





## How Good is Our Service 2024/25 – Council Services Community Services

### Prioritised Performance Indicators

		Annual Status	Quarters					Quarterly Target	Annual		
Code	PI Title	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q4 2024/25	2024/25		Latest Note
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
COM-BIP-01	Average length of time taken to re-let properties in the last year (days)		85.1	109.4	118	123.8	99.3	75	115.2	75	The average days to relet for Q4 shows above target as a result of a higher number of long term voids being returned as fit to let for allocations purposes. Regular monthly monitoring and established void procedures will continue to be followed to endeavour to further improve performance.
COM-BIP-02	Percentage of Antisocial behaviour cases reported and resolved		47%	87%	63%	67%	79%	85%	95%	85%	31 new Anti social cases were received in Q1 and 27 of these were resolved in the quarter. 38 new cases were received in Q2 and 24 of these were resolved in the quarter. 21 new cases were received in Q3 and 14 of these were resolved in that quarter. 33 new cases were received in Q4 and 26 of these were resolved in that quarter. Of the 129 new cases received in the year 122 of these cases were resolved by year end.
COM-BIP-03	Percentage of tenancy offers refused during the year		31%	51%	28%	23%	13%	30%	9%	30%	In 2024/2025 191 offers of housing were made. 18 of these offers were refused.
COM-BIP-04	Rent loss due to void properties - Monetary Value		£47,387.52	£89,581.44	£74,638.23	£68,358.85	£59,472.95	£32,500.00	£292,051.47	£130,000.00	The VRL figure continues to be above target. The housing Team continues to work closely with the Void Team to ensure off charge properties and long-term voids are monitored closely as well as routine void properties are returned as fit to let as quickly as possible. It remains a priority to improve the rent loss figure.

		Annual Status	Quarters					Quarterly Target	Annual		
Code	PI Title	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q4 2024/25	2024/25		Latest Note
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
COM-BIP-05	Percentage of homeless decisions made within 28 days	✅	98.5%	94%	97%	100%	97%	95%	97%	95%	The recommended time for investigations is 28 days. This is not a legislative requirement; although the Council endeavour to reach a decision within 28 days this at times is not always possible and will depend on the applicants circumstances at the time as well as their engagement with the officer.
COM-BIP-06	Number of cases waiting less than 3 years for permanent housing as % of the total number	✅	100%	99%	99%	99%	100%	95%	99%	95%	Due to environmental risk assessments required some applicants may wait longer than 3 years to be housed in the area. Both of these applicants have been identified for accommodation however was deemed unsuitable as part of the ERA therefore offer was not made to the applicant.
COM-BIP-07	Percentage of new tenancies sustained for more than a year, by source of let	⚠️	96%	95%	98%	97%	94%	95%	92%	95%	48 tenancies started. 45 tenancies sustained.
COM-BIP-08	Total No. Nominations - EDC	❌	30	23	16	8	15	24	62	96	Numbers for nominations to Registered Social Landlords are lower over Q1 and Q2. This is due to no Housing Association new build developments so there has not been as many requests for applicants from CHR waiting list.
COM-BIP-09	Number of targeted underage sales test purchasing visits carried out for all age restricted products where enforcement responsibility lies with Trading Standards Team within Community Protection	❌	40	14	14	14	30	40	30	40	target not met primarily due to lack of TSO resources
COM-BIP-10	Number of targeted decriminalised parking enforcement Initiatives and patrols (Including schools and residential areas) in response to	❌	346	94	159	228	228	240	228	240	Reactive assignments impacted due to availability of Community Wardens to action

		Annual Status	Quarters					Quarterly Target	Annual		
Code	PI Title	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q4 2024/25	2024/25		Latest Note
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
	complaints, service requests and intelligence received										
COM-BIP-12	Number of targeted co-production Initiatives jointly delivered by the Community Protection Service and Police Scotland	⚠️	78	24	37	43	46	48	46	48	Co production initiatives pushed back to Q1 of 25/26 due to resourcing pressures
COM-BIP-13	Percentage of Environmental Health public health service request responses delivered within target timescales	✅	89%	83%	87%	80%	92%	85%	86%	85%	Increasing demand for service, however service requests have been prioritised and met.

