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East Dunbartonshire Council

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PLACE, NEIGHBOURHOOD AND CORPORATE ASSETS HOW GOOD IS OUR SERVICE 2025/26

Corporate Performance and Research
EAST DUNBARTONSHIRE COUNCIL

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How Good Is Our Service

Assets and Facilities

April 2025 – March 2026

1. Local Delivery Story

The Assets & Facilities Strategic Grouping comprises the services noted below. These services have the following core responsibilities:

Property Maintenance

The Property Maintenance service undertakes repairs and maintenance across the Council's property estate, which includes circa 3,800 housing properties in addition to all operational and non-operational assets. Operationally this involves reactive repairs, void management, gutter cleaning/roof repairs, close painting, gas servicing, fixed electrical testing, and portable appliance testing. The service also undertakes a range of capital works on behalf of both Housing and other Council service areas.

- The service has managed to maintain good levels of performance across all indicators in the despite facing some challenges throughout the year and we are confident this will be maintained and improved going forward into next year.
- The service continues to maintain optimal levels of performance in the delivery of Gas Servicing with 100% of properties having a gas safety check carried out within the anniversary date throughout the year.
- Voids turnaround performance slightly exceeds our target with 85.4% of properties being returned within target timescales in what has been a challenging year for the service. The service has reviewed operational processes to align with the enhanced lettable standard over the period with further measures planned to ensure performance is improved in 2026/27
- Good levels of performance have been maintained in the delivery of emergency repairs and we continue to exceed our annual target. The number of repairs appointments kept continues to be at a high level with 99.9% of appointments being met. The average number of days to complete non-emergency repairs has continued at a similar level to last year with the average being 10.8 days over the year exceeding our target of 12 days. Of all customer satisfaction surveys completed in 2025/26, 91.87% of tenants said they were very or fairly satisfied with the service provided.
- Property Maintenance has carried out newly implemented cyclical gutter cleaning and close painting programmes throughout the year which have been very well received by our tenants.
- The service continued the delivery of the Housing Capital Programme this year, also well received by our tenants.
- The service continues to deliver repair works across the education portfolio with decoration works ongoing across several schools.

Estates & Facilities

The Estates & Facilities service seeks to ensure effective stewardship and development of the Council's assets in order that they contribute to the Council and its partners' overarching vision and intended outcomes, maximising their effectiveness and supporting sustainable economic growth and place making.

Estates & Facilities ensures the Council remains compliant in respect of legislative requirements across the Operational Estate, including ensuring that all gas and oil boilers are serviced annually. All other plant within the operational estate is subject to annual inspections. The appointment of a new Compliance Officer provides the Service with a dedicated resource who monitors and ensures all servicing dates are met within prescribed timescales. Following two severe storms during 2025/26, the service ensured that schools and operational assets were safe to open, while managing reactive repairs, ensuring service continuity.

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. The Estates Service helped secure total receipts of £0.197million from the sale of surplus land and property within the financial year.

The Building Performance Team have refreshed Asbestos Management Plans (AMP) for the Educational estate and Operational estate and are now reviewing the Non-Operational estate. The team continue to review new Scottish Government legislation with regards to delivering healthier building environs with regard to both new build and refurbishment projects, while managing the installation of such technology and monitoring the information being provided by the room sensor/detectors. The team continue to manage and monitor the Council's energy contracts and spend and reviewing alternative energy options to help the Council meet national targets in relation to carbon reduction. Cleaning schedules have been updated for the Operational assets, while undertaking an audit to ensure cleaning standards remain high.

The Facilities Management team is responsible for the delivery of a cohesive building support service to all buildings owned or operated by the Council. Facilities Management provide a wide range of services which includes but is not limited to catering, cleaning, portage and janitorial, security, minor repairs and maintenance and the provision of the school crossing patrol service. The Facilities Management service provides support to both the school and corporate estate including supporting the delivery of the Council's accommodation strategy.

- Following a structure review, Council approved a 20% reduction in cleaning hours across the Primary, Secondary and Corporate Estate as part of a budget saving proposal. The new structure was implemented, which included a significant recruitment exercise to fill over 900 vacant weekly hours. That recruitment exercise is ongoing with over 600 hours now recruited for, with new cleaning regimes implemented across the estate to take into account the 4-day clean equivalent.
- A full lunch menu offering with two hot main meal choices continued throughout 25/26 and significant work was undertaken to ensure feedback from the catering consultation was incorporated into the menu choices to ensure maximum uptake. The catering service continues to seek customer feedback through pupil and parent council's to improve service delivery and increase customer satisfaction. The uptake of Primary and Secondary school free meals for 25/26 was consistent with the previous year although the annual target was not achieved in Primary schools however was in

Secondary schools. The focus remains on improving the uptake of school meals in lower performing schools.

- The service has achieved the target for locally sourced food products in the school lunch menu. The service continues to engage with suppliers to increase the inclusion of locally sourced products within the lunch menu. Snack n Play operated during the Easter, Summer and October holiday periods within five identified Primary Schools and FM supported this with the provision of janitorial, catering and cleaning services. A hot lunch was provided along with evening cleaning to ensure a safe environment was provided.
- At the Council budget meeting in March 2025, the decision was taken to withdraw from the Food for Life scheme given the potential savings the Council could secure by not meeting the standards set by the Soil Association, while still providing and meeting the nutritional level requirements through school meals. The Service has continued to engage with the Soil Association with regards are menus through 25/26 and have managed to ensure that our menu's meet our budgetary requirements while still obtaining the Bronze award status set by the Soil Association. As a result, the service will be reapplying for the accreditation with the Soil Association early in 26/27.

Development & Investment

The Development & Investment service seeks to ensure effective stewardship and development of the Council's assets in order that they contribute to the Council and its partners' overarching vision and intended outcomes, maximising their effectiveness and supporting sustainable economic growth and place making. The Service is responsible for the decarbonisation of the housing, learning and corporate estates in support of the Council's Climate Action Plan ambitions.

The service maintains an active role in the monitoring, review and revision of the Council's approved Capital Programme and Housing Capital Investment Programme and works closely with colleagues across the organisation to ensure that the Council continues to deliver against its capital expenditure commitments.






Rising borrowing costs, existing repayment commitments following the delivery of significant levels of investment in flagship capital projects in recent years and persistent construction price inflation continue to present significant and sustained risks to the deliverability of further significant capital projects in the short to medium term.




Despite this, teams across the Service have contributed towards a number of notable achievements during the course of 2025-26, including:

- The completion of several significant capital projects during the period, including the refurbishment of Campsie Memorial Hall; the construction of the Twechar Outdoor Pursuits Centre; the refurbishment of Bearsden Primary School; and the commencement of projects which include the refurbishment of Milngavie Primary School and a new-build Balmuildy Primary School.
- Continued progress through the development of the next phase of the Council's Affordable Housing Programme, which will deliver over 300 new homes across East Dunbartonshire, notably including the construction of no.15 new affordable houses in Twechar built to Passivhaus standard.

- Completion of a wide range of capital projects to improve the condition, energy efficiency and accessibility of the Learning and Corporate estates.
- Capital investment across the existing Council Housing stock, including the replacement of kitchens, bathrooms, central heating systems and roofs; the delivery of Mixed Tenure roof replacement projects; and the delivery of measures which improve the energy efficiency of homes across East Dunbartonshire.

2. Prioritised Performance Indicators







Code	PI Title	Annual Status	Quarters					Quarterly Target	Annual		Latest Note
		2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q4 2025/26	2025/26		
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
AF-BIP-01	SSHC Indicator 8 - Average length of time taken to complete emergency repairs (No of Hrs)		3.34	3.35	3.3	3.51	3.38	4	3.39	4	Quarter 4 performance continues to exceed our target of 4 hours with an average of 3.38 hours to complete emergency repairs. We continue to monitor this area closely to ensure this level of performance is maintained and enhanced going forward.
AF-BIP-03	SSHC Indicator 14 - % of Repairs Appointments Kept		100%	99.9%	99.9%	100%	99.9%	98.5%	99.9%	98.5%	Performance levels for Quarter 4 continue to exceed our target of 98.5%, with 99.9% of appointments kept over this period. Our objective is to continually achieve high levels of performance in this area and we are confident of maintaining this going forward.
AF-BIP-04	SSHC Indicator 11 - % of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date		100%	100%	100%	100%	100%	100%	100%	100%	Property Maintenance have achieved our target of 100% for Gas Servicing in Quarter 4 with 1083 properties serviced January - March. We continue to consistently achieve our target each month and with robust measures in place to monitor performance we are confident of maintaining this going forward.
AF-BIP-05	% Voids returned within timescales		91.7%	90.6%	83.7%	90%	77.3%	85%	85.4%	85%	Voids performance for Quarter 4 is 77.3% and is below our target of 85%. There has been an increase in the number of properties received during this period requiring high cost repairs which has impacted on the turnaround times. Resource levels have also decreased over the quarter which has also negatively impacted on performance. Our focus remains on improving performance in this area going forward into 2026/27
AF-BIP-12	% of Secondary school pupils taking up school meals		56.55%	43.67%	47%	55%	59.33%	50%	51.25%	50%	Target achieved this quarter and improvements reported compared to Q1, Q2 and Q3. We continue to focus on lower





		Annual Status	Quarters					Quarterly Target	Annual		
Code	PI Title	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q4 2025/26	2025/26		Latest Note
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
											performing school and action plans in place to improve the uptake of school meals.
AF-BIP-13	% of Primary school pupils taking up school meals		71.02%	65.22%	62%	70.43%	69%	75%	66.66%	75%	The Primary School pupils uptake in school meals was consistent with Q3's figures, however there was a drop in February as a result of sickness levels which has impacted the overall uptake for Q4. Still slightly below the target but we are seeing a steady increase over the year in uptake.
AF-BIP-14	% of locally sourced produce available on school lunch menu		52.33%	52.3%	59%	56%	53.33%	55%	55.16%	55%	The target was narrowly missed for Quarter 4 at 53.33%. The Team continue to engage with local suppliers to increase what products we can offer on the lunch menu.
AF-SOL-HSN4B	SSHC Indicator 9 - Average length of time taken to complete non-emergency repairs (No of Days)		9.89	12	10.3	9.71	11.27	12	10.82	12	Quarter 4 performance exceeds our target of 12 days with an average turnaround of 11.27 days to complete non - emergency and although it's down on Quarter 3 is still a positive figure. We continue to monitor this area closely with a view of maintaining and improving performance going forward



2(b) Absence Management



Percentage Absence		
	Assets and Facilities	Council (Excluding teachers)
Quarter 1	8.59%	6.17%
Quarter 2	8.77%	6.22%
Quarter 3	9.08%	5.57%
Quarter 4	9.02%	5.89%
Year End	8.87%	5.93%

3. Progress on Business and Improvement Plans

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Increase the percentage of Council buildings which are suitable, in a satisfactory condition and to increase accessibility	Refresh Asset condition, suitability and accessibility assessments to ensure that capital investment programmes are effectively targeted to improve performance			31-Mar-2024	31-Mar-2026	Corporate Asset Management Plan 2026 - 2056 approved by Council in March 2026 which sets required investment for Corporate and Learning Estates to improve condition, accessibility and energy efficiency. Revised 10 Year Capital Investment Plan which includes investment across each category also approved March 2026. During course of financial year 25-26 several capital projects delivered which contribute to the aims of this indicator.
Introduction of an integrated planned preventative maintenance and capital investment plan	Gather asset condition performance data to create an integrated planned preventative maintenance and capital investment plan to ensure appropriate, efficient and effective application of revenue and capital investment budgets			31-Mar-2024	31-Mar-2026	30 Year Whole Life Elemental Investment Plans now produced for each asset in the Corporate and Learning Estates. Total planned investment for the Estate has been profiled and prioritised as part of the refresh to the Corporate Asset Management Plan.
Full review of all SLA's relating to services delivered in respect of Council assets	<ul style="list-style-type: none"> - Identification of all SLAs currently in operation - Assessment of scope of works contained in SLAs - Monitoring of performance relating to SLAs to ensure service provision is being delivered to agreed standards 			31-Mar-2024	31-Mar-2026	<p>Further engagement has been undertaken with Streetscene with regards current SLA's and the review of these to ensure that it meets the Service requirements. Streetscene are in the process of providing details of SLA's for each asset in order for E&F to review.</p> <p>Work on the current SLA in relation to FM has been drafted following the creation of the new Estates & Facilities Service. The new SLA's take into account the recently approved change to cleaning frequency, ie, 5 to 4 day equivalent.</p>

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Increase the percentage of Council houses which are energy efficient (EESH)	Continued development and delivery of the EESH programme, e.g. introduction of new external render systems to reduce heat loss / improve heat efficiency of homes.		<div style="width: 88%;"><div style="width: 88%; background-color: #4f81bd; color: white; text-align: center;">88%</div></div>	31-Mar-2024	31-Mar-2026	A number of capital projects undertaken during the current financial year have improved energy efficiency of the Council's housing stock, including cavity and external wall installation, roof replacement, window and door replacement in addition to the replacement of central heating systems. The Council continues to maximise capital investment in energy efficiency through use of EDC capital and Scottish Government funding.
Increase the percentage of Council houses that meet the Scottish Housing Quality Standard (SHQS)	Continued delivery of elemental improvements in the Council Housing stock, including kitchens, bathrooms, central heating systems, windows and doors.		<div style="width: 72%;"><div style="width: 72%; background-color: #4f81bd; color: white; text-align: center;">72%</div></div>	31-Mar-2024	31-Mar-2026	The Council continues to invest heavily in elemental upgrades across its housing stock, including new kitchens, bathrooms, roof and heating system replacements, all of which are aimed at improving condition and energy efficiency.
Voids	Continued improvement in void turnaround times.		<div style="width: 50%;"><div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div></div>	31-Dec-2023	31-Dec-2026	Continued improvement in void turnaround times and standards required into 2026/27
Develop and report on a zero direct emissions target and progressive interim carbon reduction targets for the Council's built assets, through the Climate Action Plan	Progress towards meeting the Scottish Government's targets for all public sector buildings to meet net zero public sector building standards by 2038. Ensure that the Corporate Asset Management Plan supports the action required to conform to decarbonisation targets.		<div style="width: 90%;"><div style="width: 90%; background-color: #4f81bd; color: white; text-align: center;">90%</div></div>	31-Mar-2024	31-Mar-2026	Work has been completed as part of the refresh of the Corporate Asset Management Plan which informs the Council's long term investment strategy. Regular updates will be provided via Capital Monitoring reports.

