shelving, hanging curtains, fitting curtain rails and much more.

Most jobs take up to a couple of hours to complete and there is a waiting list of around three weeks to have works carried out.

Eligible residents can contact the service via Customer Services on 0300 1234510 or by emailing customerservices@eastdunbarton.gov.uk.



Guiding Principle 1

Best Value



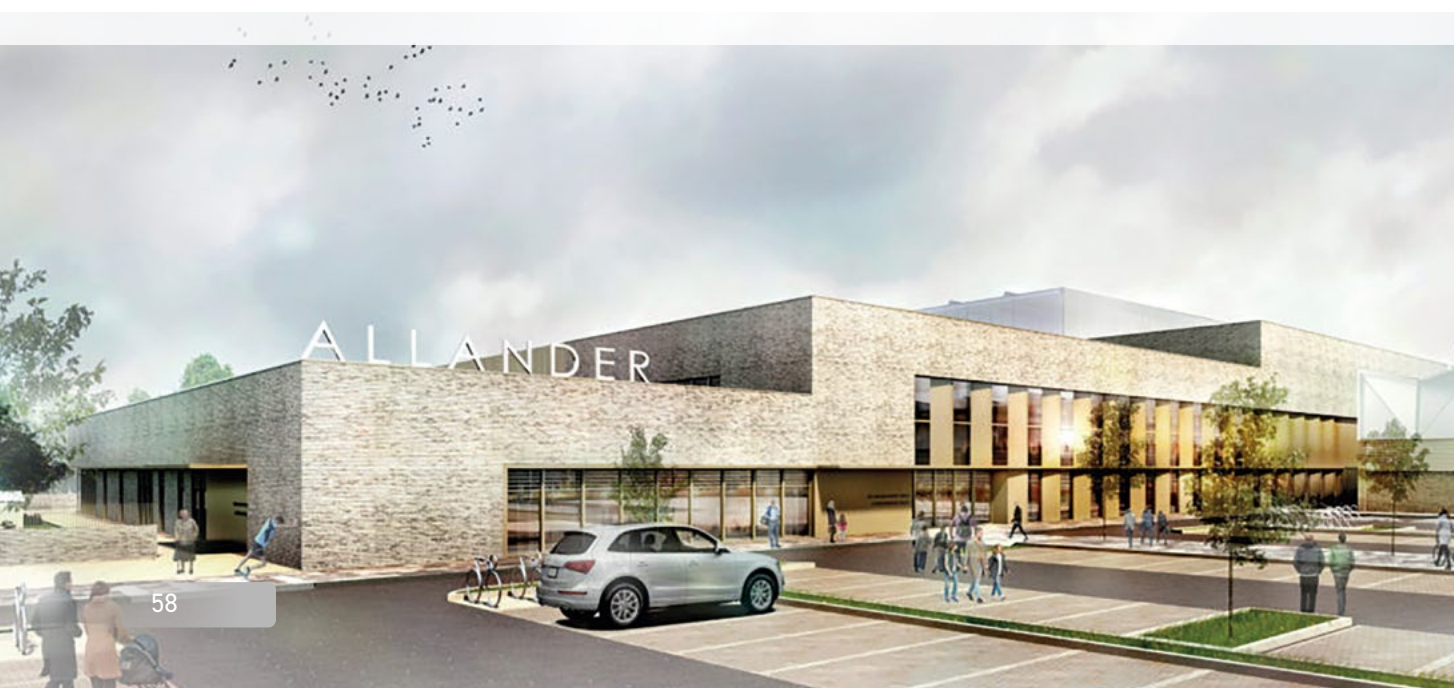
We will endeavour to maintain an appropriate balance between the quality of the performance of our functions, the cost of that performance, and the cost to people of any service provided. In maintaining that balance, the Partnership shall have regard to safety, efficiency, effectiveness and economy.

Tracking the Public Pound

During the 2019/20 financial year, the Council has continued to deliver on its strategic objectives. The following key achievements are highlights from the year:

- Commitment to deliver a new state of the art Additional Support Needs School in Kirkintilloch, to meet future need, progressing through engagement and design
- Progressing delivery of the new £40.9 million Allander Leisure Centre in Bearsden, incorporating provision and services for adults with additional support needs
- Successful in securing the Bishopbriggs Place & Growth £35 million City Deal project to deliver improved sustainable transport and regional connectivity
- The completion of a Council-wide comprehensive budget consultation exercise '20/20 Vision' to determine future principles and priorities across the area.

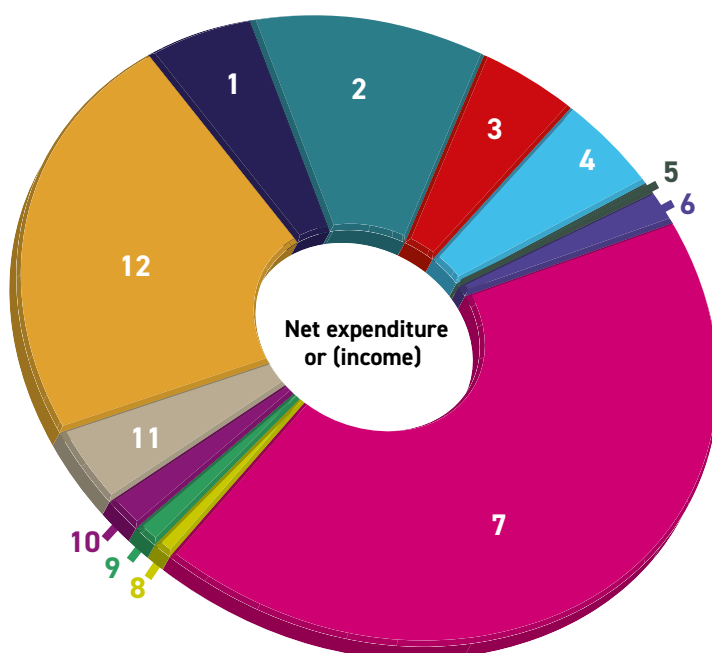
The Council has continued to face significant financial pressures during 2019/20. Significant events in prior years, such as the impact of continued financial austerity and demographic change, have shaped the Council so as to remain sustainable and continue to perform well against a backdrop of reduced funding. Such austerity and increased demand on resources has often been referred to as unprecedented. Whilst its impact has been challenging for the Council to manage, and the cumulative impact significant, collectively it served to galvanise systems, structures, teams, governance arrangements and strategies to the extent that change has been well managed and has never served as a fundamental shock to the Council and its operations. At the end of the financial year 2019/20 worldwide events are such that the term unprecedented and considerations around austerity seem mild by comparison.



Service Revenue Accounts

The table below show the Service Revenue Accounts for 2019/20

Issue	Gross expenditure 2019/20	Gross income 2019/20	Net expenditure or (income) 2019/20
	£000	£000	£000
1 Assets & Facilities	33,500	(3,765)	29,735
2 Roads & Transportation	13,695	(1,450)	12,245
3 Neighbourhood Services	13,805	(747)	13,058
4 Land, Planning & Development	2,182	(968)	1,214
5 Place & Community Planning	5,555	(1,236)	4,319
6 Education	125,156	(8,249)	116,907
7 Finance, Audit & Performance	17,874	(15,515)	2,359
8 Legal & Democratic Services	3,590	(655)	2,935
9 Organisational Transformation	4,858	(212)	4,646
10 Customer & Digital Services	11,148	(790)	10,358
11 Social Work	139,168	(78,981)	60,187
12 Other Services (includes Joint Boards, Housing Revenue Account)	30,979	(16,632)	14,347
Net Cost of Services	401,510	(129,200)	272,310



The principal sources of finance for the Council are the General Revenue Grant, Council Tax income and Non Domestic Rates.