## Absence Management

Percentage Absence		
	Community Services	Council (Excluding teachers)
Quarter 1	5.57%	6.31%
Quarter 2	6.01%	6.31%
Quarter 3	11.06%	7.31%
Quarter 4	11.34%	7.64%
<b>Year End</b>	8.31%	6.86%

## Progress on Business and Improvement Plans

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Deliver and monitor the Locality Plans with partners and the community.	Co-ordination of delivery and monitoring of priority actions identified in the revised Locality Plans	Amber	80%	31-Mar-2023	30- Sept 2025	The Locality Plans for Auchinairn, Hillhead & Harestanes, Lennoxtown and Twechar were approved by EDC in September 2023, and by the Community Planning Partnership December 2023.
Consult on ED Community Grant Scheme.	A comprehensive consultation was undertaken, and a revised two Scheme Community Grant Scheme is administered by the CPP on behalf of EDC	Green	100%	31 March 2024	31 March 20205	Revised Scheme A and Scheme B Community Grant Scheme delivered across three rounds per year. Supplemented by the capacity building programme, Community First.
Consult, produce and deliver Gaelic Language Plan 2024-28	A comprehensive consultation was undertaken, and data analysed to develop Gaelic Language Plan 2024-28.	Green	100%	31March 24	30-Sept-2025	GLP 2024-28 approved at P&R 14 <sup>th</sup> March 2024. Bòrd na Gàidhlig to approve.
Produce Equalities Mainstream Report 2024-2029	Produce a Mainstreaming Report which advises how EDC corporately integrates equality into the day-to-day working of the Council.	Amber	90%	30-Sep-2023	30-Jun-2025	Services are being asked to update RAG status on delivering the outcomes identified providing evidence of how they take equality into account in the way the authority exercises its functions

## Financial Targets Based on P10 Projections

Main Service Divisions	Annual Budget	Net Expenditure Projected at P10	Annual Variation	% variation	Narrative
Community Planning Partnerships	1,000	1,060	60	6%	There are a number of vacancies that will lead to an in year saving
Community Protection	1,039	1,254	215	17%	There are a number of vacancies that will lead to an in year saving. A variation is expected of £0.050m through public analyst and payments to other bodies. Parking income & fines are likely to be under recovered by £0.211m, mainly through street parking and car parks for car parks charging for services not implemented due to Covid . These require to be reviewed prior to implementation. This includes parking Meter income is currently behind budget by £0.100m. Due to having no parking wardens within the service currently there is also expectations of lost income of

					£0.172m. Should this position continue this will increase.
Housing	1,091	1,452	361	25%	There are a number of vacancies that will lead to an in year saving. Based on previous years experience it is expected that there is a likelihood of an underspend within the operational property leases, at this time £0.125m has been projected. Furniture & fittings will also underspend in year £0.070m and voids £0.040m. Rental Income' and 'Landlord Registration' will be closely reviewed as the year progresses. At this time and due to a number of houses being passed back, voided or empty, and based on previous years outcomes a provisional value of £0.654m has been forecast between homeless properties and lead tenancy income at this time.
<b>Total</b>	<b>3,130</b>	<b>3,766</b>	<b>636</b>	<b>17%</b>	

## Stakeholder Engagement Activity

Title	Description	How the Information gathered has been used to Improve performance	Start Date	End Date
Customer satisfaction with food safety inspections	Customer satisfaction survey of businesses subject to food safety inspections by Environmental Health.	Survey of service users with feedback used to improve and develop service provision in relation to Environmental Health food safety inspection activity.	01-Apr-2024	31-Mar-2026
Consultation with local communities via Community Safety Team attendance at community council and other resident meetings	Community Safety Team attendance at local community meetings to determine priorities for delivery of community safety initiatives and action plans within the East Dunbartonshire area	Gathered information / intelligence used to develop targeted action plans and to inform work to address key community safety concerns across East Dunbartonshire communities.	01-Apr-2024	31-Mar-2026
Consultation with local community representatives through co-production activity at local events	Community Protection Service attendance at local community events in conjunction with Police Scotland representatives - consulting with local community representatives to determine and shape priorities for co-production service delivery within the East Dunbartonshire area.	Gathered information / intelligence used to develop targeted joint Co-Production work by Community Protection and Police Scotland to protect the communities of East Dunbartonshire.	01-Apr-2024	31-Mar-2026
Customer satisfaction with pest control services	Satisfaction survey of customers receiving pest control services delivered by the Community Safety Team.	Survey of service users with feedback used to improve and develop service provision in relation to pest control.	01-Apr-2024	31-Mar-2026
Consultation with community representatives from community transfer bodies.	Review of Community Asset Transfer Policy and Procedural Framework	The data analysed will inform the revised Community Asset Transfer Policy and standard operational procedures.	01-Apr-2024	31-Mar-26
Consultation with community planning partners and wider communities	Review of ED Local Outcome Improvement Plan	The insights and data gathered from the revised Locality Plans have shaped pre-consultation for review of LOIP	01-Apr-2024	31-Mar-2026
Consultation with wider community representative communities with protected characteristics and vulnerabilities	Consult with target audience to establish Unity Voice Forum and Equalities Action Planning forum to deliver and monitor the Equalities Agendas, strategies and plans.	Engagement and connection activities have been carried out, which have informed the capacity building delivered to empower individuals to participate as representatives from their organisation and inform the development of the forums.	01-Apr-2024	31-Mar-2026