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Improve environmental conditions across the housing and non-housing estates	Installation of real time monitors to capture environmental data		 100%	31-Mar-2025	31-Mar-2026	Assets fitted with CO2 detectors - building performance is analysed with processes in place to ensure CO2 levels are maintained within acceptable levels. Air monitoring sensors are fitted on an ad-hoc basis across an element of the housing stock affected by damp and mould. Review ongoing to determine opportunities to install sensors across entire housing stock.

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
School Meals	Increase uptake of school meals including use of more locally sourced produce		 100%	31-Mar-2025	31-Mar-2026	The uptake of Primary and Secondary school free meals has remained consistent with the previous year, with the uptake in Secondary schools exceeding target, however Primary school uptake remains just below the set target. The service has achieved the target for locally sourced food products in the school lunch menu. Significant engagement with suppliers has been undertaken and more locally sourced produce is being included.

4. Financial Targets (based on P10 projections)

Main Service Divisions	Annual Budget	Net Expenditure projected at Period 10	Annual Variation projected	% Variation	Narrative
Property Maintenance	-1,677	-1,811	-134	7%	Higher than expected staff vacancies during the year. Resulting in over-achieving the budgeted Staff Turnover Saving.
Estates & Facilities	47,007	49,435	2,428	5%	FM: The projected overspend is primarily influenced by ongoing revenue costs for displaced roles and overtime/other pay items. Estates: Main variations are with Property costs, specifically utilities (gas, electricity & water) as a result of higher than expected consumption for the year.
Development & Investment	138	-366	-504	138%	Lower uptake of Aids & Adaptations work from private homeowners, resulting in lower expenditure for service. Also, vacancies with Care & Repair staff also resulting in less expenditure.
Total	45,468	47,258	1,790	4%	

5. Stakeholder Engagement Activity

Title	Description	End Date	How the Information gathered has been used to Improve performance
New Lenzie Academy	Pre-planning application consultation events undertaken for both Whitegates Park and Myrtle Avenue planning applications re: New Lenzie Academy project.	31-Aug-2029	To support the successful delivery of the new school
Tenant Participation (Housing)	Ongoing engagement with Housing Tenants via Tenant Participation Working Group	Ongoing	To support investment in the housing estate to ensure assets are fit for purpose and meet quality and energy efficiency standards (SHQS, Energy Efficiency etc)
New Balmuildy Primary School	Pre-planning application consultation event undertaken for project alongside on-going wider engagement to support the development of detailed design proposals for the school.	Ongoing	To support the successful delivery of the new school
Refurbishment of Milngavie Primary Schools / New Milngavie Early Years Centre.	Engagement with stakeholders as part of design process and construction planning.	30-Jun-2026	To support the successful delivery of each refurbishment project
Strategic Housing Investment Plan	Consultation on annual update to the Council's Strategic Housing Investment Plan, inc Quarterly meetings with local RSLs.	01-Nov-2026	Supports the development of the update to the SHIP.

6. Plans, Policies, Programmes and Strategies

PPPS	Intended Outcome	Date Approved	Start Date	End Date
Delivery of the Strategic Housing Investment Plan	Delivery of housing investment and priorities over the 5-year period of the SHIP from 2026/26–2030/31	October 2025	October 2025	March 2031
Completion of the Corporate Asset Management Plan	Delivery of corporate investment priorities over the period of the CAMP with effect from March 2026.	March 2026	March 2026	N/A

7. Improvement activities

Areas Requiring Improvement	Improvement Activity	Timescales for Implementation
Introduction of an integrated planned preventative maintenance and capital investment plan	Gather asset condition performance data to create an integrated planned preventative maintenance and capital investment plan to ensure appropriate, efficient and effective application of revenue and capital investment budgets	June 2027
Full review of all SLA's relating to services delivered in respect of Council assets	<ul style="list-style-type: none"> - Identification of all SLAs currently in operation - Assessment of scope of works contained in SLAs - Monitoring of performance relating to SLAs to ensure service provision is being delivered to agreed standards 	March 2027
Increase the percentage of Council houses that meet the Scottish Housing Quality Standard (SHQS)	Continued delivery of elemental improvements in the Housing stock, including kitchens, bathrooms, central heating systems, windows and doors.	March 2027
Improve void turnaround times	Monitor operational enhancements to ensure performance is improved in this area.	September 2026
Enhance void lettable standard	Carry out full decoration to all void properties, improving standard of properties being returned to letting pool.	March 2027

8. Current Delivery Focus

Property Maintenance

- Ensure 100% compliance across housing stock in relation to gas safety inspections
- Continue to improve void turnaround performance and standards by ensuring robust and effective measures are in place to achieve this
- Continue to improve performance in non-emergency repairs turnaround times
- Ensure compliance across operational and non-operational assets in relation to electrical safety
- Delivery of gutter cleaning/roof repairs cyclical programme
- Delivery of Housing/Non-Housing Capital Programmes – including close painting
- Delivery of full decoration programme to void properties
- Continue delivery of revised PAT Testing programme across non-housing estate
- Maintain and improve communications with customers and stakeholders to ensure highest level of service delivery
- Maintain a robust approach to Health & Safety across the service
- Assess and improve functionality of Total Mobile and the integration with Servitor to enable a more streamlined and efficient service
- Provide ongoing training to staff to enhance knowledge and understanding
- Continued delivery of Smoke & Heat Alarm installations through Care & Repair service

Estates & Facilities

- Assist in the delivery of new frameworks to assist in the repair and maintenance of the Council's non-housing estate
- Increase occupancy levels across the non-operational estate
- Reduce private lets of commercial properties and bring Council Services back in-house
- Increase income through rent reviews and new lets across the non-operational estate
- Deliver efficiencies in relation to the programme of asset rationalisation
- Monitor and improve the building performance levels in relation to CO2 levels, humidity and temperature within the education estate and corporate offices
- Increase the uptake of paid and free school meals
- Reduce absence levels
- Reduce overtime costs
- Improve communication with customers and stakeholders to ensure highest level of service delivery
- Increase variety of locally source food products
- Review of PAT testing processes

Development & Investment

- Lead the management and delivery of both General Services and Housing Capital Programmes, ensuring expenditure commitments are achieved and risks/issues to programme performance are proactively responded to
- Maximise grant funding income for both Housing and general services capital programmes
- Delivery of capital projects in line with 10-year capital investment plan
- Progress Phase 1 of the building decarbonisation strategy for the Learning and Corporate estate, aligning with the Council's Climate Action Plan
- Increase the supply of affordable housing in East Dunbartonshire by working closely with internal and external stakeholders, such as private sector developers and Registered Social Landlords
- Improve the condition, suitability and energy efficiency of the Learning and Corporate estate through the on-going development and delivery of capital projects
- Delivery of affordable housing projects and capital investment in the Council's Housing Stock, in line with the Strategic Housing Investment Plan
- Improve the energy efficiency and overall quality of social housing in East Dunbartonshire, in-line with SHQS and emerging energy efficiency targets
- Develop a building decarbonisation strategy for affordable housing stock, aligning with the Council's Climate Action Plan
- Refresh core asset data for Council asset portfolio
- Deliver efficiencies in relation to the programme of asset rationalisation

How Good Is Our Service

Community Services

April 2025 – March 2026

1. Local Delivery Story

Community Services is responsible for the delivery of both strategic and operational services, including delivery of the Council's statutory duties across a number of functional areas. The work is delivered by the following services and teams within the strategic grouping:

Community Protection Service-

- **Environmental Health Team**
- **Community Safety Team**
- **Trading Standards Team**

Community Planning and Partnerships Service

- **Community Planning Team**
- **Resettlement Team**
- **Community Vaccination Coordination**

Housing Operations and Estates Team

Homelessness and Prevention Team

Community Protection Service (Environmental Health, Community Safety & Trading Standards Teams)

Community Protection delivers the Council's statutory remits in relation to Environmental Health, Trading Standards and Licensing Enforcement, along with frontline service delivery on Community Safety matters. The Service is comprised of three teams, all of which have a distinct remit in terms of delivering statutory community protection duties. Delivery measures are centred upon the promotion of public health, public safety, well-being and consumer protection.

During the 2025-26 reporting period the service continued to actively engage in the local Co-Production arrangement with Police Scotland. This resulted in a significant amount of joint work and coordinated activity to protect communities across the East Dunbartonshire area, with several targeted initiatives being delivered (e.g., in relation to antisocial behaviour, youth disorder, bogus callers, licensing enforcement and parking issues). The service also continued to develop intelligence led approaches, with intelligence gathered from a range of different

sources being used to target local public health, community safety and consumer protection activity towards the areas of greatest need, risk and priority.

The Environmental Health Team was engaged in the delivery of essential public health services throughout the reporting period to protect the community from hazards in the environment and to regulate and facilitate the growth of responsible businesses. Services in relation to food safety, public health in terms of nuisances and communicable diseases, occupational health and safety, noise pollution, air quality and contaminated land have all been delivered by means of planned interventions to local businesses, reactive responses to public health complaints and any required assessments of environmental conditions across the district.

Officers were involved in the delivery of full programme of inspection and sampling activity in relation to food safety, in line with the approved Environmental Health Food Service Plan 2025-26. An unusually high number of food safety enforcement actions needed to be carried out. The service participated in a European Commission audit to approved premises for food safety with positive feedback being received (the audit purpose being to verify the correct implementation of EU standards and legislation at a local level). The service has also responded to a range of requests from partnership agencies such as Food Standards Scotland in relation to food alerts for action around the sale of non-compliant / illegal food and the NHS in terms of infectious disease notifications and the requirement to carry out patient interviews. Local approval of the NHS Greater Glasgow and Clyde Joint Health Protection Plan 2025 – 2027, which provides an overview of health protection (communicable disease and environmental health) priorities, provision and preparedness for the NHS Board area, was also obtained.

Environmental Health also continued to receive and deal with large numbers of enquiries and service requests relating to a variety of environmental regulation matters, with complex investigation being required in several cases. As well as responding to large numbers of service requests the team also responded to internal partners in Planning and Licensing on matters such as new developments and seasonal events respectively. In addition, officers from the team prepared and submitted the latest Annual Progress Report on standards of Air Quality within East Dunbartonshire to representatives at SEPA and Scottish Government – this report, which provides the latest monitoring results and discusses air quality management in the local area, is undertaken to fulfil the Council's duty to annually review and assess local air quality. Work was undertaken for several animal-related businesses, such as pet shops, who were due their routine licence compliance checks and a number of health and safety enforcement interventions were also delivered across a range of local businesses.

The Community Safety Team continued to deliver a broad range of frontline work for the benefit of our local communities during 2025-26. The delivery of these services helped to create safer communities across East Dunbartonshire, with community safety issues being tackled through effective deployment of resources and delivery of intelligence led activity. Throughout the reporting period, officers from the team were engaged in the delivery of services in relation to antisocial behaviour, youth disorder, neighbour disputes, environmental incivilities, dog control, decriminalised parking enforcement, fly-tipping, mediation, CCTV and pest control. Priority activity in 2025-26 included the commencement of enforcement of the new Transport (Scotland) Act 2019 parking prohibitions relating to pavement, double and dropped

kerb parking across the Council area with effect from 1 September. Parking enforcement activity to support the traffic free schools' pilot and all other school areas was also prevalent throughout the year.

The Team continued to experience high demand for service in relation to community safety issues throughout the reporting period. Officers therefore continued to work closely with a range of colleagues and key partners to successfully deliver appropriate interventions and to make our local communities safer, with programmes of enforcement and early intervention, prevention and diversionary activity all being provided. Positive enforcement outcomes were achieved on a wide number of fronts, with activity in relation to fly-tipping particularly to the fore. The Community Wardens also continued to develop links within the local communities they serve, getting involved in a significant number of initiatives and events that were taking place across the Council area.

The Trading Standards Team was engaged in the delivery of essential consumer protection and licensing enforcement services to local consumers and businesses throughout the reporting period to maintain and protect a fair-trading environment in East Dunbartonshire. Officers delivered targeted and risk-based programmes of enforcement work, with priority being given activities closely aligning to the local outcomes contained in the LOIP. Programmes of planned inspection, test purchasing activity and targeted co-production activities were delivered during the reporting period. The Trading Standards project plan was also rolled out across the year with several trading sectors being targeted to maximise consumer protection.