Principal Source of Finance	2019/20 £000
General Revenue Grant	167,418
Council Tax	63,200
Non-Domestic Rates	22,669
Total	253,287

The table below shows the total useable reserves as a % of council annual budgeted revenue, uncommitted General Fund Balance as a % of Council annual budgeted net revenue and ratio of financing costs.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Total useable reserves as a % of council annual budgeted revenue	11.69	14.63	14.95	16.87
Uncommitted General Fund Balance as a % of council annual budgeted net revenue	2.04	4.43	2.09	3.80
Ratio of Financing Costs to Net Revenue Stream – General Fund	10.50	8.00	7.90	7.20
Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	17.20	11.80	12.00	22.56
Actual outturn as a percentage of budgeted expenditure	98.61	97.89	97.92	99.35

Sickness Absence

The table below shows that sickness absence days per employee (non-teacher) decreased from 13.62 in 2018/19 to 11.48 in 2019/20 - below the Scottish average. Sickness absence days per teacher increased very slightly over the same time period, but the figure is also below the Scottish average.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Sickness absence days per employee (non-teacher)	11.77	13.62	11.48	11.93
Sickness absence days per teacher	4.96	5.24	5.34	6.40

Council Tax

The table below shows the cost per dwelling of collecting council tax increased slightly between 2018/19 and 2019/20. The percentage of income due from council tax received by the end of the year increased very slightly over the same time period.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
The cost per dwelling of collecting council tax	£6.23	£6.29	£6.48	£6.58
Percentage of income due from council tax received by the end of the year	96.99%	96.79%	97.02%	95.76%

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, acquisitions and disposals, non-domestic rates appeals, applications for wayleaves and/or servitudes, and provision of cartographic services.

New sports pitches were completed at Gartconner Primary, Baljaffray Primary, Clober Primary, Colquhoun Park Primary, Craighdu Primary, Harestanes Primary and Mosshead Primary. Minor capital works were also undertaken at various schools, with a section of roof replaced at Castlehill Primary and rewiring completed at Baldernock Primary.

Major Asset Projects

Following approval of the Council's revised Capital Programme in March 2019, the service formally started a number of major capital projects across the area, including the new Allander Leisure and Day Care Centre in Bearsden, the new Boclair Academy - also in Bearsden - and a new Additional Support Needs school in Kirkintilloch.

Guiding Principle 1 - Best Value

School and Early Years Developments

The Major Asset Projects team are leading on the delivery of three brand new East Dunbartonshire Early Years Centres, which are being built as part of the Council's commitment to deliver on the Scottish Government's requirement for additional hours of early learning and childcare (1140 hours).

Construction is underway and when complete, the buildings will provide 275 places for local families. The new facilities are:

- Bearsden Early Years Centre - built on the site of the former Brookwood Library in Drymen Road, Bearsden, it will offer 87 places and be associated with Bearsden Primary School
- Lairdsland Early Years Centre - built on land adjacent to Southbank Road in Kirkintilloch, it will offer 94 places and be associated with Lairdsland Primary School
- Oakburn Early Years Centre - built on the former St Joseph's Primary School site in Craighdu Road, Milngavie, it will offer 94 places and be a stand-alone facility.



The Centres are being built through the Council's delivery partner hub West Scotland and the architect is Holmes Miller.

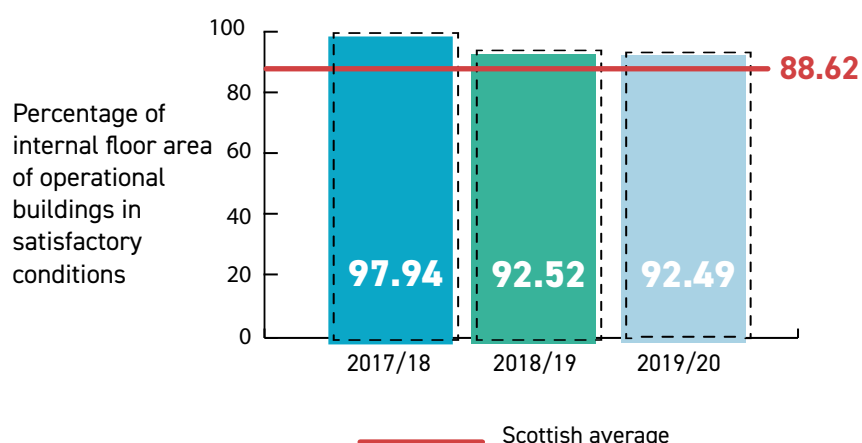
Development of plans for the new ASN school, to be built at the Waterside site in Kirkintilloch, have been progressing well in 2019/20. Workshops to inform the development and key priorities for the school were held with school employees, representatives from the NHS and the Interim Parent Council.

The development of plans to build a replacement Boclair Academy, within the site of the current school, have also been progressing well in 2019/20. Design workshops with development partners have been undertaken to support preparation of draft plans for the design of the school.

Operational Buildings

The table below shows the percentage of operational buildings that are suitable for their current use increased by just over 3% between 2018/19 and 2019/20. The percentage of internal floor area of operational buildings in satisfactory condition decreased very slightly, but is well above the Scottish average.

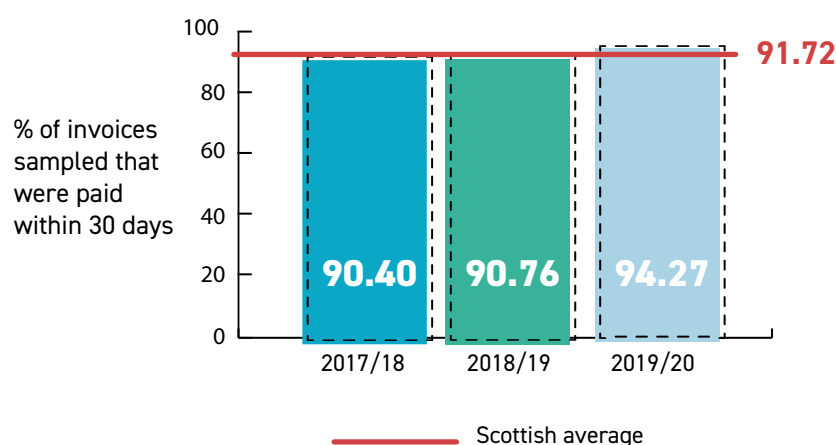
Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of operational buildings that are suitable for their current use	83.64%	81.65%	83.18%	82.47%
Percentage of internal floor area of operational buildings in satisfactory condition	97.94%	92.52%	92.49%	88.62%



Invoice Payments

The table below shows the percentage of invoices sampled that were paid within 30 days increased between 2018/19 and 2019/20. Support services as a percentage of total gross expenditure decreased slightly over the same time period.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
% of invoices sampled that were paid within 30 days	90.40%	90.76%	94.27%	91.72%
Support services as a % of total gross expenditure	5.24%	4.51%	4.24%	4.07%

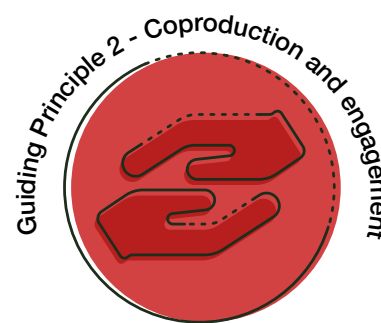


Corporate Fraud

The Corporate Fraud Team has continued to investigate allegations of fraud, deal with whistle-blowing cases and to perform proactive preventative work with Housing and Licensing Services. The team finalised their participation in an Audit Scotland pilot exercise aimed at identifying small business bonus awards made as a result of fraud or error, with £0.066m being identified and billed. The Corporate Fraud team also contributed to an Audit Scotland report on the future administration of the scheme.