## Plans, Policies, Programmes and Strategies

PPPS	Intended Outcome	Date Approved	Start Date	End Date
Environmental Health Food Service Plan 2024-25	In line with statutory responsibilities under the Food Safety legislation, East Dunbartonshire Council is required to annually document and implement a Food Service Plan. The Environmental Health Team deliver this work, with the protection of public health being the overriding aim.	June 2024	01-Apr-2024	31-Mar-2025
Environmental Health - Health & Safety Service Plan 2023-24	In line mandatory guidance issued to local authorities under the provisions of the Health and Safety at Work etc. Act 1974, East Dunbartonshire Council is required to have a service plan which details the priorities and aims / objectives for the enforcement of health and safety. The Environmental Health Team deliver this enforcement work, and the service plan takes account of the HSE's National Local Authority Enforcement Code.	24-Aug-2023	01-Apr-2023	31-Mar-2024
Locality Plans	In line with statutory responsibilities under the Community Empowerment (Scotland) Act 2015, East Dunbartonshire Community Planning Partners published 4 locality plans detailing the agreed priorities which will improve the outcomes for our most deprived communities evidencing how CPP partners are deploying resources in support of the agreed outcomes, promoting prevention, reduce inequalities and build community capacity The community planning partnership team support coordination of operational delivery of the Locality Plans	23 Sep 2023	01 Apr 2024	30 Sep 2025
Child Poverty Action Report	Under the Child Poverty (Scotland) Act 2017, local authorities and health boards are required to jointly prepare and publish annual Local Child Poverty Action Reports (LCPARs). The Community Planning Partnership Team have operational responsibility to collate and coordinate the agreed actions of the approved LCPAR.		01-Apr-2024	31-Nov 2025
Mainstream Report	East Dunbartonshire Council's Mainstreaming Report 2024 confirms how the Council continues to mainstream equality across its activities and functions and in doing so fulfils its statutory obligations under the 2010 Equality Act and the Public Sector Equality Duty.		01-Apr-2024	30-June-2025

## Improvement Activities

Areas Requiring Improvement	Improvement Activity	Timescales for Implementation
Recruitment and retention of professional staff in the Trading Standards, Environmental Health and Community Safety disciplines.	Take suitable action wherever possible to address the immediate recruitment and retention pressures being faced within certain areas of the Community Protection Service, thus ensuring that statutory duties and required responses can be delivered on an on-going basis.	On-going
Examine end of year position for all Community Protection performance indicators and business improvement plan actions.	Implement appropriate remedial action in cases where any risk exists in terms of delivering effective services and meeting service performance targets for the 2024/25 year – minimising any potential impacts via required adjustments to relevant service planning and performance processes.	June 2024
Effective integration of new approaches to working across Community Protection.	Providing support to staff in the implementation of any new approaches to working (e.g., such as the incorporation of a revised workstyle including home, office and field working) and making sure that any such approaches adequately meet the needs of both the service and its customers.	On-going
Deliver and monitor the Locality Plans with partners and the community, and lead, in partnership, in the review of the Local Outcome Improvement Plan	Provide operational support to the community planning partnership to produce in partnership with the CPP a local outcome improvement plan (LOIP), which sets out the local outcomes which the CPP will prioritise for improvement, through the lens of impact of a global pandemic, climate emergency and cost of living crisis.	August 2024 - November 2025

Working in collaboration produce an Equalities Mainstream Report	Provide operational and policy support to produce a mainstream report which promotes transparency, accountability and supports continuous improvements to achieve equality and create an inclusive environment for all.	June 2024-June 2025
--	---	---------------------

## **Current Delivery Focus**

### **Community Protection Service**

- Continued delivery of effective services on a flexible basis in order to meet all statutory requirements and duties in relation to public health, community safety, consumer protection and licensing matters.
- Continued delivery of local Co-Production activity between Community Protection and Police Scotland, with particular focus on effective tasking processes and the delivery of joint action plans and work to protect the communities of East Dunbartonshire.
- Delivery of Business Improvement Plan activity relating to Community Protection - actions being implemented in accordance with set targets in order to deliver effective services in line with relevant corporate outcomes and with positive performance being reported.