Priority activity during 2025-26 included work to bolster the Trading Standards Trusted Trader Scheme for the local authority area, with work being delivered to develop business participation in the scheme throughout the year. Joint enforcement work by Trading Standards and several partners on scam, doorstep crime and consumer fraud issues continued, focused upon the protection of our vulnerable and elderly populations from financial harm. Trading Standards engaged with the public through the deployment of the "scam van" as part of an awareness and prevention event whilst scam awareness training was also provided for local consumers in several local forums. Programmes of work to improve local business compliance with legislative requirements relating to the supply of tobacco and nicotine vapour products continued, with age restricted product test purchasing being a feature. With legislative developments and heightened media awareness around Nicotine Vapour Products, the reporting period also saw a noted increase in intel gathering and enforcement activity around these types of products. On the enforcement front Trading Standards Officers continued to investigate the supply of trademark infringing goods within the East Dunbartonshire Council area liaising with industry and partner organisations. Trading Standards Officers and Police Scotland also carried out a joint visit to retail premises which intelligence had linked to the supply of illicit tobacco resulting in a significant seizure of goods.

The Licensing Advisors delivered pro-active liquor licensing compliance inspections at local premises across the reporting period. Stakeholders were provided with advice on a range of civic and liquor licensing issues throughout the year and the advisers also represented the service at the relevant council boards to assist with the determination of licence applications. Officers continued to conduct targeted integrity test purchasing projects to measure compliance in relation to alcohol off sales and Challenge 25 verification policy. The Licensing

Advisors were heavily in service provision for a range of seasonal licensed events across both the summer and festive periods. Enforcement action was also taken in several cases, with sanctions including a notice of liquor licence removal for an off-sale premise resulting from licence condition infringements and a Licensing Board review.

Community Planning and Partnerships Service

During 2025–26, the Community Planning and Partnerships Service has delivered a strong programme of work that supports residents, strengthens communities and contributes directly to the Council’s strategic priorities.

The service has played a leading role in developing and progressing key policies and strategies aligned to the Equality Act 2010, the Equality Act (Specific Duties) (Scotland) Regulations 2012 and the Community Empowerment (Scotland) Act 2015. This includes continued delivery of the Local Outcome Improvement Plan and Locality Plans, with a clear focus on improving outcomes within our priority place areas.

A significant area of progress has been in advancing equality, diversity and inclusion. Extensive engagement with residents, employees and partners has informed the development of the Equality Outcomes for 2025–29, ensuring these reflect local priorities and lived experience. Delivery of the British Sign Language Plan has also progressed, improving accessibility and supporting more inclusive communication across services.

The service continues to deliver a person-centred, case management approach to resettlement, aligned to the New Scots Strategy. Individuals and families are supported from arrival through to integration within their communities, with coordinated support across Homes for Ukraine, Gaza Medivac, asylum dispersal and Afghan resettlement programmes. This work is underpinned by a strong commitment to human rights, contributing to activity aligned with the 1951 Refugee Convention and the Human Rights Act. In addition, the team has begun facilitating community conversations to build understanding, reduce misconceptions and strengthen community connections.

Community capacity building remains a core focus. The service has managed the Community Grant Scheme and Strategic Partnership Agreements, while continuing to coordinate the Community First programme, supporting local groups and communities of interest to build resilience and deliver local solutions. This has been complemented by targeted initiatives such as pocket, places and prosperity and the ongoing wellness kitchen programme, both of which contribute to reducing poverty and inequalities.

Progress has also been made in supporting community asset transfer, with officers working alongside community-controlled bodies to explore and develop opportunities for local ownership and stewardship of assets.

Cultural engagement has been further strengthened through delivery of initiatives linked to the Gaelic Language Plan. This includes successful community events such as a Gaelic Harvest Festival and a community-led Gaelic Day, helping to promote participation, celebrate heritage and

increase visibility of Gaelic across the area. The service continues to collaborate with services, community and Bòrd na Gàidhlig officers to discharge duties in respect of the Gaelic (Scotland) Act 2005, and increase Gaelic use.

Community Vaccination Coordination

Partnership working continues to be a key strength. The service has worked closely with NHS Board - Greater Glasgow and Clyde to support the delivery of community vaccination programmes, ensuring local access to COVID-19, flu and other immunisations through clinics in Milngavie and Kirkintilloch Town Halls.

Overall, the service has delivered a broad and balanced programme of activity in 2025–26, with a clear emphasis on prevention, inclusion and community empowerment, and has made a measurable contribution to improving outcomes for local people.

Housing Operations and Estates Team, and Homelessness and Prevention Team

Housing manages 3,906 social rented properties; 3,817 of these are mainstream accommodation and 83 are used for Homeless Temporary Accommodation. The service also manages 48 Lead Tenancies which are rented from either private landlords (27) or Housing Associations (21), to assist with accommodating homeless households.

At present, the Housing list for East Dunbartonshire has 3,444 applications - made up of the following:

General Waiting list 2,581 applicants waiting (5 of which are on offer)

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

Transfer waiting list 597 applicants (10 of which are on offer)

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

Priority waiting list 264 applicants (17 of which are on offer)

(Homeless)

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

Priority waiting list 2 applicants (0 of which are on offer)

(Urgent medical)

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

This year, 140 properties were allocated, 131 of which were general needs mainstream and 9 were sheltered.

They were let to the following queues:

- 60 to the priority homeless queue
- 37 to the transfer queue
- 43 to the general waiting list queue

Housing Operations and Estates

Housing Operations and Estate Management have continued to deliver a strong and resilient service throughout the reporting year, maintaining frontline delivery across tenancy management, estate management, anti-social behaviour, allocations, voids and customer support services during a period of sustained demand and operational pressure.

The service has demonstrated a positive commitment to supporting tenants and communities, whilst continuing to balance regulatory requirements, housing need, estate standards and tenancy sustainment responsibilities. Staff across the service have shown professionalism, adaptability and a strong customer focus in responding to increasingly complex casework and wider service pressures.

Throughout the year, the Team provided a visible presence within communities and continued to work collaboratively with internal departments and external partners including community safety, property maintenance, Police Scotland, homelessness services and support agencies. This joined-up approach has allowed the service to respond proportionately and effectively to tenancy issues, anti-social behaviour concerns and wider community matters.

Estate Management activity remained a key priority, with officers continuing to monitor environmental conditions across our communities, address estate concerns raised by residents and coordinate with relevant services to improve the overall appearance and safety of local neighbourhoods. Despite ongoing resource pressures and increased service demand, the team continued to deliver estate inspections, tenancy visits, enforcement activity and customer engagement across housing stock areas.

The Allocations Team has also continued to work extremely hard throughout the year in managing increasing housing demand and significant pressures across the housing register. Demand for social housing continues to exceed supply across many property types and areas, resulting in sustained pressure on the service and longer waiting times for applicants. Despite these challenges, the team has continued to process applications, assess housing need, manage transfers and homelessness referrals, and allocate properties in line with policy and legislative requirements. Officers have continued to support applicants sensitively and professionally, often dealing with complex circumstances and high levels of customer contact while ensuring allocations are carried out fairly, consistently and transparently.

The service has also continued to place significant emphasis on tenancy sustainment and early intervention. Officers have worked proactively with tenants experiencing vulnerabilities, financial hardship or support needs, helping to prevent tenancy breakdown and homelessness where possible. This approach reflects the service's commitment to delivering a person-centred and trauma-informed approach while ensuring tenancy conditions and policies are applied fairly and consistently.

Performance across key operational areas has faced pressure but remained stable overall, particularly when considering the increasing complexity of housing management cases and the wider pressures currently impacting local authorities nationally. The service has continued to adapt to legislative, operational and customer expectations while maintaining business continuity and supporting organisational priorities.

Housing Operations has continued to support wider transformation and improvement activity throughout the year, including service review, policy development, improved data management, housing system developments and closer partnership working across services. Staff engagement and flexibility have been instrumental in supporting these improvements alongside day-to-day operational delivery.

While there remain challenges across the service, including increasing demand, complex tenancy issues, void pressures and financial constraints, the overall performance of Housing Operations and Estate Management during the year demonstrates a committed and hardworking service that continues to deliver positive outcomes for tenants and communities.

Ongoing staff training and adapting to the ever-changing demands and pressures facing the housing service whilst continuing to deliver essential duties of a front line housing service to tenants and the community overall.

Homelessness

There has been an overall increase in households making a homeless application. Due to low turnover of stock in the area and reduced number of properties in the private rented sector then waiting times on the homelessness list have increased.

- 281 homeless applications were taken; 11% increase compared to 2024/25.
- 210 households were added to the homeless list

- 98.5% of investigations were completed within 28 days; 48.5% under 2 weeks, 50% 2-4 weeks and 1.5% over 4 weeks compared to 99% during 2024/5 59% under 2 weeks, 40% 2-4 weeks and 1% over 4 weeks
- There are currently 265 applicants on the homeless list. Two (1%) households have been on the homeless list longer than 3 year; 9% more applicants on the last than 2024/25
- 103 households were referred for housing support (21% homeless applicants); 10% increase compared to 2024/25 (% homeless referrals remained the same)
- 169 calls were received out of hours; 17% increase compared to 2024/25
- 93 households attended housing options appointments (87 (94%) did not need to make a homeless application following advice)
- 102 households were assisted via the furniture grant scheme (329 items provided)
- 104 households at risk of homelessness (section 11's) were sent a Prevention information pack
- 70 households were provided with advice regarding accommodation in the private sector; 57% increase compared to 2024/25
- 24 households were provided with financial assistance to secure private rented accommodation; 23% increase compared to 2024/25
- The Team worked in partnership with Oxgang Primary to raise awareness of homelessness/housing options, deliver cooking lessons, food collection and make Christmas baskets for those in Rapid Access Accommodation
- 120 children in temporary accommodation were given Christmas vouchers/selection boxes (wrapped by Oxgang Primary Children)
- Project 101 moved to new premises during 2025/6, and now based at Townhead with an excellent facility for engaging young tenants
 - 88 households were referred to Project 101
 - A new Young Tenant Group was started with improved engagement and ideas
 - 48 cooking lessons delivered to young tenant

Successful staff training support service provision and 2 officers completed their CIH Level 4 Housing Diploma's and x1 officer completed their Shelter Scotland Law Training. Officers have also completed trauma informed practice training, adult/child protection, mental health first aid and fire safety training where appropriate

Temporary Accommodation





- 174 households were placed within temporary accommodation; 32% increase compared to 2024/25. The average stay (ALL) 190 days (285 non emergency); compared to 185 (230 non emergency) during 2024/25; increase of +3% (+24% non emergency).
- 215 homeless voids; 156 new properties and 9 lead tenancies returned to landlord and 15 new temps taken on
- 30 anti social behaviour complaints investigated







- New Rapid Access Accommodation was opened in January 2026; 9 households were placed in the service during 2025/6. The service has 24/7 housing support onsite. During 2025/6 x6 of the 9 placements were moved (average stay of 36 days). X2 moved to dual occupancy x1 moved to settled x3 to alternative temporary accommodation
- 93 households attended housing options appointments; 87 (94%) did not need to make a homeless application following advice
- 102 households were assisted via the furniture grant scheme (329 items provided)
- 104 households at risk of homelessness (section 11's) were sent a Prevention information pack
- 8 households were assisted via the think differently fund (£1100 total spend); assistance included cost for birth certificate, quilt, Christmas presents, removal costs and transport.
- 7 households were provided with sim cards to access free data/minutes/texts (partnership with the good things foundation)
- 41 tenants at risk of losing their homes due to tenancy arrears were referred to the Homeless and Prevention Team for additional advice/assistance; x39 Council tenants, x1 private sector tenant and x1 RSL/HA tenant. Arrears at referral £63,645.77 reduced by £53,143.02 following advice/assistance
- 70 households were provided with advice regarding accommodation in the private sector; 57% increase compared to 2024/25
- 24 households were provided with financial assistance to secure private rented accommodation; 23% increase compared to 2024/25



Landlord Registration

During 2025-26 in terms of Landlord Registration there were 294 new registrations, 1,021 updates and 879 renewals. Income collected was £102,000. There were also 2 new Short Term Lets in the local authority area.

3. Prioritised Performance Indicators

Code	PI Title	Annual Status	Quarters					Quarterly Target	Annual		Latest Note
		2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q4 2025/26	2025/26		
		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)		99.3	160.6	161.5	203.1	253	75	235	75	Delays in returns are as a result of significant number of properties requiring extensive renovation works. The need to rewire the majority of properties returned to Housing causing delays combined with resource pressures in Property Maintenance. Processes have now been amended to expedite returns, which includes the use of external contractors, and which should reflect in 2026/27 improvements in void days.
COM-BIP-02	Percentage of Antisocial behaviour cases reported and resolved		79%	82%	71%	79%	88%	85%	91%	85%	24 new anti social cases were received in Q4, 22 open cases were resolved by the end of Q4.
COM-BIP-03	Percentage of tenancy offers refused during the year		13%	10%	17%	20%	18%	30%	18%	30%	in Q4 51 offers of housing were made. 9 of these offers were refused.
COM-BIP-04	Rent loss due to void properties - Monetary Value		£59,472.95	£132,897.11	£143,436.29	£166,307.06	£195,137.77	£32,500.00	£637,778.23	£130,000.00	Extensive renovation work is required in the majority of properties returned which causes delays. This includes high numbers of repairs, kitchen/ bathroom replacements and rewiring works, combined with resource pressures in Property Maintenance. A range of measures across Housing Operations and Estates are being introduced, including improved tenant engagement and tenancy condition monitoring,. Process improvements are also in place across Property Maintenance to support resource pressures including use of external contractors. This will ensure void numbers are maintained at appropriate levels in 26/27, if and when Property Maintenance are experiencing resource challenges.