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

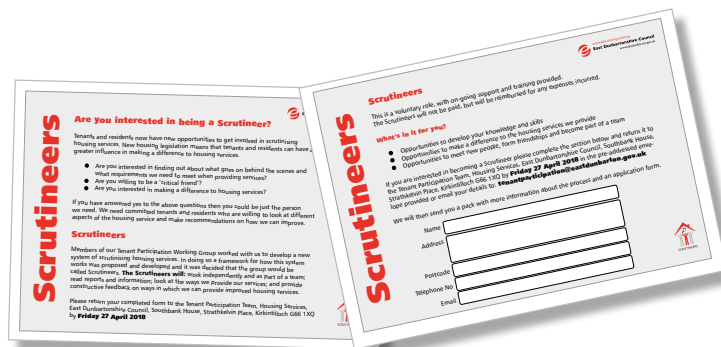
New housing legislation allows tenants and residents to have greater influence in making a difference to housing services. The Scrutineers - launched in March 2015 - is a panel of volunteers, made up of 12 tenants and service users, who look at the way services are provided and offer constructive feedback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

The Scrutineers recently reviewed the quality of the Council's emergency and temporary accommodation. The panel felt that the accommodation provided required to be reviewed in line with best practice, and to improve services for tenants and residents. As part of the review, the Scrutineers carried out comparisons with other social landlords, met with housing and homelessness team employees, reviewed the "exit survey" which is currently in use and carried out tenant-led inspections.

Following an extensive review of the standard of emergency and temporary accommodation, the Scrutineers presented a report of their findings and recommendations to the Housing Management Team and to Elected Members for consideration. Some of the Scrutineers key recommendations included:

- Housing should provide Scrutineers with a new method for tenants to complete the exit form
- Within the exit form there should be a section for "temporary accommodation address" and a section for "forwarding address" as by the time the household completes the form, they have moved
- The section within the form asking for "other comments" should be changed to ask what changes could be made to improve the service we provide.

Based on the Scrutineers recommendations, an improvement plan has been developed by Housing Services and actions have already been taken.



Rent Setting Consultation

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 25 September 2019 at Kilmardinny House, Bearsden. Some 35 delegates, Elected Members, representatives from East Ayrshire Council and Cunninghame Housing Association, and employees from various East Dunbartonshire Council services attended the event. Workshops took place with Police Scotland and there were presentations on Steri Systems and Sheltered Housing Complexes.

Tenant Satisfaction Survey

The Council commissioned a Tenant Satisfaction Survey to assess satisfaction with the Council's Housing Service and the services it provides. The survey was carried out by an independent company and a total of 511 interviews were carried out between 2 March and 9 April 2020.

The survey asked how satisfied or dissatisfied tenants were with the overall service provided by their landlord. A total of 82% of tenants reported they were very or fairly satisfied. Satisfaction has remained consistent over the last four years.

Tenants were also asked how satisfied they were with the last repair carried out. Based on a total of 1,889 surveys (54% of tenants), 91% of tenants were very or fairly satisfied with the repairs service provided at completion of work carried out. The remaining 9% of tenants advised that they were neither satisfied or dissatisfied or very dissatisfied with the repairs works carried out.

Just over eight in 10 tenants (82%) were of the opinion that the rent for their property represented very or fairly good value for money. The proportion of tenants who think the rent for their property represents good value for money has remained consistent since 2016. Overall satisfaction with many service areas remains high.

Guiding Principle 2 - Coproduction and Engagement

Customer Services

Following conclusion of the Customer Services service review in 2018/19, a new locality delivery model and move to multi-channel service delivery (face to face, phone and digital/online) across the network of Community Hubs was implemented. The multi-channel approach for all customer service agents, with ability to direct resources to channels as required for service demand and move away from a contact centre, ensured call response times remained within target across the year, but with an increase in response time in Quarter 4 when call volumes increased significantly in response to COVID-19 developments.

The average time to answer calls within the Contact Centre in 2019/20 was 1.52 minutes - well within the target of three minutes.

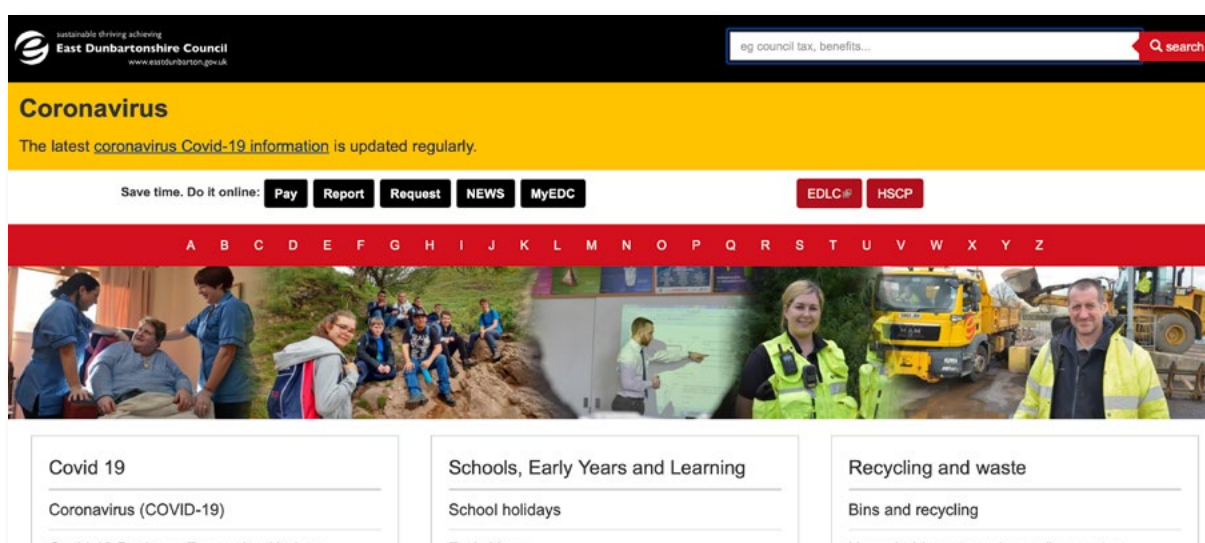
Performance Indicator	2017/18	2018/19	2019/20
Average time (minutes) to answer calls within the Contact Centre	3.45	1.46	1.52

Council Website

The Council's website was updated to improve online services. The website was due for an update and, in a survey that was available both online and to customers using the Council's Community Hubs, website users were able to have their say on what they liked and didn't like about the current site. The results of the survey, which took place in October 2019, were used to inform these latest improvements.