### **Environmental Health**

- Continued delivery of field responses in relation to all essential environmental health matters (e.g., public health service requests on environmental protection matters, food safety interventions and air quality monitoring).
- On-going delivery of full programmes of food safety inspection activity and food sampling fully as part of Official Food Controls.
- Provision of service in relation to new food business registrations with Environmental Health Officers working and engaging with new businesses through advice and inspection.
- Appropriate regulatory contribution to major asset projects and regulatory input to local planning developments.
- Preparation of the latest Annual Progress Report on standards of Air Quality within East Dunbartonshire.
- An update for the Air Quality Action Plan for Bishopbriggs has been drafted to ensure continued improvement of air quality standards
- Liaison with local water body and SEPA representatives during the reporting period to assist in seasonal blue-green algae toxic bloom work.
- Development and approval of the Greater Glasgow and Clyde Joint Health Protection Plan 2025-2027 detailing public health arrangements between the health board and their partners including the local authority Environmental Health Team.
- Response to several requests from the Public Health Protection Unit (PHPU) to interview cases for infectious diseases such as E.coli O157 and salmonella.
- Delivery of a range of themed health and safety initiatives and interventions to local businesses across the area
- Development of the EH Food Service Plan 2025-26 which details arrangements for carrying out the council's statutory duties under food law legislation during the course of the forthcoming reporting year.
- On-going implementation of the revised and extended animal welfare licensing system to meet the requirements of new Regulations, with several licences due for renewal and officers undertaking inspections at the premises in question.

- Delivery of a vehicle idling awareness initiative across the district to assess and inform drivers of their responsibilities and how to improve the local air quality - the campaign included patrols at locations across the district and media advertisement on local radio stations.
- Submission of funding bids to the Scottish Government for the 2025-26 period for the purposes of supporting developments to air quality monitoring infrastructure and action plan work.
- On-going response by officers to high levels of service requests with to unusually high volume of demand for Environmental Health services.
- Administration of private water supply grant on behalf of Scottish Ministers to a domestic property to install new treatment to improve their private water supply
- Delivery of quarterly swimming pool sampling tests to EDLC pools to ensure public health standards of pool water
- Participation in liaison and working group activity various on food safety, public health and housing matters to keep abreast of national priorities and developments.

## **Community Safety**

- Delivery of field responses in relation to all community safety matters (e.g. pest control, fly-tipping, antisocial behaviour and youth disorder, control of dogs and mobile CCTV deployment).
- Continued development of effective and efficient service delivery in relation to all Decriminalised Parking Enforcement with delivery of targeted enforcement activity in priority areas.
- Effective deployment of mobile CCTV cameras to prevent crimes and aid detection, with particular emphasis on jointly agreed deployment between East Dunbartonshire Council and Police Scotland.
- Delivery of essential patrols in relation to environmental incivility breaches as well as antisocial behaviour and youth disorder patrols in and around identified issue areas.
- On-going delivery of a service in terms of neighbour complaints/disputes, with advice to residents and others by the most appropriate means available and with regular liaison with colleagues in other services including Housing, Social Work and Police Scotland.
- Continued delivery of the Junior Wardens Scheme in local primary schools– the scheme is aimed at Primary 6 and 7 pupils and promotes good citizenship, with the achievements of the children being recognised through the Dynamic Youth Awards Programme.
- Appropriate referrals and outcomes for a range of young persons referred to the Early & Effective Intervention Group which is coordinated and chaired by the Community Safety Team.
- Community Wardens attendance at local surgeries and community run events - these events provide residents and members of the public the opportunity to speak directly with members of the Community Safety Team to report concerns, issues that they may be experiencing in their communities.
- Delivery of youth diversionary activity across the district in order to make local communities safer.