		Annual Status	Quarters					Quarterly Target	Annual		
Code	PI Title	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q4 2025/26	2025/26		Latest Note
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
COM-BIP-05	Percentage of homeless decisions made within 28 days		97%	100%	100%	99%	100%	95%	98.5%	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%		100%		99%	95%	99%	95%	The Council endeavour to house people within 3 years of their homeless list date. There are households however who require additional support and/or particular property type prior to them being housed in settled accommodation. We remain committed to ensure, on a case-by-case basis that settled accommodation offers are deemed appropriate both for the households as well as satisfying current legislation and policy.
COM-BIP-07	Percentage of new tenancies sustained for more than a year, by source of let		94%	95%	100%	93%	97%	95%	96%	95%	Of the 35 tenancies that started in Q4 of the previous year, 34 of these tenancies sustained until Q4 of this year.
COM-BIP-08	Total No. Nominations - EDC		15	13	32	18	24	24	87	96	Numbers for nominations to Registered Social Landlords increased in Q4. This matched the target for Q4.
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		30	4	4	4	40	40	40	40	Significant amount of underage sales test purchasing activity carried out in Quarter 4 2025/26 - target for period exceeded.
COM-BIP-10	Number of targeted decriminalised parking enforcement Initiatives and patrols (Including schools and		228	8	131	280	638	240	638	240	Target at end of Quarter 4 of the 2025-26 reporting year met.

		Annual Status	Quarters					Quarterly Target	Annual		
Code	PI Title	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q4 2025/26	2025/26		Latest Note
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
	residential areas) in response to 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		46	4	22	29	47	48	47	48	Data for quarter 4 2025-26 added to performance reporting system - broadly in line with target.
COM-BIP-13	Percentage of Environmental Health public health service request responses delivered within target timescales		92%	86%	86%	90%	90%	85%	88%	85%	Data for the fourth reporting quarter of 2025/26 collated - target met.


2(b) Absence Management


Percentage Absence		
2025-26	Community Services	Council (Excluding teachers)
Quarter 1	7.68%	6.17%
Quarter 2	4.31%	6.22%
Quarter 3	2.16%	5.57%
Quarter 4	3.34%	5.89%
Year End	4.18%	5.93%






4. Progress on Business and Improvement Plans

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Provide a full range of Trading Standards and Licensing enforcement and advice services to comply with statutory obligations and meet national / local objectives.	Provision of an effective trading standards service and associated licensing enforcement functions.			31-Mar-2018	31-Mar-2026	Delivery of effective services in relation to relevant Trading Standards and Licensing enforcement matters during the 2025-26 period. Priorities for service continue to change and develop throughout the course of the reporting year with consumer protection work across all key areas in line with available resources being delivered by the team.
Effective implementation of a wide range of statutory duties in relation to Environmental Health.	Effective delivery of statutory duties in relation to Environmental Health.			31-Mar-2018	31-Mar-2026	Delivery of effective services in relation to the statutory duties of Environmental Health throughout the 2025-26 period. Priorities for the service continued to change throughout the course of the reporting year as we emerged from the pandemic, with core work across all areas of the broad public health remit of the team being delivered successfully.
Management and development of the community safety and antisocial behaviour services delivered by the Council.	Delivery of effective community safety and antisocial behaviour services.			31-Mar-2018	31-Mar-2026	Successful delivery of effective services to meet duties placed upon the Council in relation to a wide range of Community Safety matters throughout the 2025-26 reporting period. Relevant Business Improvement Plan actions implemented with positive performance reported in relation to a broad range of work activities that have been delivered in line with relevant LOIP local outcomes.
Effective co-ordination and delivery of local co-	Co-ordination and delivery of joint initiatives and action plans in conjunction			31-Mar-2018	31-Mar-2026	Continued development and delivery of local Co-Production activity between the Council's

production activity between the Council's Community Protection Service and Police Scotland.	with colleagues from Police Scotland as part of co-production arrangements between EDC Community Protection and Police Scotland.					Community Protection Service and Police Scotland during the 2025-26 period, with particular focus on effective tasking and the delivery of successful joint action plans and initiatives to protect the communities of East Dunbartonshire.
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Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Minimise the length of time that homeless cases are waiting on permanent housing	Providing housing options and ensuring the most vulnerable people are effectively assessed and able to access accommodation that meets their housing need.		<div style="width: 80%;"><div style="width: 80%; background-color: #4f81bd; color: white; text-align: center;">80%</div></div>	31-Mar-2026	31-Mar-2026	<ul style="list-style-type: none"> ▪ 281 homeless applications were taken; 11% increase compared to 2024/25.. 210 households were added to the homeless list. ▪ 98.5% of investigations were completed within 28 days; 48.5% under 2 weeks, 50% 2-4 weeks and 1.5% over 4 weeks compared to 99% during 2024/5 59% under 2 weeks, 40% 2-4 weeks and 1% over 4 weeks ▪ There are currently 265 applicants on the homeless list. Two (1%) households have been on the homeless list longer than 3 year; 9% more applicants on the last than 2024/25. ▪ 93 households attended housing options appointments; 87 (94%) did not need to make a homeless application following advice ▪ 104 households at risk of homelessness (section 11's) were sent a Prevention information pack

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		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	30-Sept-2025	31- March 2026	The Locality Plans for Auchinairn, Hillhead & Harestanes, Lennoxtown and Twechar, approved by East Dunbartonshire Council in September 2023 and by the Community Planning Partnership in

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
						December 2023, are now fully embedded. Progress against these plans is being monitored regularly to ensure delivery remains on track and responsive to local priorities.
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			31 March 2025	31 March 2026	The revised Community Grant Scheme (Schemes A and B) has been fully implemented, with three funding rounds successfully delivered over the year. This has been complemented by the Community First capacity building programme, providing additional support to help community groups develop, sustain and maximise the impact of their projects.
Consult, produce and deliver Gaelic Language Plan 2024-28	A comprehensive consultation was undertaken, and data analysed to develop Gaelic Language Plan 2024-28.		90%	30-Sept-2025	05-May-2026	The Gaelic Language Plan 2024-28, approved by Policy & Resources Committee on 14 March 2024, has now been reviewed by Bòrd na Gàidhlig officers. Following their assessment, a small number of minor amendments have been recommended, along with an extension to the plan's lifespan to ensure continued alignment with national priorities and delivery timescales. Awaiting outcome of decision of Bòrd na Gàidhlig.
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.			30-June-2025	20-Nov-2025	The Equality Mainstreaming Report 2021-25 was approved on 19 June, and the Equality Outcomes 2025-29 was approved on 20 November 2025 following a comprehensive public consultation. The consultation ran from 7 July to 5 September 2025 and received 657 responses, providing strong evidence base shaped by residents, partners and stakeholders.

5. Financial Targets (Based on P10 Projections)

Main Service Divisions	Annual Budget	Net Expenditure Projected at P10	Annual Variation	% variation	Narrative
Community Planning & Partnerships including Resettlement and Vaccination Coordination	1,307	1,091	-216	-20%	Employee Costs saving expected £0.210m this is due to staff vacancies and partial recovery of the resettlement team
Community Protection including Environmental Health, Trading Standards and Community Safety.	904	1,386	482	35%	Parking income & fines are likely to be under recovered by £0.483m, mainly through on street parking and car parks for car parks charging
Housing (includes on General Fund Housing Revenue)	1,550	902	-648	-72%	Within GFH we are expecting an underspend of (£0.387m) this is due to the delayed start in service provision General Fund Housing have an expected underspend of (£0.105m) due to later than anticipated introduction of temporary accommodation this may reduce based on when there properties become available.
Other	0		0		
Total	3,761	3,379	-382	-11%	

5. Stakeholder Engagement Activity

Title	Description	How the Information gathered has been used to Improve performance	Start Date	End Date
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	Activity undertaken throughout the course of 2025-26 by the Community Safety Team with information and feedback used for the purposes of developing service delivery and responding effectively to local community safety issues.	01-Apr-2025	31-Mar-2026
Consultation with local community representatives through Community Protection activity at local events	Community Protection Service attendance at local community events - consulting with local community representatives to determine and shape priorities for Community Protection service delivery within the East Dunbartonshire area.	Activity undertaken with attendance at a range of local community events by the three Community Protection teams throughout the course of 2025-26 - with feedback used to develop service delivery and to help meet local community priorities relating to a range of consumer protection, public health and community safety matters.	01-Apr-2025	31-Mar-2026
Consultation with representatives from the licensed trade and other liquor licensing stakeholders	Community Protection Service organisation of and attendance at regular licensing meetings and events across the EDC area.	Relevant consultation and engagement undertaken with feedback being used to improve service design where appropriate.	01-Apr-2025	31-Mar-2026
Customer satisfaction with Environmental Health interventions	Customer satisfaction survey of customers subject to interventions work delivered by Environmental Health.	Relevant consultation undertaken and feedback received in relation to a range of Environmental Health interventions with information used to develop priorities and refine / improve service delivery.	01-Apr-2025	31-Mar-2026
Consultation with	Review of Community Asset Transfer Policy	The data analysed will inform the revised	Not	Not

community representatives from community transfer bodies.	and Procedural Framework	Community Asset Transfer Policy and standard operational procedures.	completed carry forward to BIP 2026/27	completed carry forward to BIP 2026/27
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	Not completed carry forward to BIP 2026/27	Not completed carry forward to BIP 2026/27
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.	Not completed carry forward to BIP 2026/27	Not completed carry forward to BIP 2026/27

6. Plans, Policies, Programmes and Strategies

PPPS	Intended Outcome	Date Approved	Start Date	End Date
Environmental Health Food Service Plan 2025-26	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.	28-August-2025	1-April-2025	31-March-2026
Environmental Health - Health & Safety Service Plan 2024-26	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.	23-May-2024	1-April-2024	31-March-2026
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	3 rd February	01-Apr-2025	03-Feb-2026

PPPS	Intended Outcome	Date Approved	Start Date	End Date
	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.	2026		
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.	20 November 2025	01-Apr-2024	30-Nov-2025

7. Improvement Activities

Areas Requiring Improvement	Improvement Activity	Timescales for Implementation
Recruitment and retention pressures – Community Protection	Take continued action to address the immediate recruitment and retention pressures being faced in relevant areas of Community Protection, thus ensuring that statutory duties and required responses can be delivered on an on-going basis.	On-going
Development of service planning and delivery processes through BIP review	Implement appropriate remedial action in cases where any risk exists in terms of delivering effective services and meeting service performance targets for the 2026/27 year – review 2025/26 BIP performance to minimise any negative impacts and make required adjustments to relevant service planning and delivery processes where relevant.	On-going
Support to staff for the implementation of new corporate systems	Provide on-going support to staff in relation to the implementation of any new systems being introduced corporately make sure that service delivery is running as effectively as possible.	On-going
Community Protection material for Council website	Review Community Protection material for the Council website to ensure that all content is up to date, accurate, complete and in line with the citizen-centric approach.	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 - ongoing
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.	20 November 2025

8. Current Delivery Focus

Community Protection Service

- Continued delivery of effective services on a flexible basis 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 to deliver effective services in line with relevant corporate outcomes and with positive performance being reported.
- Officers across the Community Protection teams visited several seasonal market operators to conduct compliance checks with traders, with remedial action being required in several cases.

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 activity as part of Official Food Controls, with several enforcement notices being issued to local businesses owing to food safety and hygiene issues across the reporting period.
- Development and approval of the EH Food Service Plan 2025-26 detailing arrangements for carrying out the Council's statutory duties under food law legislation during the reporting year.
- Successful participation in a European Commission audit to approved premises for food safety with positive feedback received.
- Commencement of work with the Scottish Government and other council representatives to begin to develop the Good Food Nation Plan that the Council is required to create.
- 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 was drafted to ensure continued improvement of air quality standards.
- Submission of funding bids to the Scottish Government for the 2026-27 period for the purposes of supporting developments to air quality monitoring infrastructure and action plan work.
- 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.
- Service involvement in several infectious disease questionnaires of residents in support of the local health protection board to trace any routes of infection.
- Delivery of a range of themed health and safety initiatives and interventions to local businesses across the area along with submission of the LAE1 Return to the Health & Safety Executive for health and safety work undertaken in the previous reporting period.
- Provision of effective responses to a high number and diverse range of public health service requests throughout the course of the reporting period, with required for several ongoing statutory nuisance investigations of an intensive nature.
- 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 via appropriate local channels.
- On-going response by officers to high levels of service requests with to unusually high volume of demand for Environmental Health services.
- 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.