Key changes include improving the layout and adopting a cleaner style. In terms of navigating around the website, information is now grouped according to the most searched Council services, which makes it easier for visitors to the site to find what they are looking for.

An accessibility audit will be carried out on the updated design to inform the next stage of improvements and to make sure that the site meets new online accessibility standards, legislation that was introduced to ensure that online information and services are available to all.



Consultation on new ASN school

Employees and parents from Campsie View and Merkland schools were appointed to the interim parent council for the new £33 million Additional Support Needs (ASN) school as part of the implementation of this project. The interim parent council took part in a design workshop with Norr, the architect appointed to the project. During the session they gave views on accommodation features and classroom clusters.

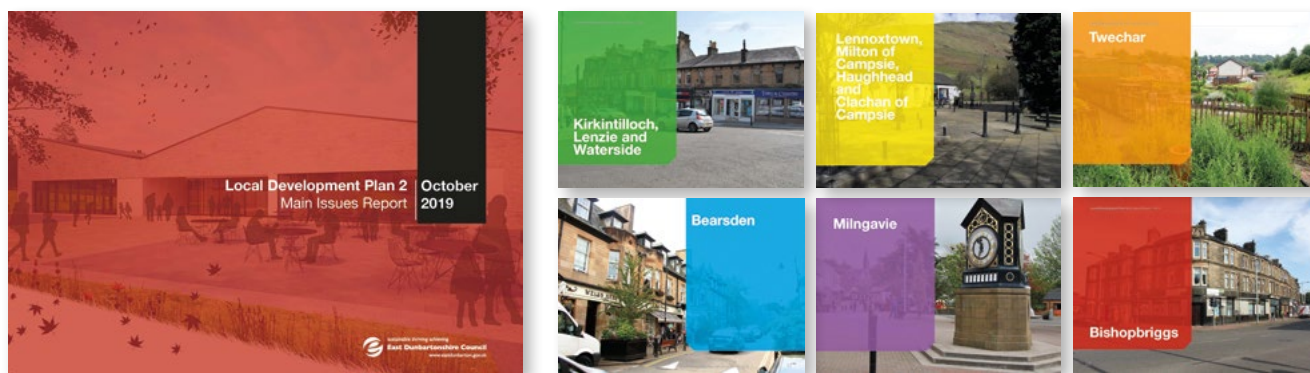
At a separate event in Waterside Miners Club, there was a presentation to Waterside Community Council about the engagement strategy by Barton Wilmore on behalf of the Council. This was an opportunity to find out more about meaningful engagement with the community, and to agree timescales and consultation topics moving forward. Further design workshops with both groups were scheduled, with details on the Council website - www.eastdunbarton.gov.uk/residents/schools-early-years-and-learning/new-build-additional-support-needs-school

Council Budget

A budget consultation took place between 23 August and 22 September 2019, to gather residents' views of the commitments made across key service areas and what the Council's priorities for the future should be. A consultation document was prepared that explained the financial context ahead of budget planning for 2020, with a survey to capture feedback and views. A number of drop-in sessions were carried out during September at various locations across East Dunbartonshire. The budget consultation was available online and printed copies were made available in the Community Hubs in Bearsden, Bishopbriggs, Kirkintilloch and Milngavie. The findings of the consultation were used to inform the budget planning process for 2020/21 and beyond.

Main Issues Report Consultation

The Main Issues Report (MIR) was published in 2019, a key step towards an updated Local Development Plan for East Dunbartonshire. The MIR sets out a series of key priorities and preferred options for future development in the area. A consultation took place between 15 October and 19 December 2019, with a series of drop-in engagement sessions to allow residents to discuss any issues relating to the MIR or overall Local Development Plan 2 process. Questionnaires could be completed online via the Council website and paper questionnaires were also available at Community Hubs and libraries.



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 plan outlines the benefits of engaging in food growing activities and the Council's approach to delivering more opportunities for local communities. Drop-in sessions took place during April and May 2019, along with the opportunity to provide feedback online until 9 June 2019.

The 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.

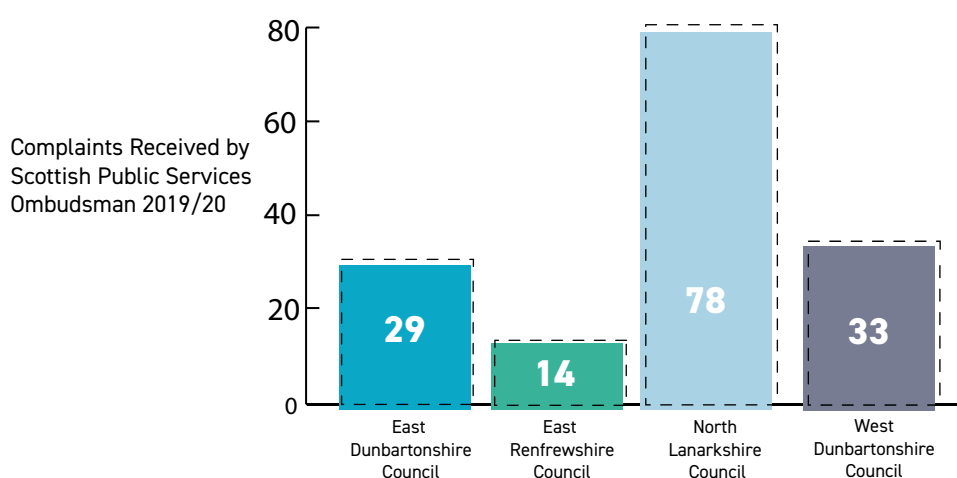


Guiding Principle 2 - Coproduction and Engagement

Complaints - Ombudsman

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about councils, the National Health Service (NHS), housing associations, colleges and universities, prisons, most water providers, and the Scottish Government and its agencies and departments. The table below shows the SPSO statistics for East Dunbartonshire Council and neighbouring council areas.

Complaints Received by Scottish Public Services Ombudsman 2019/20				
Subject Group	East Dunbartonshire Council	East Renfrewshire Council	North Lanarkshire Council	West Dunbartonshire Council
Building Control	3	0	1	0
Consumer Protection	0	0	0	0
Education	7	5	14	3
Environmental Health & Cleansing	0	1	6	2
Finance	2	0	6	5
Housing	5	1	14	14
Land & Property	1	0	1	1
Legal & Admin	2	1	1	3
National Park Authorities	0	0	0	0
Other	0	0	0	1
Personnel	0	0	0	0
Planning	3	3	8	0
Recreation & Leisure	1	0	0	0
Roads & Transport	4	2	4	0
Social Work	1	0	15	3
Welfare Fund - Community Care Grants	0	0	1	0
Welfare Fund - Crisis Grants	0	0	0	0
Subject Unknown or Out Of Jurisdiction	0	1	7	1
Total	29	14	78	33



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 who experience poorer outcomes when compared locally or nationally (Place Plans). Place Plans provide bespoke plans for the 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 partnership analysis 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.

In 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 over the last year that have taken these priorities into consideration:

- Strategic Housing Investment Plan - which sets out objectives for new-build affordable housing over a five-year time period
- 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
- Child Poverty Action Plans - to set out information on what the Council is already doing and any new commitments to reduce child poverty in the local area
- Financial Inclusion Plan - to continue work with stakeholders to develop and support financial inclusion within East Dunbartonshire
- EDC National Improvement Framework Plan - to ensure that local priorities are aligned with the four national priorities highlighted in the national improvement framework.