## **Trading Standards**

- Delivery of effective field responses in relation to all trading standards and licensing enforcement matters.
- Delivery of programmes of routine Trading Standards and Licensing inspection and project work.
- Continued development of local use of the IDB intelligence database to ensure that local Trading Standards Services are targeted to areas of greatest priority / risk in order to improve consumer protection.
- On-going delivery of consumer advice services to local residents – dealing with contractual disputes and performance issues that have arisen and providing effective casework in relation to a range of consumer complaints
- Delivery of inspection work at all premises storing and selling fireworks in East Dunbartonshire in order to maintain good levels of compliance with relevant legislative requirements.
- Trading Standards enforcement activity in response to intel around sales of nicotine vapour products to under 18s, resulting in the removal of a significant quantity of non-compliant product from the marketplace.
- Promotion and development of the East Dunbartonshire Trusted Trader Scheme promoted within East Dunbartonshire - the scheme is overseen by Trading Standards and aims to increase customer confidence by helping people find reliable traders, promote good practice within local businesses, protect residents from doorstep crime, and help generate business for local companies.
- Continued delivery of joint enforcement work by Trading Standards and Police Scotland on scam and doorstep crime issues - focussing on the protection of our vulnerable and elderly populations from financial harm.
- Ongoing prevention work with telephone call blocking project for vulnerable residents, stopping scam telephone calls and preventing residents from financial harm.
- Delivery of workplan activity by Trading Standards to maintain local business compliance with legislative requirements relating to tobacco and nicotine vapour products – including delivery of an underage sales test purchasing programme.
- Delivery of targeted activity by Licensing Enforcement to maintain local business compliance with legislative requirements and a range of local licensing conditions.

## **Community Planning and Partnerships**

- Administration, engaging and delivering funding through Community Grant Scheme open to community groups and organisations.
- Working with partners to support, develop and sustain connections with community groups and third sector organisations across the area and specifically in Locality areas.
- Delivery of the consultation and engagement on the revised British sign Language Plan 2024-30 through in person sessions, focus groups and online.

- Provision of community capacity support using a Community Learning and Development approach across our Locality areas and communities of interest or elective
- Active engagement with anchor organisations across Locality areas.
- Develop in collaboration with Locality areas, Locality Community forums supporting community voice in community planning processes.
- Develop in collaboration with community planning partners frontline workers forums supporting delivery of locality plans, identifying potential duplication and gaps in provision.
- Support the delivery of successful CPD opportunity to CLD practitioners
- Delivering Resettlement support under New Scot Strategy.
- Community Development Workers connecting with range of community organisations and partners
- Deliver case management support across all Resettlement agendas.
- In partnership with the Home Office, Scottish Government, Mears and community planning partners support Asylum Dispersal Scheme
- Develop in collaboration with Community Unity Voice Forum which support those with quietest voices to be amplified.
- Continue to support local VAWG Partnership to increase awareness and understanding of different forms of **violence** against women and girls issues and to develop skills and practices when responding to abuse. Work together to ensure that all victims/survivors across East Dunbartonshire have equity of access to support at time of need and increased opportunity to disclose their experiences.
- In collaboration with other services review SPA's to ensure fit for purpose and meeting genuine community needs and strategic priorities.

### **Community Testing /Vaccination Coordination**

- To continue to support delivery of the NHS Immunisation Programmes for flu, Covid-19, and other necessary vaccinations, at two centre venues, through jointly working with GGC NHS Board Public Protection Teams.

## **Housing Operations - Estates**

- Providing great responsive customer service for all tenants, including signposting to other teams and agencies as required.
- Involving staff in devising new procedures for Any Day Lets which will be introduced as part of IHMS implementation; the Allocations Policy review, currently being undertaken; the review of Nominations Agreements with Housing Association; new Health and Safety procedure for Dampness, Mould and Condensation Management, and attending regular meetings with Property Maintenance, Shared Services and IT to finalise new Tenant Recharges procedures.
- Closer joint working with the Void and Rewire/Asbestos Teams as a constant area of focus to minimise void rent loss and to provide good service for housing tenants.
- Identify any training needs and hold quarterly sessions for reviewing policies and procedures with officers.
- Active involvement of Housing at the 2-weekly Community Harm and Risk Meeting (CHARM) with Police Scotland, Community Safety, Trading Standards and Licensing officers, ensuring appropriate joined up working, and also ensuring attendance at East Dunbartonshire Safe and Together steering group.
- Monthly budget meetings with HRA accountant to monitor costs.
- Monthly meetings with Void Team at Property Maintenance to focus on improving performance.
- Monthly attendance at new Housing/Social Work liaison meeting to discuss Throughcare Cases and Unaccompanied Asylum Seeking Children.

## **Homelessness and Prevention**

- Work effectively with other services and partners to support and prevent Homelessness across ED.
- Ensure the prompt turnaround in applications and assessments are carried out effectively.
- Support the Out of Hours Service
- Liaise effectively with Registered Social Landlords.
- Manage the HMOs programme for Registration, the Short Term Lets and the Landlord Registration schemes.
- Continue to work to ensure no unsuitable accommodation order breaches
- Increase the provision of temporary accommodation as appropriate
- Support and manage Rapid Access Accommodation
- Manage and provide excellent service at Project 101 for the young people.
- Support Resettlement Agendas in the provision of suitable accommodation.