- Successful commencement and delivery of pavement, double and dropped kerb parking enforcement under the Transport (Scotland) Act 2019 from 1 September 2025.
- Delivery of parking enforcement activity to support the traffic free schools' pilot and all other school 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 (e.g., deployment of mobile CCTV in Lennoxtown led to the successful issuing of a fixed penalty notice of to a local fly tipper with a fly-tipping prosecution subsequently being submitted to the court and the offender found guilty with a fine being issued and costs awarded).
- Delivery of essential patrols in relation to environmental incivility breaches such as dog fouling and littering.
- Delivery of investigative work and general casework on all ASB and neighbour dispute neighbour complaints/disputes to make local communities safer, 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.
- Delivery of anti-social behaviour patrols at a range of hot spot locations across the neighbourhood with an increased visible presence across local communities.
- 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 Warden engagement to develop links on community safety matters at several local forums and drop-in sessions, with particular emphasis on the delivery of presentations and Junior Warden activity at several local primary schools across the area.
- On-going Community Warden activity under the MCR Pathways national programme, with several officers actively mentoring local school children.
- Community Warden assistance provided to several community projects, developing engagement with vulnerable members of the community. Wardens volunteered at Kirkintilloch Food Bank and attended several community meetings and events such as the Bishopbriggs Dementia Café, Kirkintilloch Bite and a Blether, Bishopbriggs Fire Brigade Open Day, and Milngavie Street Party.
- Delivery of additional targeted Community Warden patrols in and around our town centres and retail parks during the festive period.
- Officer involvement in a multi-departmental task force to tackle ongoing waste problems at a local bring site.

Trading Standards

- Delivery of effective field responses in relation to all trading standards and licensing enforcement matters.

- Delivery of proactive inspection work along with reactive service request and targeted project work by the Trading Standards Team throughout the reporting period to maintain local compliance with consumer protection legislation.
- 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 to improve cross-authority protection.
- Delivery of inspection work at all premises storing and selling fireworks in East Dunbartonshire to maintain good levels of compliance with relevant licensing / legislative requirements.
- 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, doorstep crime and consumer fraud issues - focussing on the protection of our vulnerable and elderly populations from financial harm.
- Combined road policing and business engagement with emphasis on businesses offering home improvement services moving through the authority.
- Deployment of the co-production “Scam Van” to promote awareness and the delivery of scam prevention training at several local forums.
- 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 and focus upon legislative developments in relation to single use NVP products.
- Delivery of work by the Licensing Advisers in the Team to assess local compliance with licensing conditions and make representations at Licensing Boards, with provision of tailored advice to businesses requiring Public Entertainment Licences and/or amendments to liquor licences for both the summer and festive periods.
- Inspection and testing of weighbridges and medical weighing devices within the East Dunbartonshire Council area.
- Trading Standards Officer investigation of the supply of trademark infringing goods within the East Dunbartonshire Council area in liaison with industry and partner organisations.
- Trading Standards Officer investigation of retail premises linked to the supply of illicit tobacco resulting in a significant seizure of goods.

Community Planning and Partnerships

- The Community Planning and Partnerships Service has delivered a wide-ranging programme of activity, focused on strengthening communities, supporting local organisations and improving how services respond to need.
- The team has successfully managed and delivered the Community Grant Scheme, ensuring funding is accessible to local groups and organisations. Alongside this, they have worked closely with partners to build and sustain strong relationships with community and third sector organisations, with a particular focus on priority locality areas.
- Significant work has been undertaken to support inclusive engagement. This includes delivering consultation and engagement activity for the revised British Sign Language Plan 2024–30 through a mix of in-person sessions, focus groups and online opportunities, helping to ensure a broad range of voices are heard.
- Community capacity building remains a key priority. Using a Community Learning and Development approach, the service has provided targeted support across locality areas and communities of interest. This has been strengthened through ongoing engagement with anchor organisations and the development of Locality Community Forums, helping to ensure community voices are central to planning and decision-making.
- The team has also worked collaboratively with partners to establish and support frontline worker forums. These forums are helping to improve coordination, identify gaps or duplication in services and strengthen delivery of locality plan priorities. In addition, continued investment in professional learning has supported Community Learning and Development practitioners to enhance their skills and practice.
- Resettlement activity continues to be a significant area of delivery. The service provides coordinated, person-centred support aligned to the New Scots Strategy, with Community Development Workers working closely with individuals, families and partner organisations. This includes case management across all resettlement programmes and partnership working with the Home Office, Scottish Government, Mears and others to support the Asylum Dispersal Scheme.
- Work has also progressed to strengthen inclusion and representation. This includes supporting forums such as the Community Unity Voice Forum, which helps ensure that seldom-heard voices are better represented within community planning processes.
- In partnership with local services, the team continues to support the Violence Against Women and Girls agenda, working to raise awareness, improve understanding and ensure that victims and survivors have equitable access to support when they need it.
- Finally, the service has worked collaboratively across the Council to review Strategic Partnership Agreements, ensuring they remain fit for purpose, aligned to strategic priorities and responsive to the needs of local communities.

Community Vaccination Coordination

- The team continues to play a key supporting role in delivering NHS immunisation programmes, including flu, COVID-19 and other essential vaccinations. Working in close partnership with NHS Greater Glasgow and Clyde Public Protection teams, this is being delivered through two established community clinic venues, helping ensure convenient and accessible vaccination provision for local residents

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.

How Good Is Our Service

Land Planning and Development

April 2025 – March 2026

1. Local Delivery Story

The Council's Land Planning & Development Strategic Grouping encompasses the following teams and the following paragraphs summarise their delivery story for 2025/26 and contributions towards local outcomes:

Land Planning Policy: responsible for the preparation, consultation and publication of the Council's Land Use, Greenspace and Biodiversity and Economic Development Policy which includes the East Dunbartonshire Local Development Plan and associated guidance and strategies, Economic Development Strategy, Circular Economy Strategy, Green Network Strategy, Open Space Strategy, Greenspace Strategy and Local Biodiversity Action Plan; leading and delivering Community Planning Local Outcome 1, development and monitoring of other land use planning, greenspace, biodiversity and economic development plans and strategies; and contributes to the development and delivery of the Regional Spatial Strategy and the Glasgow City Region Economic Strategy.

- Work on the new **Local Development Plan** for East Dunbartonshire is ongoing. The Evidence Report for Local Development Plan 3 (LDP3) was approved by Council on 19 June 2025 and submitted to the Planning and Environmental Appeals Division of the Scottish Government (DPEA) to undergo Gate Check assessment on 18 August 2025. The Council subsequently received the outcome of the Gate Check assessment on 05 November 2025. The Reporter found that whilst the Evidence Report provided a comprehensive summary of evidence gathered on topics relevant to the preparation of the next LDP for East Dunbartonshire, there was an insufficiency of information regarding education and healthcare infrastructure, and the setting of an Indicative Local Housing Land Requirement. Officers have been working with relevant internal services to address the matters set out in the Reporter's recommendations. A revised Evidence Report was subsequently presented to Council on 02 April 2026 for approval. Thereafter, and upon completion of final administrative and other tasks, the revised Evidence Report will be submitted to the DPEA to undergo a further Gate Check assessment.
- In order to address the Reporter's recommendations, the Land Planning Policy Team have contacted the stakeholders that had previously commented on the **Indicative Local Housing Land Requirement** to advise of a proposed minor methodological change, and to give those stakeholders an opportunity to comment on the change. The period for comments ended on 18 February 2026. All comments received will be taken into account in preparing the revised Evidence Report.
- A Call for Ideas and Sites consultation as part of the preparation of the Proposed Plan for LDP3 was undertaken between July 2025 and September 2025. To support the consultation, the following sessions have taken place:

- Online information session
 - Drop-in session in Kirkintilloch Town Hall
 - Drop-in session in the Fraser Centre, Milngavie
 - Schools engagement session - held at Bearsden Academy with pupils from Turnbull High and Kirkintilloch High also in attendance.
- Officers will consider all of the information received during the consultation as part of the preparation of the Proposed Plan.
- As part of the ongoing preparation of LDP3, an updated **Development Plan Scheme** (DPS) was approved by the Place, Neighbourhood & Corporate Assets committee on 06 November 2025 and has been published on the Council's website. The Land Planning Policy team have also circulated multiple newsletters to provide updates on the on-going development of the Local Development Plan.
- The team has continued to support community groups who have expressed an interest in developing a **Local Place Plans** (LPP) for their area by providing information about key requirements, contents and processes for 'registration' by the planning authority, as well as facilitating coordination between different groups. All LPP's received by the Council are to be placed on a 'Local Place Plans Register' on the Council's website where they demonstrate that the minimum legislative requirements have been met. To date, one LPP has been registered (Lenzie Local Place Plan - Whitegates Walkway-Cycleway), a copy of which is now available on the Council's [website](#).
- The Land Planning Policy Team has been contributing to the ongoing reforms of the planning system by preparing and coordinating Council responses to the following **Scottish Government consultations**:
 - Draft guidance on Planning Obligations and Good Neighbourhood Agreements
 - Permitted development rights to support the provision of new homes
 - Onshore electricity generation - Electricity Act threshold: consultation
 - Accelerating home building - incentives and penalties to speed up housing delivery: consultation
- The Land Planning Policy Team Leader has been leading on a review of the first year of the **National Planning Improvement Framework** (NPIF), which has included:
 - Providing feedback on the NPIF process to National Planning Improvement Team,
 - Ensuring that the monitoring arrangements for implementing the actions in the NPIF are undertaken,
 - Meeting with officers from Inverclyde as our peer planning authority,

- Coordinating a meeting with the Chief Planner, Development Applications Planning Team Leader and representatives of the National Planning Improvement Team to provide updates on progress with the Improvement Action Plan; and
 - Production of a report providing an update on the first year of implementing the National Planning Improvement Framework for East Dunbartonshire, prepared in conjunction with National Planning Improvement Team
- The Land Planning Policy Team received a request to consider trees at Whitegates Park in Lenzie for **Tree Preservation Order** status. A report on the matter was approved at Policy and Resources Committee on 03 February 2026, with the order coming into effect on 05 March 2026. A period for making representations to the order ran until 10 April 2026, after which it is intended that the order will be taken back to committee for confirmation (subject to representations received).
 - Work has begun on a new **Economic Development Strategy** for East Dunbartonshire. The preparation of the strategy is being overseen by the East Dunbartonshire Economic Partnership, which includes representatives from relevant partner organisations and internal Council services. Officers have also collaborated with the Glasgow City Region Intelligence Hub to produce a draft socioeconomic baseline including strategic topics and data from official sources to inform the preparation of the strategy. An initial public engagement stage seeking views from local businesses, organisations and residents was undertaken between 17 February 2025 and 11 April 2025. This included undertaking online surveys, a public forum, drop-in sessions at various locations across East Dunbartonshire and dedicated events for young people. All responses to the consultation have been collated and analysed, and will be used to create a foundation for developing the new EDS.
 - Officers have engaged with the **Community Wealth Building** Practitioners Network, which brings together Scottish local authorities to share best practices and experiences to ensure that economic development benefits local communities. The network provides a platform for ongoing learning and updates on the Community Wealth Building (Scotland) Bill, latterly the Community Wealth Building (Scotland) Act 2026, and has informed the preparation of the new Economic Development Strategy. In addition, the Economic Development and Place Policy Officer prepared a response to the Economy and Fair Work Committee's Call for Views on the Community Wealth Building Bill (which has now passed). An information session on the Community Wealth Building Bill with internal and external partners was also held on 06 August 2025.
 - A revised implementation and monitoring framework for the **Circular Economy Strategy**, which was adopted in 2023, was approved at Council on 02 October 2025. This included giving consideration to the implications for the Council as a result of the introduction of the Circular Economy (Scotland) Act 2024.

- Work continues on the preparation of a new **Greenspace Strategy**, which will replace the existing Open Space and Green Network Strategies. A **Play Sufficiency Assessment** to support the Greenspace Strategy has been completed, the preparation of which included undertaking a targeted engagement with young people and their parents and carers. Work continued during the year on preparing an updated **Open Space Audit** which will also inform the development of the strategy. This has included targeted engagement events for community groups held in Milngavie Community Library and Education Centre in November 2025, and in Kirkintilloch (held in Council offices) on 17 December 2025. Additionally, work with consultants on the preparation of an **Urban Greening Factor** to support the development of the Greenspace Strategy and the preparation of LDP3 is ongoing.

Sustainability Team: develops and delivers the Council's sustainability policies, strategies and guidance and ensures compliance with sustainability, climate change and transport legislation including Strategic Environmental Assessment (SEA) obligations placed on the Council. The Team leads on the preparation, consultation, monitoring and review of the Climate Action Plan, Local Heat & Energy Efficiency Strategy, Carbon Management Plan, Public Bodies Climate Change Duty Reporting process, Food Growing Strategy, climate modelling, Local Transport Strategy, Active Travel Strategy and Parking Management Plan.