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 2019/20, the Council continued to address inequalities across its services.

Show Racism the Red Card

Some of East Dunbartonshire's best-known buildings were lit up red to show support for the national charity Show Racism the Red Card. Milngavie Town Hall, Bearsden Community Hub, William Patrick Library and Mugdock Castle were illuminated in red in support of the Show Racism the Red Card on 4 October 2019. Council employees were also invited to wear something red on the day to show their support for the campaign, which promotes the message that there is no place for racism or discrimination in our society.

Holocaust Memorial Day

Holocaust Memorial Day is commemorated internationally on 27 January each year. This date was chosen as it is the anniversary of the day in 1945 on which the Soviet Army liberated the largest Nazi concentration camp – Auschwitz-Birkenau.

A number of activities took place in secondary schools across East Dunbartonshire to commemorate Holocaust Memorial Day. Holocaust Memorial Day 2020 marked 75 years since the liberation of the Auschwitz-Birkenau concentration camp and the 25th anniversary of the Genocide in Bosnia.

This year, Bishopbriggs Academy marked this poignant anniversary by hosting its annual Holocaust Memorial Day event for S2 pupils on 27 January.

Douglas Academy held its annual Holocaust Memorial Day event for S1 pupils on 24 January, where they were given a short introduction about the Holocaust in general and touched on more recent genocides. They then spent the morning working across a number of curriculum areas where they discussed poetry, images and significant figures before finishing with pupils writing their own personal reflections on what they had learned about the Holocaust.

Pupils from Kirkintilloch High, Turnbull High and Bearsden Academy participated in the Holocaust Memorial Trust's live broadcast with Auschwitz survivor Susan Pollack MBE, where they had the chance to hear her story and ask questions. A group of S3 pupils from Kirkintilloch High also delivered a week of Holocaust Memorial assemblies to all year groups across the school.

All classes at Turnbull High held a two-minute silence at 11am on 27 January, followed by a short prayer. The S6 pupils also hosted an assembly dedicated to Holocaust Memorial Day.

At Lenzie Academy, the school's Ethics Ambassadors lead House Assemblies focussing on the Holocaust on 31 January.

EDLC Libraries made available a collection of adult and children's ebooks and e-audiobooks entitled 'Listen to remember - Holocaust Memorial Day 2020'. These books could be borrowed through the Borrowbox service.

International Women's Day

East Dunbartonshire marked International Women's Day with a cultural evening of opinions, stories, music and readings from the female perspective.

Kirkintilloch Town Hall hosted 'Reflections of a Strong Voice – Women, how we got to now' on 8 March. The event was organised by EDLC Trust in partnership with East Dunbartonshire's Women's Heritage Group, which was developed through the successful Made in Kirkintilloch Project. The evening showcased the group's series of powerful monologues 'Women of their Time', inspired by stories of local women and their lives.

Kirkintilloch Ladies Choir celebrated women through song and a powerful musical performance.

Jo Mango, an East Dunbartonshire based singer-songwriter and multi-instrumentalist, was the lead artist on the night, linking performances through song and conversation.



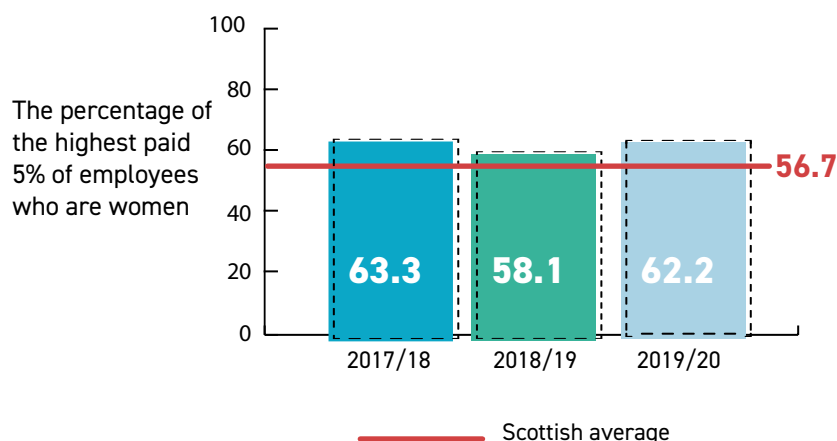
AccessAble

AccessAble were commissioned to carry out accessibility surveys across East Dunbartonshire and publish this as an online directory giving accessibility information on places across the authority. The directory can be found here www.accessable.co.uk/east-dunbartonshire

Gender Pay Gap

The table below shows the percentage of the highest paid 5% of employees who are women increased from 58.1% in 2018/19 to 62.2% in 2019/20. The gender pay gap for East Dunbartonshire Council decreased over the same time period.

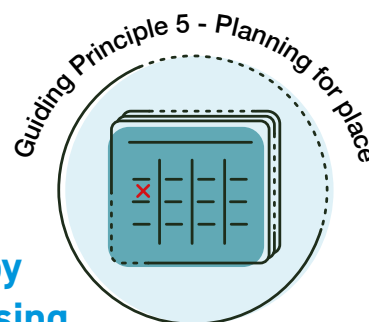
Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
The percentage of the highest paid 5% of employees who are women	63.3%	58.1%	62.2%	56.7%
The gender pay gap (%)	5.5%	6.3%	6.1%	3.42%



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.



The Local Outcome Improvement Plan (LOIP) is the shared plan for our Community Planning Partnership (CPP) and was approved in December 2017. The LOIP is based on an understanding of current circumstances and an evidence based approach to setting outcomes. It outlines how and why the CPP will work together to organise and provide services in a way that tackles known inequalities.

LOIPs were produced in accordance with the 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 2020, East Dunbartonshire has eight datazones in the 25% most deprived in Scotland. These are located in Hillhead, Auchinairn, Lennoxton, Kirkintilloch West, and Keystone and Dougalston in Milngavie. Hillhead remains the most deprived area in East Dunbartonshire according to SIMD. The datazone in Keystone and Dougalston has just entered the top 25% most deprived.

The village of Twechar has shown improvement over time according to 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 the opinions within these communities over time. Through continued use of the Place Standard tool, we will monitor our impact through the viewpoints of people in our Place areas over the next 10 years.

Place Plans

There are 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 Auchinairn and Twechar Place Plans were finalised and approved in 2019/20 after extensive community engagement and consultation.

The plans consolidate information about the circumstances, needs and aspirations of local people. A community development approach is being used to work within these areas, which focuses on reducing inequalities and targeting resources where they are needed most.



Guiding Principle 5 - Planning for Place

Lennoxtown

Community Planning Partners and local residents. The Council is undertaking feasibility design work to generate options to address issues identified as actions in the Place Plan, such as:

- Vehicle speeds through the heart of the village
- Improving the environment for active travel
- A lack of pedestrian-crossing facilities
- Poor connectivity to public transport and the surrounding traffic-free path network.

A public drop-in event was held at Campsie Memorial Hall in Lennoxtown on 25 May 2019 to give people the chance to offer their priorities, ideas, views and experiences. This phase of the project will see the Council work towards meeting the four principles set out in Lennoxtown Place Plan:

- Rebalance the street towards pedestrian movement and activity
- Support cyclists
- Create a place where residents and tourists wish to visit
- Reduce vehicle speed through street design.