- The **Draft Climate Action Plan** was approved by Council for consultation in October (EDC/035/25/RS). The consultation, which was organised in collaboration with the Corporate Communications team and EDVA, ran from 13 October 2025 until 19 December 2025. It included drop-in sessions, a school engagement event, targeted events for disadvantaged communities, a digital event, and bespoke events in response to requests from communities. The consultation was also covered in 12 local newspapers / magazine articles, including in the Glasgow Times, Kirkintilloch Herald, Milngavie and Bearsden Herald and Bearsden and Milngavie Community Magazine, numerous posts on Facebook, X, LinkedIn and Instagram, and information sent to staff through employee news.
- A report was taken to the **Community Planning Partnership Board** to provide an update on the **Draft Climate Action Plan** and its public consultation (CPPB/008/25/RS). A presentation providing an update on the draft Climate Action Plan and consultation was also delivered to Community Planning Partnership Board. Requests for further engagement at the meeting were followed up on including a presentation on the draft CAP being delivered to HSCP's Management Team and meetings being held with Skills Development Scotland. A report was also taken to **Community Planning Partnership Board** to provide an update on East Dunbartonshire **Climate Action Hub's work for 2026/27** and the Council's collaboration with the Climate Action Hub (CPPB/002/26/RS).

- **£50,000 of Scottish Government funding** was secured to support a **feasibility study for a heat network in central Kirkintilloch**, based on an opportunity identified in the Council's Local Heat & Energy Efficiency Strategy (LHEES) Delivery Plan. An update on progress of the Council's LHEES Delivery Plan and Circular Economy Strategy were included in a Council Report in October 2025 (EDC/035/25/RS) and the feasibility work was completed in March 2026.
- Recruitment of a **Sustainable Transport Policy Officer** and a **Climate Change Policy and Strategic Environmental Assessment Officer** were completed and their inductions were held. The Climate Change Policy Officer joined the team on 1 September 2025 and the new Sustainable Transport Policy Officer joined on 6 October 2025.
- Place Neighbourhood & Corporate Assets committee approved the **Public Bodies Climate Change Duty (PBCCD) Report** and **Carbon Management Plan (CMP)** for 2024/25. Both reports expand on emissions gathered in previous years by including estimated emissions from employee commuting and homeworking using data gathered from the Council's employee travel survey. The PBCCD Report was submitted to Scottish Government in advance of the deadline and initial discussions were held to schedule the 2026 employee travel survey.
- PNCA Committee approved the publication and delivery of the finalised **Food Growing Strategy 2026 - 2031** for East Dunbartonshire. The extensive engagement that was undertaken in the development of the Food Growing Strategy is summarised in an accompanying report and updates were added to the Council's webpage.
- A committee report was taken to PNCA in May 2025 on the **Scottish Government's Draft Statutory Guidance** for public bodies on the implementation of the Public Sector Climate Change Duties. The report contains an analysis and summary of the 266-page guidance document in addition to proposed Council responses to the consultation. A response to the consultation was submitted before it closed on 23 May 2025.
- A Technical Note on the Scottish Government's consultation on the **Draft Just Transition Plan for Transport** was prepared and distributed in May. The report contains an analysis and summary of the document in addition to proposed Council responses to the consultation. A response to the consultation was submitted before it closed on 19 May 2025.
- A Technical Note on the Scottish Government's consultation on minimum energy efficiency standard regulations for domestic private rented sector under the **Draft Energy Efficiency (Domestic Private Rented Property) (Scotland) Regulations** was shared for internal feedback prior to it being distributed in August. The report contains an analysis and summary of the

proposals in addition to proposed Council responses to the consultation. A response to the consultation was submitted before it closed on 29 August 2025.

- The Council responded to consultations on both the draft and proposed finalised versions of the Climate Change Plan. Information on both along with proposed responses were circulated with a Technical Note. The response on the draft was submitted in September 2025 and on the proposed finalised version in January 2026.
- The Sustainability Team piloted an informal **partnership with Glasgow Caledonian University's Masters in Urban Climate and Sustainability programme** to give postgraduate students the opportunity to complete their thesis in an area related to the Sustainability Team's work while providing the students with an insight into local government's role in sustainability policy. Three students wrote dissertations in areas that could add value to the Council's work in summer of 2025, and one of the postgrads went on to secure employment at another Scottish local authority.
- Feedback was provided to **Climate Ready Clyde on a draft Concordat between CRC and the Council** and to inform the forthcoming Climate Ready Regions Project Pipeline. Input was provided to Climate Ready Clyde on Council adaptation work to inform the forthcoming Climate Ready Regions Project Pipeline and some match funding was secured for a Nature Based Investment Study which the Service is proposing to carry out in 2026/27, subject to securing further external funding.
- Updates were made to the **Council's School Travel Plans** and to support a refresh of the **Parking Management Plan** to reflect the range of relevant Council transport initiatives that have progressed over recent years.
- The Sustainability Team engaged with Strathclyde Partnership for Transport to update the Council's **Employee Travel Survey** in partnership with the Communication and Engagement Team. The survey went live in February 2026 and over 400 responses were received.
- An evaluation of the **Community Carbon Literacy Training Programme** was undertaken in April 2025. The training was delivered to a total of 179 attendees in 2024/25: 141 completing the accredited training, 21 completing a focussed session, 5 completing the in-depth 'Train the Trainer' course and 12 participated in a youth session.
- A **Strategic Environmental Assessment** service has been provided to colleagues across the Council. Sustainability input has also been provided for various planning applications in addition to ad-hoc projects from other Council teams.

- The Sustainability Team submitted input to **National Energy System Operator (NESO)** on grid infrastructure upgrades in East Dunbartonshire to inform NESO's work on the future energy needs to promote growth in Scotland. Colleagues from across the Council were contacted to ensure that all major work that is planned that would have implications for the grid - such as heat decarbonisation, transport decarbonisation and major developments - were incorporated into the Council's response. Input was also provided to NESO on the UK's Strategic Spatial Energy Plan.
- Four **CAP Newsletters** were distributed to outline a range of Council actions on sustainability related activities during the year.
- The Sustainability Team attended a training session hosted by the **Scottish Climate Intelligence Service (SCIS)** on the new **ClimateView** tool which will enable live modelling of the Council's emissions and means of sharing live CAP actions with stakeholders in future. Following an invitation, a presentation was delivered to all SCIS staff on the **Council's work on the Just Transition** to help to guide where SCIS could add value through their capacity-building work and the ClimateView platform.
- The eight **Active Travel Strategy** evidence reports that were taken to by PNCA in January 2023 have been reviewed and were updated to reflect more recent local, regional, and national developments.
- A presentation was delivered in January 2026 in partnership with **Skills Development Scotland** to provide career advisors across East Dunbartonshire with an outline of emerging green job projections and potential pathways to such opportunities to help to disseminate this information to young people and those who influence them. Input was also provided for the forthcoming **Community Learning and Development Action Plan** on opportunities such as this collaboration on green skills and collaborative engagement through the forthcoming Climate Change Forums.

Development Applications - Planning: manages all Development Management functions including the processing of planning applications and the validation function in line with locally and nationally set performance targets; and carries out planning enforcement.

Development Applications - Building Standards: fulfils the Council's role as Building Standards verification authority and delivers associated Building Standards services in line with locally and nationally set performance targets.

- The teams processed and determined over **656 planning applications** and **1125 building warrant applications** this year. This ranged from small scale householder applications to major residential and commercial projects which are subject to

detailed consultation with key internal departments such as Neighbourhood Services, Environmental Health, Education, Legal and external statutory consultees such as HES, SEPA and Scottish Water.

- Through the planning process the team secured **developer contributions** towards Sustainable Transport, Green Infrastructure, Open Space, Nature Conservation, Affordable Housing, Community Facilities Education and Primary Healthcare.
- By the end of 2025/26 a total of £20,634.45 had been received through **pre application charging** as an established income stream.
- The team work closely with Housing and Major Assets colleagues with regard to **Council led projects** and contribute towards the delivery of new community facilities such as schools, nursery sites, new Campsie Memorial Hall , Twechar and other Affordable Housing projects.
- The **Validation Team** have focused efforts on improving targets for issuing letter to applicants confirming whether their planning application is valid. With an average performance of 68% of applications receiving a letter within 5 working days over 2025/2026. Whilst this is below the target of 80% it does represent an improvement on last years figure of 56%.
- The Team have received and responded to **eight Proposal of Application Notices** during the reporting period. This has given the team the opportunity to engage with the developer, front load the application and promote the use of Processing Agreements.
- The **Enforcement Team** have also continued to deal with a high number of new cases. A total of **68 cases were taken up and 117 cases closed**. The majority of cases resolved were done so through the use of negotiation and co-operation avoiding the need for any formal action. Cases have ranged in scale from domestic breaches to trees being removed in Conservation Areas and unauthorised commercial activity.
- The Development Applications team have been continuing to focus on a longer term **Workforce Strategy** and had positive support from the Council's Early Career Programme Lead having successfully recruited our Grad Plus within a permanent Enforcement officer post allowing for succession planning within the service. We are also successfully supporting two members of the Building Standards team with undertaking a degree course which will result in homegrown qualified Building Standards surveyors.

Regeneration and Town Centres - deliver a range of key regeneration services and projects. Including: town centre initiatives, capital development projects, external funding and resource generation, tourism and events, regeneration opportunities, and support the development of new related area focused plans, strategies and policies.

- The **Lennoxton Main Street Improvement Project** is in the construction phase. This will see major enhancement to the village centre environment improving the Main Street as a trading environment, somewhere to access local services, and to visit. The Lennoxton Greenspace Project aims to repurpose disused red blaes pitches at Station Road and Ferguson Parks to provide outdoor recreation spaces, enhance biodiversity, and improved active travel routes. The project has secured funding from the Scottish Government's Vacant and Derelict Land Investment Programme (VDLIP). The VDLIP funding will deliver improvements to Station Road Park where it's anticipated works will begin in 2026.
- The **Campsie Memorial Hall** in Lennoxton has completed at the end of 2025/26, marking another investment in the village as part of ongoing regeneration work directed by the 2106 Charrette, 2018-2023 Lennoxton Place Plan, Local Development Plan 2 and supporting the Lennoxton Locality Plan 2023. The refurbished facility is run by a community organisation and working within available budget has been upgraded to suit their needs and aims to deliver flexible community space.
- The **Twechar Canalside Outdoor Pursuits Centre** project opened early 2025/26 to provide a new community run facility to deliver better access to outdoor pursuits for local people, skills and training opportunities. The project was enabled by external funding secured by the team and supports long term regeneration of the village.
- The team has worked closely with the **Milngavie BID**, and the new **Kirkintilloch Town Centre BID** which are in a five year term (ending 2029). BIDs generate budget for the business community to be directed by the businesses community, and this places an important role in long term town centre performance and vitality.
- The team continues to secure, manage and administer a range of external grant funding to enable the delivery of Local Outcome 1. The team has engages with various **funding streams** to support a range of projects. In this reporting period funding from the Vacant Derelict Land Fund, and Transport Scotland Active Travel Fund Tier 2 has been secured, to the value of £1.5m.
- The programme management of the **Shared Prosperity Fund** is ongoing, with a 4th year of funding provided to all local authorities in the UK. A range of projects were identified and progressed across the Council for implementation by end of

September 2026. Work started towards the end of 2025/26 with the Glasgow City Region in the development of proposals for UK Government Local Growth Funding, which has been committed to certain areas in the UK, including the Glasgow City Region (which has been allocated £60.9m (capital and revenue funding). An initial 'transition' fund allocation has been confirmed for skills and business support. Work is ongoing to determine the allocation levels and use for remaining revenue funding and the capital funding.

- Work is took place to develop a follow up business case to set out more details on what is required to prepare a Visitor Levy and how a Visitor Levy could operate in East Dunbartonshire. The work will set out options for consideration at the relevant Council committee in 2026/27.

The **City Deal Team** develop and deliver the commitments of the Council's City Deal Project – East Dunbartonshire Place & Growth Programme. Again, predominately through the securing of large amounts of external grant funding, projects can be progressed to deliver on Local Outcome 1. This will deliver transport and connectivity improvements, economic regeneration and investment, place making and town centre renewal in the Bishopbriggs/Westerhill area.

- The team has successfully secured **Full Business Case** approval (in-line with Glasgow City Region & HM Greenbook requirements) in February 2026 to ensure the delivery of the Council's City Deal projects. This final stage of the iterative business case process unlocks the funding from the region.
- Work is ongoing to promote **Westerhill Regeneration Area (WRA)** as a significant new employment area within the Glasgow City Region with organisations such as Scottish Enterprise and Scottish Development International. Efforts are focused on key industry sectors and clusters, supporting City Region ambitions for high productivity, high growth investment. Design stages for the WRA active travel network are progressing with funding secured through the Transport Scotland Active Travel Infrastructure Fund Tier 2– delivery will be subject to future alternative funding applications.
- Land acquisition for the **Westerhill Development Road (WDR)** has completed. Construction contracts for the **WDR** and for **Bishopbriggs Town Centre Civic Space** have been awarded and will commence on-site in Summer 2026.
- The **A803 Route Corridor** (now deferred from the City Deal Place and Growth Programme funding), is progressing with smaller sub-projects along the route being progressed through design stages, funded via the Bus Infrastructure Fund. Applications for other funding to support construction were made in 2025/26, with reporting to committee on this outcome scheduled for May 2026. delivery is subject to securing alternative funding.

- Internal planning is progressing for the new City Deal grant fund from Glasgow City Region for Enabling Commercial Space. Project deliverables include the creation of high-grade office accommodation and/or commercial floorspace at Southbank House, designed to enhance the success and growth rates of new enterprises and small businesses, thus maximising their impact on economic development.

Business Support team deliver programmes and services to support business and facilitate sustainable economic growth and business development. This includes the delivery of projects from the Economic Development Strategy and Economic Recovery Plan and direct proactive engagement with on-going support to local businesses, through Business Gateway to encourage and support new start business, business growth, and sustainability job creation and inward investment.

- The team has been delivering business support via the ongoing **Business Gateway** contract in relation to start up, growth businesses and local expert help.
- The team progressed **green business and digital adoption support** over 2025/26, enabled through Year 4 Shared Prosperity Fund allocation. The grants have proved very popular and now fully subscribed. With SPF ending 2025/26, work is now underway to examine business support programmes that can be funded through the Local Growth Fund and the 'transition' revenue allocation for 2026/27, confirmed at the Glasgow City Region Cabinet in March.
- **Increased Start Up Support** - the team are currently working on mentorship programmes for start-up businesses to help them with marketing, finance and digital requirements, as better preparation at start-up can help businesses to be sustainable longer term. The annual ongoing Business Grants (start up and growth) are ongoing and now fully subscribed.
- Business start-ups showed a marked increase in 2025/2026 from with the achievement of **140 new start-ups** and 220 planning to start enquiries completed. This provides a solid pipeline of potential start-ups for the coming year.
- **Growth and inward investment enquiries** are being supported and coordinated by the team, directing them primarily to masterplan locations (Kirkintilloch Gateway, and the emerging Westerhill masterplan area). The team are working with City Deal team looking at promotional methods and opportunities to encourage investment at Westerhill. The **Site Enabling & Regeneration Fund** which opened in 2025/26, offering grant support to parties interested in developing proposals for regeneration and commercial development.

- **Business Gateway CPD adviser sessions** continue through their annual National Conference and online training and information sessions to ensure skills are continually updated
- **Scottish Boost Digital Boost funding** is no longer be available. The team is providing a level of this type of support through the Digital Development Grant, 1-2-1 business support by Officers and where required local experts, and Webinars which will be delivered via Business Gateway National.

The Traffic and Transport Team lead on the delivery of the Local Transport, Active Travel Strategies and the Parking Strategy as well as the development and delivery of key transportation infrastructure programmes, initiatives and projects which incorporate place making principles for the development of sustainable places, town centre first principles, economic growth and reduction of inequalities. All projects are externally funded and delivered in partnership with organisations such as Strathclyde Partnership for Transport and Transport Scotland to encourage and support a change in travel behaviour, healthier communities and improved access to employment.

- The team continue to work closely with colleagues in Education to deliver cycle and scooter training in primary and secondary schools across East Dunbartonshire through the **iBike Programme**.
- The construction phase of **Canniesburn Toll Improvement Project** is now complete. The activation of the new traffic light system took place over October and November 2024. The defects stage concluded in 2025/26. The Capital project is now complete and improvements adopted as part of the area road network . This has delivered major investment and improvements to the operation of the round-about for all users, and improved drainage systems at the location.
- Feasibility and design works are progressing on a range of **active travel infrastructure projects** included in the Local Transport and Active Travel Strategies, including works to improve various active travel paths.
- Work is progressing with the **A807 Active travel route**, with construction completed for Phase 1a. The associated TROs for the next stage of the project were agreed at November 2025 PNCA Committee. Preparation is underway for detailed design and programme setting of Stage 1b. The Capital Paths programme is on site across different locations.

- The **Traffic Free Schools** project continues, and approval was been received (May 2025 PNCA Committee) to deliver the initiative in a second phase of schools to enhance accessibility and sustainable modes of transport for children and school communities. Lennoxton Primary, Meadowburn Primary and Thomas Muir Primary are the chosen schools to pilot the scheme in the 2025/26 academic year. The scheme is proving popular with requests for new schools to be introduced. Monitoring work is ongoing of the existing phases and a report will be brought to a future meeting of PNCA on the outcomes of the monitoring and recommendations for any third phase. Any third phase will need to take cognisance of available resources, internal and of key external partners such as Police Scotland.
- Feasibility and design works are progressing on a range of **active travel infrastructure projects** included in the Local Transport and Active Travel Strategies, including works to improve various active travel paths throughout the area.
- A number of **Capital Path projects** have been implemented and well progressed in 2025/26, including works at Jubilee Path, Craigdhu Wedge, Pennys Path, Cluney Park, Torrance and Crothachy.
- The **BetterPoints East Dunbartonshire App** continues to promotes sustainable transport and active travel. Enabled by external funding, the app allows users to track their sustainable travel journeys and earn rewards for travelling in such a way.
- Work has progressed on key functions of the team including: working on a range of **Traffic Regulation Orders** at various stages of the statutory process, liaising with the network operator and maintenance contractors of the public electric vehicle charging network and continuing to assist in resolving access issues.
- Work is ongoing in partnership with the Glasgow City Region (GCR) to increase regional and local **Electric Vehicle charging network provision**. Tenders have been received by the GCR from Charge Point Operators, and these are being assessed.

GIS Team - delivers the Council's Geographic Information Services (GIS) obligations in line with the requirements of national GIS standards and provides a corporate GIS service; and provides technical support for the delivery of Land Planning & Development functions, alongside supporting teams across the council. Over the past year, the team has made significant progress in supporting the councils' goals through geospatial data management and providing IDOX and GIS services to different teams.

- **Idox – Uniform, Unimap web & DMS**: The GIS team has continued to provide technical support to users of the Uniform and Enterprise software, which is utilised by number of council teams. The team also coordinated with the Business Digital team to plan and implement an upgrade of Uniform, Unimap web and DMS, ensuring that the Idox system remains up to date. In

In addition to core Idox responsibilities, the team continued to monitor the stamper application on a daily basis to ensure it is running as intended. The team continues to support the Development Applications Validation Team with issues regarding the Scottish Government portal when they arise. Multiple requests on the IDOX system have been actioned and new templates have been created for planning decisions and updates to contact details where required. New Microsoft Access databases have been created and existing ones modified to allow for more advanced data to be extracted from Uniform. These reports have been made and altered for the Trading Standards, Environmental Health, Planning and Building Standards teams.

- **GIS - Spatial Data Support:** - The team continues to provide ongoing support for GIS spatial data across the council. This includes management and maintenance of the GIS data & system. The GIS server upgrade was successfully completed. All spatial datasets were migrated to the new server database and all the GIS applications and maps services were transferred to the new server.
- The **contract with ESRI** (GIS Software/service provider) was renewed for a further three years, ensuring continued access to the spatial system and maintenance.
- The team has worked on several projects across the council within the past year. The GIS team has also produced several **maps** for teams such as City Deal, Roads, Education, Environment and Community Planning to be used within reports and public releases. Throughout the production of all maps, the team ensured compliance with Ordnance Survey guidelines on copyright statements and best practice in partnerships with ESRI and Ordnance Survey.
- The team has launched a new **GIS Service & Error Reporting form** to streamline the GIS related requests and ensure timely support provided across the councils. Following this, an **GIS Service & Error Reporting action app** was developed using the ArcGIS online platform to streamline all the requests coming from the GIS Service & Error Reporting form. This app helps the GIS team to process the request and close the status in real time. The team also prepared a Dashboard view that provides the total number of requests open, closed requests and other relevant statistics. These two developments are highly significant for the GIS team, as they have greatly improved the workflow and request tracking.
- The team continues to provide ongoing **support on the ArcGIS online platform**. Over the past year, the team has created new user accounts as required, updated numerous web maps and helped teams using the platform. They also supported the use of Survey123 and Storymaps by assisting with form design and functionality. Multiple surveys were successfully completed on Survey123 to support a range of service areas.

- The team have also worked with Education to do regular distance checks for the most effective **school routes**, alongside the yearly work routing new pupils to their closest Primary or Secondary.
- **Street Naming and Numbering** process has been carried out for large new developments and smaller developments. The team continue to liaise with Royal Mail regarding the Waterside Consultation which is ongoing. The team continue to resolve address queries and addressing issues from EDC residents, Scottish Assessors, Customer Services, Housing, Health and Social Care and other EDC Council Departments. Over 50 Road Adoption Plans have been completed, and the team have also been working with the Road Services to ensure the NSG (National Street Gazetteer) data is in alignment with the One Scotland Gazetteer (OSG) within East Dunbartonshire. The team have continued with the ongoing continuation of work with the Improvement service to ensure BLPU and address are accurate in the OSG. The team have also made the necessary updates, when required, to enable the daily data upload process to complete successfully and attending all Improvement Service meetings to keep up to date with the latest processes and protocols from the Scottish Government.

Housing Policy and Performance Team lead on the delivery of the Local Housing Strategy, Housing policies and performance monitoring in line with legislative requirements and standards set out in the Scottish Social Housing Charter. This includes the housing contribution to the Health and Social Care Partnership Strategic Commissioning Plan to meet national health and wellbeing outcomes.






- A new **Integrated Housing Management System (IHMS)** delivered by NEC is being phased in to replace the much older Saffron system. Systems Officers assisted with data cleansing of Saffron and Housing folders, to ensure a smooth transition as migration took place, while continuing with day-to-day processing of direct debits and the set-up of tenant's rent accounts. User Acceptance Testing (UAT) was carried out that allowed issues to be rectified or escalated as appropriate prior to confirming a date considered safe to enter into a live environment. Staff continue to work closely with the IHMS project team to resolve any issues. NEC is now being utilised fully by Housing Services while preparations for upgrades and further system enhancement takes place.
- Performance Monitoring Officers are working on capturing and validating all data required for the **Annual Return on the Charter (ARC)** that is due to be submitted on 31 May 2026 with no data errors.

- Performance Monitoring Officers are completing a monthly **Voids Return for Scotland's Housing Network** who are actively monitoring voids timescales nationally.
- Officers continue to complete **monthly performance statistics and dashboards** that inform the HGIOS Report. In addition, a Quarterly Return is voluntarily submitted to Scotland's Housing Network that assists with an annual benchmarking analysis against other landlords.
- Policy Officers have been reviewing the Council's **Allocations Policy**, gathering views from Stakeholders and began a process of customer engagement via workshops on key aspects of the policy. The team will now consider and implement changes to the Policy in line with the Housing (Scotland) Act 2025 following the introduction of secondary legislation. Work on this will continue into Financial Year 2026/27.
- Policy Officers are undertaking a desktop review of the **Local Housing Strategy 23-28** that was successfully submitted to Ministers in December 2024. A new updated Strategy is required to demonstrate the Council's vision for housing management and development for a further five year period.
- Installation of a new **Digital Telecare** system is ongoing. The project team are working closely with Chubb to ensure the successful transition of analogue telecare to digital telecare throughout six sheltered housing complexes and has delivered five out of six in-person briefings to tenants at each site. Positive feedback has been received from tenants at each site.
- The Housing Estates Adviser is working closely with the **sheltered wardens** to ensure a robust service is provided to tenants during the switchover to the new system. The team is aiming to minimise disruption to tenants as legacy equipment is removed.
- The Housing Estates Officer continues to oversee delivery of **Health and Safety training to Concierge officers and Wardens** and is responsible for delivery of Toolbox talks on various topics to maintain knowledge of standards and procedures when carrying out duties in relation to their respective roles.
- The Policy Team has arranged and hosted **staff training** for all Housing staff on a monthly basis from January 2025 on a variety of topics.

Key Achievements

- £50,000 was secured from Scottish Government for a feasibility on a heat network in Kirkintilloch town centre. The study was completed in March 2026.
- The draft Climate Action Plan was approved by Council for public consultation in October 2026.
- The Council's Food Growing Strategy and latest version of the Carbon Management Plan were approved by PNCA Committee in November 2025.
- Twechar Outdoor Pursuits Centre Complete
- Campsie Memorial Hall complete
- Lennoxton Main Street (phase 1) started on site
- Range of Capital Paths improvements delivered
- Traffic Free Schools Project moving into a second phase
- Delivery of popular green and digital business support
- Business Start up rates increased
- Progression of the two City Deal projects through FBC stage, and securing Enabling Commercial Space Project funding.
- Generally for Place & Business Development, the securing, managing and administration of significant funding streams which is required to delivery on a wide range of Council policies and strategies relating to Local Outcome 1 and sustainable travel objectives.
- An Employee Travel Survey was undertaken in February 2026 and received over 400 responses.
- Implementation of phase 1 of the Integrated Housing Management System
- Approval of the initial Evidence Report for Local Development Plan 3, and submission to the DPEA for Gate Check examination.