Consultant Atkins has been procured to support the Council and the community with these Lennoxtown Place Plan actions. This phase of the project is being funded by Transport Scotland through Sustrans Scotland's Places for Everyone programme.

Auchinairn

The Auchinairn Place Plan was developed following extensive community consultation over the last few years. Work will continue to support groups in Auchinairn, which will include convening regular meetings to develop community aims.

The actions within the Place Plan were created through a process of engagement with the public and voluntary sectors. From the community consultation and engagement, the priority themes for Auchinairn that community and community planning partners identified for additional actions are:

- Affordable Activities for all
- Healthy and Safe Outdoors
- Informed Choices and Growing Capacity.

It was also identified that there should be a focus on building on the network of practitioners that currently exists so that service providers can work together better in partnership. The Council's community development officers continue to bring together community groups in the area to progress joint working. Ongoing work and engagement will continue with local people in the area to help empower the community to take ownership of aspects of change in Auchinairn



Pupil Equity Funding (PEF)

The Education Service in partnership with Education Scotland continued to support Head Teachers in the effective use of the Pupil Equity Fund (PEF). The funding is clearly targeted, with a strong focus on increased staffing to provide additional support for children and young people. A few schools have targeted family learning and the majority continue to resource interventions focused on literacy, numeracy, and health and wellbeing. The impact of Pupil Equity Funding is also evaluated in each school. Quality Improvement Officers, working collaboratively with the Education Scotland Attainment Advisor, have analysed the impact of this in terms of reducing the poverty-related attainment gap and have given advice to schools

Parental Employment Support Fund

Funding of £185,000 has been allocated by the Scottish Government through the new Parental Employment Support Fund, which will run over two years. This aims to tackle child poverty by helping to improve the employability of parents/carers living in poverty. A key focus of the project is to support parents/carers who are in work to progress on to better paid employment. Citizens Advice will be a key delivery partner in the project.

Income Maximisation

The Income Maximisation Service offers financial health checks and advice to families and/or older people who are identified as being in receipt of income that is below a set threshold. During 2019/20, the service received 259 referrals, generating over £919,720 worth of financial gain for people living within East Dunbartonshire. This equates to a cost benefit of £68:£1 for HSCP investment. There was a 2% increase in the number of referrals and a 17% increase in financial gain, compared to the previous year.

Housing

Affordable Housing

The Housing Service is going through a period of significant change in terms of capital investment, both in terms of the quantity and quality of affordable homes.

The Scottish Government has made available additional subsidy 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. The Housing Service is actively working towards developing 350 new homes over the next two-three years and increasing the number of properties bought on the open market. In addition, the Strategic Housing Investment Plan (SHIP), which received an update 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.

Tenant Rent Arrears

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

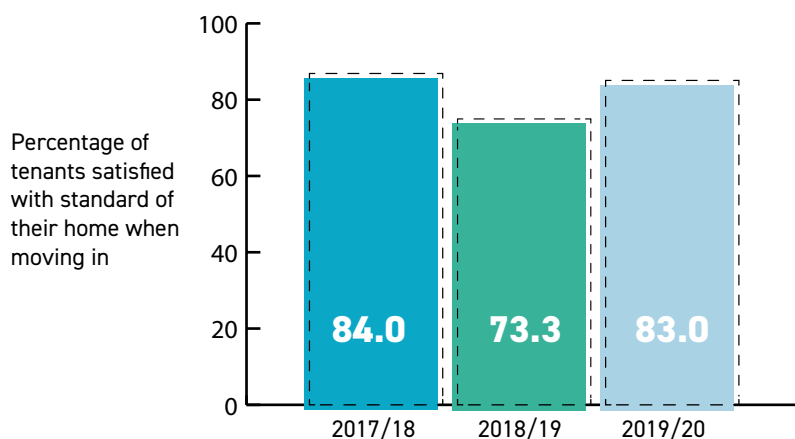
The table below shows that gross rent arrears (all tenants) - as of 31 March each year, shown as a percentage of rent due for the reporting year - decreased from 10.52% in 2018/19 to 9.68% in 2019/20.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Gross rent arrears (all tenants) as of 31 March each year, shown as a percentage of rent due for the reporting year	10.61%	10.52%	9.68%	7.31%

Council Homes

In 2019/20, 83% of tenants were satisfied with their home when moving in, an increase of 10% compared to the previous year.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of tenants satisfied with standard of their home when moving in	84.0%	73.3%	83.0%



The number of days taken to re-let properties in 2019/20 was 57 days, an increase compared to 2018/19.

Performance Indicator	2017/18	2018/19	2019/20
Average length of time taken to re-let properties in the last year (days)	46.65	47.75	57.00

The table below shows the percentage of rent due in the year that was lost due to voids increased very slightly between 2018/19 and 2019/20, but is below the Scottish average.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of rent due in the year that was lost due to voids	1.34%	0.98%	1.03%	1.07%



Guiding Principles 6 Prevention and Early Intervention

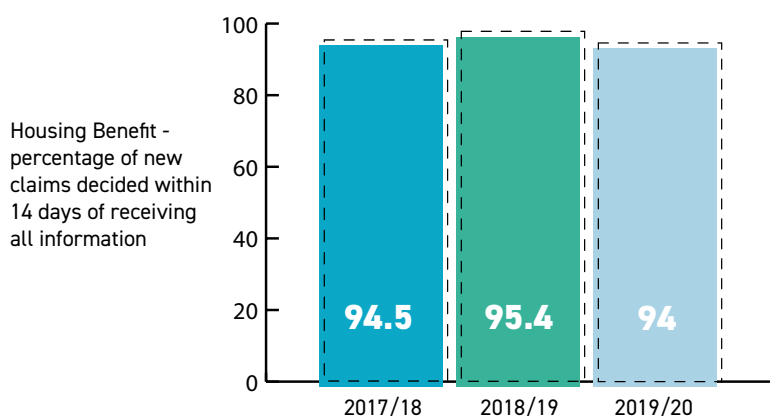


We will direct resources with the aim of improving resilience and preventing or mitigating poorer outcomes.

Housing Benefit

The average number of days taken to fully process new housing benefit claims decreased from 22.7 days in 2018/19 to 21 days in 2019/20. Ninety four percent of new claims were decided within 14 days of receiving all information during 2019/20, as shown in the table below.

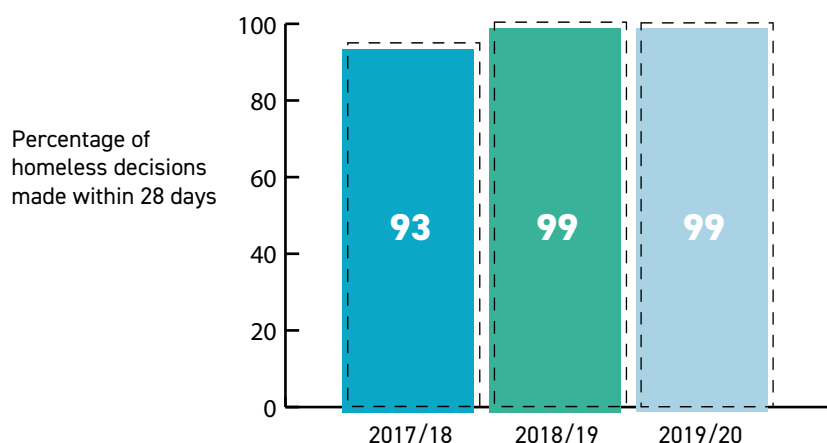
Performance Indicator	2017/18	2018/19	2019/20
Housing Benefit – average days to fully process new claims	24.5	22.7	21.0
Housing Benefit - percentage of new claims decided within 14 days of receiving all information	94.5%	95.4%	94.0%



Homelessness

The table below shows the percentage of homeless decisions made within 28 days has remained consistent at 99%. During 2019/20, the average time taken for EDC Homelessness Team to investigate all homelessness applications taken was 14 days; the Scottish average was 16 days.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of homeless decisions made within 28 days	93%	99%	99%



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 that are in need of essential household items, such as a cooker or washing machine.

The table below shows the number of Community Care Grants awarded in East Dunbartonshire during 2019/20 was 325, a slight increase compared to the previous year.

Performance Indicator	2017/18	2018/19	2019/20
Community Care Grant – number awarded	325	320	325

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 2019/20, there were 1,500 crisis grants awarded in East Dunbartonshire, an increase of 8% compared to 2018/19.

Performance Indicator	2017/18	2018/19	2019/20
Crisis Grant– number awarded	1,330	1,395	1,500

Scottish Government Scottish Welfare Fund Statistics

Guiding Principle 7 - Sustainability

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

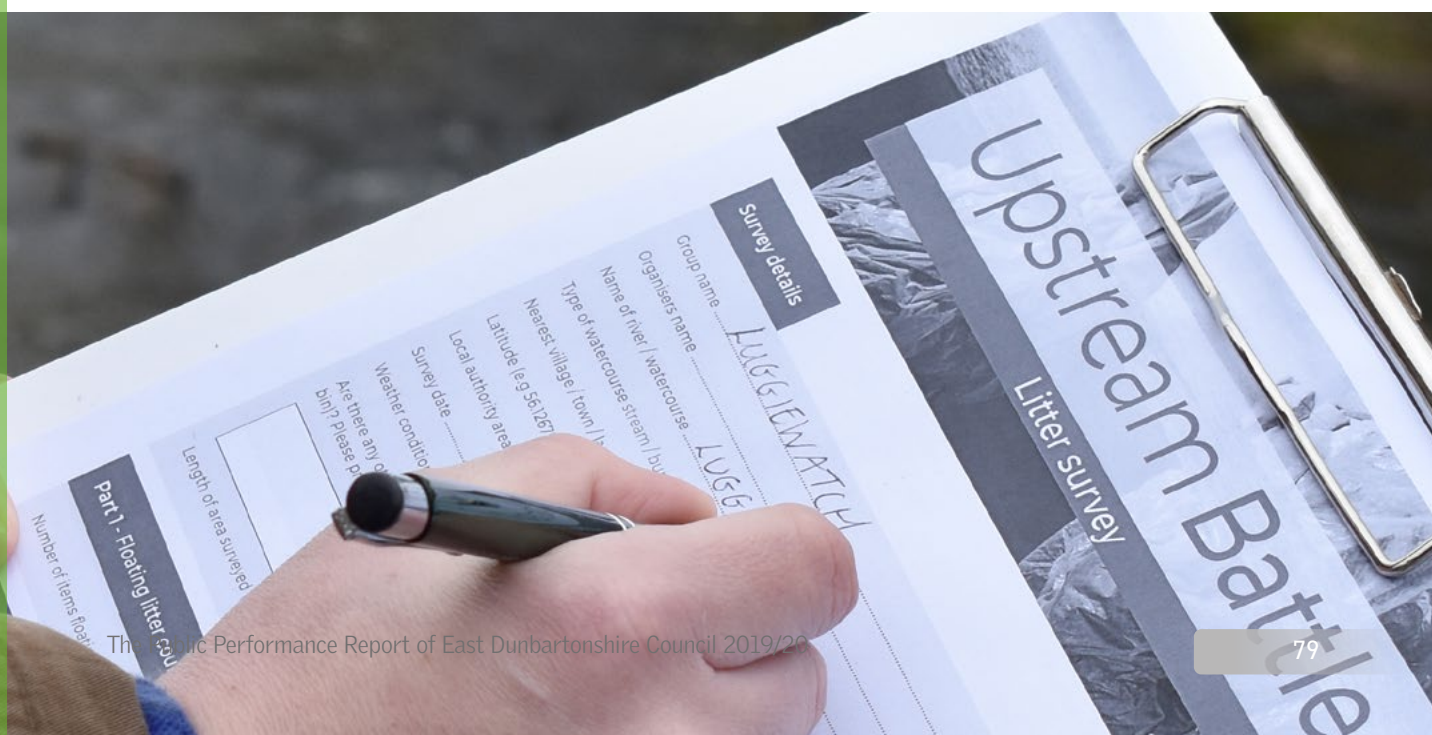
During 2019/20, the Sustainability Policy team continued to develop and deliver sustainability, climate change, biodiversity and open space policy priorities. Highlights over the year included the following:

Upstream Battle Campaign

The Council's Greenspace and Streetscene team, along with almost 200 volunteers, collected 232 bags of rubbish from roadsides and riverbanks in East Dunbartonshire between April and July 2019 as part of the Upstream Battle Campaign. East Dunbartonshire Council signed up to the campaign, co-ordinated by environmental charity Keep Scotland Beautiful, to help tackle plastics pollution in and around our waterways. In addition, various bulk items were removed, including 13 shopping trolleys, four tyres, two chemical toilets, a TV and a sandpit.

In addition to litter picking along the waterways, volunteers also joined officers for the annual Week of Action on Roadside Litter at the end of May. One of the busiest areas of action was in Baldernock, where Council officers and 40 volunteers removed litter which had been thrown from vehicles.

A team from Mosshead Primary won best project in a design competition to address plastic pollution in the River Clyde. The group of six Primary 7 pupils presented their innovative idea at the Riverside Museum as part of the Keep Scotland Beautiful Upstream Battle campaign. In addition, primary and secondary schools across Glasgow showcased their STEM (Science, Technology, Engineering and Maths) challenge solutions as part of a regional competition.



Sustainability and Climate Change Framework

The Council's carbon footprint was cut by 41% in 2018/19 (compared to the baseline year of 2012/13), thanks to measures including changes to how the Council handles waste, concerted efforts by employees and a significant reduction in carbon emissions from energy use in buildings, partly due to improvements in the corporate estate.

An amended Sustainability and Climate Change Framework, and new Action Plan aim to continue the good work. Council teams have also been encouraged to use sustainable transport, pool bicycles and car-share arrangements. Future plans include a new Single-Use Plastics Policy, with disposable plastic cups being discontinued within the Council, and additional work with schools.

Lenzie Station Improvement Project

Lenzie Station Improvement Project included a range of enhancements in the car park and Lenzie Cross area:

- Upgraded traffic lights - including dedicated cycle phase
- Improved pedestrian crossings and tactile paving
- Footpath improvements with high-quality materials (including Caithness slabs) and bollards
- Upgraded lighting and road markings
- Enhanced street furniture and landscaping - including flower beds and seating
- Improved cycle facilities
- New noticeboards for Lenzie Community Council and Friends of Lenzie Moss.

Proposals to improve the public space around the railway station and adjacent shops were developed following extensive engagement undertaken by the Council and Sustrans Scotland's Street Design team.

Consultation took place in 2016 and 2017 and looked at ways to help ease traffic and access issues - including engagement events, feedback sessions, a dedicated website and detailed parking study - involving residents, businesses, groups and organisations. The works delivered a much-improved transport hub and public space, making it more appealing to everyone in the area.

Energy Efficiency

The table below shows the percentage of council houses that are energy efficient and the percentage of council houses meeting Scottish Housing Quality Standard.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of council houses that are energy efficient	75.33%	91.10%	85.03%	84.10%
Percentage of council dwellings meeting SHQS	96.88%	97.83%	95.07%	94.86%

Draft Local Transport Strategy

Initial consultation on the Transport Options Report - setting out preferred and alternative options for active travel, public transport, roads and parking - took place during the winter of 2018/19. Feedback received was considered and helped to inform the Draft Local Transport Strategy.

The Draft Local Transport Strategy and consultation process were approved in August 2019.

A series of drop-in sessions were held in Bearsden, Bishopbriggs, Kirkintilloch, Lennoxtown and Milngavie in October 2019 to seek further views on the Draft Local Transport Strategy 2020-2025.



Waste and Recycling

Waste Services are 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 throughput of over 10,000 tonnes annually of materials at the Mavis Valley Recycling Centre.



Clyde Valley Residual Waste Project

A £700 million, 25-year Clyde Valley Residual Waste Project involving East Dunbartonshire, East Renfrewshire, North Ayrshire, North Lanarkshire and Renfrewshire Councils - and Viridor - will see household waste diverted from landfill and converted to low carbon energy. The project started on 7 January 2020.

Household waste is taken from each council area to Viridor's Materials Recovery Facility at Bargeddie in North Lanarkshire and treated to produce a refuse-derived fuel. It is then transported to the company's Energy Recovery Facility at Dunbar, where it is burned at high temperatures, under carefully controlled conditions, to produce 258GWh of low carbon electricity which goes to the national grid. The rubbish being treated through the contract is residual household waste, which cannot be recycled and would otherwise be sent to landfill.

The table below shows the tonnage of biodegradable municipal waste that was landfilled in 2019/20 was 1,624.72 - a decrease compared to 2018/19.

Performance Indicator	2017/18	2018/19	2019/20
Tonnage of biodegradable municipal waste landfilled	10,675	2,891	1,624.72

The percentage of special uplifts completed within seven working days in 2019/20 was 88%, an increase of six per cent compared to 2018/19.

Performance Indicator	2017/18	2018/19	2019/20
Percentage of special uplifts completed within seven working days	85.2%	82.0%	88.0%

The process for requesting a special uplift has been upgraded to make it faster and simpler. The new form, which can be accessed on the special uplift request page of the Council's website or through an individual's myaccount, allows the customer to record their individual uplift items via an A-Z list of popular items, along with the quantity of these items. The automated system will calculate if the uplift is standard or non-standard depending on materials and quantities.

East Dunbartonshire is one of only six council areas in Scotland where more than half of the household waste is recycled and diverted from landfill. Recycling rates increased to 54.6% in the 2018 Scottish Environment Protection Agency (SEPA) statistics, above the national average and an increase of over six per cent from the previous year. In addition, the amount of waste generated in East Dunbartonshire decreased by almost 5,000 tonnes, helping the carbon impact of the waste drop by almost 15% year-on-year.

The table below shows the percentage of household waste arising that is recycled increased slightly between 2018/19 and 2019/20, and is well above the Scottish average.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of household waste arising that is recycled	47.91%	54.60%	55.31%	44.85%

The table below shows net cost per waste collection per premise increased between 2018/19 and 2019/20. The Street Cleanliness Score (percentage acceptable) increased from 89.6% in 2018/19 to 91.17% in 2019/20 and the net cost of street cleaning per 1,000 population decreased over the same time period.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Net cost per waste collection per premise	£82.55	£76.89	£85.83	£68.77
Net cost per waste disposal per premise	£111.09	£110.72	£115.26	£98.65
Street Cleanliness Score (percentage acceptable)	92.20%	89.60%	91.17%	92.25%
Net cost of street cleaning per 1,000 population	£5,239	£6,351	£6,158	£15,440

The table below shows the percentage of adults satisfied with refuse collection remained the same between 2018/19 and 2019/20. The percentage of adults satisfied with street cleaning decreased from 66.93% in 2018/19 to 63.27% in 2019/20, but is above the Scottish average.

Performance Indicator	2017/18	2018/19	2019/20	Scottish Average
Percentage of adults satisfied with refuse collection	85.00%	84.43%	84.43%	74.30%
Percentage of adults satisfied with street cleaning	70.00%	66.93%	63.27%	62.63%



Rubbish Amnesty

A rubbish amnesty took place throughout July and August 2019 to encourage local people to bring their excess household waste and larger items to skips temporarily located in community and sports centres, and church car parks in Auchinairn, Bearsden, Kirkintilloch, Lennoxton and Milngavie. Over 68 tonnes of rubbish was collected from more than 1,000 residents.

Community Safety Officers spoke to people using the service about the threats that fly-tipping can pose to people and wildlife, and the negative effects it can have on our environment. Residents were encouraged to report fly-tipping to help the Council pursue enforcement and potentially prosecutions.



Clean Air Day

An event was hosted by the Council to mark Clean Air Day (20 June 2019) to raise awareness of air quality issues and celebrate the achievements of businesses working to reduce vehicle emissions.

Local companies, or those who trade in the area, are encouraged to be part of the Eco Stars Fleet Recognition Scheme. It highlights organisations who are operating in the most environmentally friendly way to reduce fuel use and emissions in their daily business. There are 107 members of the East Dunbartonshire scheme, including the Council itself. At a special event on Clean Air Day, Eco Star members were presented with a certificate showing their star rating from one to five, based on a recent assessment of their operational and environmental performance.

As part of its ongoing fleet replacement programme, the Council has invested in replacing a significant number of older, less environmentally friendly trucks with around 80% of commercial vehicles being replaced since 2015. New vehicles introduced recently within the Waste Services and Roads fleet come with the latest technology, European Emission Standard (Euro VI) with Exhaust Gas Recirculation (EGR) and Selective Catalytic Reduction (SCR) as standard. Further vehicles are scheduled for replacement in 2019/20 and beyond in line with the programme.



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

اس دستاویز کو آسان پڑھنے والے متن، بڑے حروف یا آڈیو فارمیٹ میں فراہم کیا جاسکتا ہے۔ براہ کرم 0300 123 4510 پر رابطہ کریں۔

اس دستاویز کو آسان پڑھنے والے متن، بڑے حروف یا آڈیو فارمیٹ میں فراہم کیا جاسکتا ہے۔ براہ کرم 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਸੌਖਾ ਕਰਨ ਤੇ ਪੌਜ਼ਾਈ ਇਸ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhardh an sgrìobhainn seo cur gu Gàrdh'ig ma fha sin a dhìth oirbh. Cumh fhoin gu 0300 123 4510

આનુવંદન કરીને તમે આ દસ્તાવેજ હિન્દી માં આપાંદિત કરી શકો છો। કૃપા 0300 123 4510 પર ધોન કરીશો।