4. Prioritised Performance Indicators

Code	PI Title	Annual Status	Quarters					Quarterly Target	Annual		Latest Note
		2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q4 2025/26	2025/26		
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
LPD-22-LPI-04	Average time taken to deal with a Householder Planning Applications (weeks)		9.8	9.5	9.3	-	-	8	N/A	8	Data not yet available
LPD-BIP-03	Average time taken to respond to building warrant applications (working days)		17.94	17.23	19.41	19.13	19.98	20	18.94	20	Consistent performance across all four quarters – below target.
LPD-BIP-07	Town centre footfall across network		2,684,458	534,549	1,075,631	1,616,782	2,136,603	3,000,000	2,136,603	3,000,000	Footfall figures have steadied. Bearsden Hub has been closed for a period. Parking charges have increased.
LPD-BIP-08	Percentage of Town Centre retail vacancies vs total number of town centre retail units		6.83%	6.83%	6.36%	5.95%	6.61%	9%	6.43%	9%	Vacancy rates have remained stable and within target. Attributable to continued investment in the town centres and Business Improvement District activities.
LPD-BIP-09	Amount of funding generated		£2,289,088.62	£1,438,319.87	£1,355,012.00	£89,000.00	£0.00	£500,000.00	£2,882,331.87	£2,000,000.00	Including EV Infrastructure Resource Funding - development and delivery, Tier 2 Active Travel Infrastructure Funding - additional funding and Enabling Commercial Space Funding.
LPD-BIP22-01	% of Planning Applications receiving a letter confirming whether application is valid or invalid within 5 working days		51%	61%	71%	68%	70%	80%	68%	80%	Performance target has not been met over this year and slightly declined compared to last year. Focus is needed on improving consistency

2(b) Absence Management

Percentage Absence		
	Land Planning & Development	Council (Excluding teachers)
Quarter 1	0.99%	6.17%
Quarter 2	3.00%	6.22%
Quarter 3	4.65%	5.57%
Quarter 4	1.28%	5.89%
Year End	2.49%	5.93%

6. Progress on Business and Improvement Plans

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Update Integrated Housing Management System	Update the current outdated system to improve service delivery.		<div style="width: 70%;"><div style="width: 70%; background-color: #4f81bd; color: white; text-align: center;">70%</div></div>	01-Apr-2023	31-Dec-2028	Phase 1 of the implementation of the new IHMS is now live. Future phases are being considered and scoped.
Business Gateway Start-ups	Increase the number of Business Gateway and start up and growth companies		<div style="width: 25%;"><div style="width: 25%; background-color: #4f81bd; color: white; text-align: center;">25%</div></div>	31-Mar-2024	31-Mar-2026	This continues to be a focus for the team and will be carried in to 2026/27and beyond as an ongoing commitment.
Living Wage	Contribute to reduction in those residents earning below the Living Wage		<div style="width: 25%;"><div style="width: 25%; background-color: #4f81bd; color: white; text-align: center;">25%</div></div>	31-Mar-2024	31-Mar-2026	This will be an ongoing improvement target which the service aims to contribute to.
Climate Change	Prepare a new Climate Action Plan setting a net zero emissions target and interim targets at corporate and area-wide levels		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	30-Sep-2024	30-Jun-2026	The final draft is on the agenda as a separate agenda item

4. Financial Targets (Based on P10 Projections)

Main Service Divisions	Annual Budget	Net Expenditure Projected at P10 (subject to audit)	Annual Variation (subject to audit)	% variation	Narrative
	£,000	£'000	£'000		
Development Applications	-105	-28	77	-279%	This is mainly an under recovery of Fee income in the year as well as small amount of staff turnover savings not being met and a small over spend on Consultants
Land Planning & Development	1,059	890	-169	-19%	This is a result of an over achievement of Staff turnover savings and an underspend on supplies and services. There was also a small over recovery of income
Economic Development	705	620	-85	-14%	This is a result of an over achievement of Staff turnover savings and an underspend on supplies and services. There was also an over recovery of income to offset this
Transportation	263	368	105	29%	Variation is mainly driven by an under recovery of advertising Income which should have covered the maintenance costs for Bus shelters and stops as well as an under achievement of Staff Turnover savings.
Total	1,923	1,851	-72	-4%	

5. Stakeholder Engagement Activity

Title	Description	End Date	How the Information gathered has been used to Improve performance
Local Development Plan 3 - Call for Ideas and Sites	<p>A Call for Ideas and Sites engagement to support the preparation of the LDP3 Proposed Plan was undertaken between 21 July 2025 and 15 September 2025. The engagement was supported by the following activities and materials:</p> <ul style="list-style-type: none"> • online surveys; • promotion via local press releases, social media posts and the LDP newsletter (950+ recipients); • a minimum of two drop-in information sessions (one each in Strathkelvin and Bearsden/ Milngavie); • one online information session (to be held in the evening); and • engagement with schools, MSYPs and the youth forum. 	15 September 2025	The outcomes of the engagement will inform the provisions and allocations within the Proposed Plan for LDP3.
Greenspace Strategy	Targeted consultation on an Open Space Audit was undertaken in November and December 2025 with community representatives.	December 2025	The comments received will be used to inform the development of the Open Space Audit and Greenspace Strategy.
Capital infrastructure projects – Transport, Regeneration & Town Centres, and City Deal /	Consultation and information sharing depended on requirements and stage of Project. This will relate to designs for future phases of Main Street, and the		Helps inform designs. Keeps local people, business and stakeholders up to date on what

	<p>forthcoming Greenspace Project which will go to construction in 2026.</p>		<p>is being progressed.</p>
<p>Draft Climate Action Plan</p>	<p>The Sustainability Team undertook public consultation on the draft CAP between 13 October 2025 and 19 December 2025. A targeted marketing plan was developed in collaboration with the Communications and Engagement Team prior to surveys being added to the Council's website for the duration of the consultation period.</p> <p>Events held across East Dunbartonshire included five drop-in sessions, a school engagement event, a bespoke session at EDVA's panel session, targeted events for disadvantaged communities, and bespoke events in response to requests from communities.</p> <p>Key engagement metrics included:</p> <ul style="list-style-type: none"> • More than 72,500 social media views • CAP video watched more than 15,000 times • 371 visits to the consultation webpage • 12 articles published in newspapers and magazines • 5 drop-in sessions held with 101 attendees • 9 additional events attended with a total of 58 attendees • 1 school engagement session with 20 attendees • 65 survey responses • 2 updates on the consultation sent to Council staff • Leaflet/posters distributed across Council area 		<p>The outcomes of the engagement will inform the final Climate Action Plan.</p>

6. Plans, Policies, Programmes and Strategies

PPPS	Intended Outcome	Date Approved	Start Date	End Date
Draft Climate Action Plan	Approved for consultation. A strategic roadmap designed to achieve net-zero greenhouse gas emissions by 2036 for direct emissions and 2045 for wider emissions. Its primary purpose is to reduce local carbon contributions, enhance community resilience to climate change, and promote sustainability.	2 nd October 2025	2025	2026
Food Growing Strategy	The Food Growing Strategy for East Dunbartonshire Council aims to increase access to land for growing food, such as allotments and community gardens, to promote healthier lifestyles, sustainability, and community empowerment. It fulfills legal duties under the Community Empowerment (Scotland) Act 2015 to manage demand and improve, particularly in areas with social inequalities.	6 th November 2026	2026	2031
Carbon Management Plan	to significantly reduce corporate carbon emissions and achieve net-zero targets by 2036, primarily focusing on energy use in buildings, vehicle fleets, and street lighting	6 th November 2026	2026	2027
City Deal Full Business Cases	Full Business Cases for both City Deal projects (Westerhill Development Road and Bishopbriggs Town Centre Civic Space). These were developed over a number of months following the completion and approval of the two earlier stages of business case (Strategic and Outline). The completion and approval of the FBCs secures the external funding and enables construction to take place.	12th February 2026	n/a	n/a

7. Improvement activities

Areas Requiring Improvement	Improvement Activity	Timescales for Implementation
Inward investment	Focus on the delivery of key business sites including Westerhill and Kirkintilloch Gateway including marketing and business support offers	2026/27
LDP3 Preparation	Ongoing preparation of LDP3 continued throughout the year, following return of the Evidence Report to the council after it being deemed insufficient by the Planning and Environmental Appeals Division in December 2025. The revised report addressed the technical deficiencies identified by the DPEA Reporter during the initial Gate Check, particularly regarding housing land requirements and infrastructure data. The revised report was reported to and approved by the Council at its meeting on 02 April 2026 and will be re-submitted in May 2026.	2026/27
Climate Action Plan	The draft CAP was approved for public consultation by Council in October 2025. Prior to this the Evidence and Options Report (the technical foundation of the Plan) was approved by Council in September 2023. Public consultation was carried out on the draft Plan between October and December 2025. The finalised CAP is scheduled to be reported to Council in June 2026.	Ongoing

8. Current Delivery Focus

- The two BIDs now established in East Dunbartonshire, and supporting where required
- Business Gateway contract delivery and support for East Dunbartonshire SMEs.
- Inward Investment.
- Implementation of active travel route improvements across various locations, and transport behaviour change.
- Delivery of the WRA Masterplan and the City Deal FBCs.
- Lennoxtown Regeneration projects.
- Ongoing preparation of LDP3, with an intention to submit the revised Evidence Report to the DPEA for Gate Check in May 2026. Initial work on the Proposed Plan for LDP3 has commenced and will be accelerated following confirmation by a reporter appointed by Scottish Ministers that the evidence set out in the revised Report is sufficient to allow for plan preparation.
- Consultation on the draft Greenspace Strategy, including the Open Space Audit and Play Sufficiency Assessment, and preparation of a final version of the strategy.

How Good Is Our Service

Roads and Neighbourhood Services

April 2025 – March 2026

1. Local Delivery Story

Over the course of 2025/26 the Roads and Neighbourhood Service continues to oversee the maintenance function and safe operation of the adopted public carriageway/footway network, adopted open spaces (including trees), cemeteries, domestic, commercial waste & recycling collection, fleet, and transportation within East Dunbartonshire. In addition, the Service also oversees the management and operations of Mugdock Country Park.

This Service area is divided into eight portfolio groupings with the addition of the Corporate Health and Safety Team during 2025/26.

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

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

The various sections within the portfolio groups continue to progress both revenue operation/maintenance work and internally and externally funded capital projects with support from colleagues in Procurement, Legal, Finance and Health & Safety. Several projects are time specific due to the external funding conditions to it is very important to make best use of the time available to bring these projects to fruition for the benefit of local communities. Multiple projects have been completed over the course of 2025/26 with some multi-year project straddling more than one financial year.

All teams continue to monitor, and track spend to ensure budgets are closely managed in line with essential spend instructions. Some individual budget lines have exceeded their individual limits, but these have been balanced with underspends on other budget lines and increased income. Overall Roads & Neighbourhood Services revenue budget is underspent in 2025/26.

Roads Network Operations Team (including Street Lighting)

The team delivers both planned and reactive maintenance to both carriageways, footways, and street lighting assets. The Service numbers fluctuate with staff turnover caused by leavers and retirements during the financial year. In terms of resource available some vacancies for operational posts have been advertised during the year, but certain posts are proved difficult to recruit which is caused some difficult. The issues have been investigated and the issues identified are industry wide rather than specific to the Council, Service or geographical location. The Roads Network Operation team including Street Lighting have delivered a solid capital and maintenance programme despite the difficulties faced throughout the year.

The 2025/26 capital programmes for carriageway, footway resurfacing and lighting projects are completed with any postponed works carried forward and reprioritised in the overall 3-year programme. Some locations have been postponed due to positive coal tar tests. Coal tar locations are routinely outsourced to external contractors with several locations batched together to ensure that the tendering process is cost effective.

The Roads Network Operations Team provide quarterly Technical Notes in April, July, October, January with a final summary issued at the end of the 2025/26 financial year and issued in April 2025. The technical notes update on works concluded each quarter with to work re-sequenced due to external factors.

As stated, the Streetlighting Team are continuing to work at a reduced capacity, but the team have made great efforts to deliver a revised capital programme. The team will now commence work on a plan for 2026/27.

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

Roads Technical & Engineering

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

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

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

Streetscene Operations

The three geographical based teams have completed both their summer and winter grounds maintenance programmes including grass cutting operations, herbicide treatment, play area inspections, shrub pruning, and leaf clearance etc. The teams are also undertaking street cleansing of all adopted council roads and pavements including litter collection, mechanical sweeping, and servicing of street litter bins.

The team also continue to manage the Councils tree stock. It should be noted that there were four major weather events that had a significant impact on trees in the public realm, openspaces, parks, cemeteries. It will take a significant amount of time to address the remaining issue leftover from these weather events. This also meant that the budget associated with tree works was overspent for 2025/26

The team manages burials in the eight operational cemeteries.

Streetscene Technical Support Team

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

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

The team have completed the Climate Ready Park Project in Etive Park, Bishopbriggs with some final landscaping and planting to continue in spring and summer 2026.

The team also completed several Play Area improvement and replacement projects throughout East Dunbartonshire utilising core capital, developers coontributions and Scottish Government funding to renovate and develop improve play facilities across all geographical areas of East Dunbartonshire Council.

Mugdock Country Park

The team have completed their annual maintenance programme. The monthly visitor number continue to exceed expectation, and the team area focused on enhancing the visitor experience to the country park with various improvements planned to key attractions in line with the Mugdock Country Park Strategy.

The team have exited the Scottish Water Partnership Agreement that saw Mugdock host and manage the Scottish Water resources working in the Scottish Water Reservoir. This arrangement has been terminated in favour of concentrating on the delivery of day to day operations in the country park and the Mugdock Country Park Strategy actions.

The team continue to work with Stirling Council colleagues and local community groups including the Mugdock Trust for the benefit of the Country Park.

Waste Services

The Waste Team has continued the frontline service operations, responsible for over 6,500,000 assorted household collections over the financial year, providing residual, recycling, food, garden and special waste collections on behalf of the Authority. The team has also managed the waste and recycling collections from over 400 of our local commercial premises and provides recycling disposal provision at the Mavis Valley Recycling Centre, processing over 10,000 tonnes annually.

The Waste service have continued to work with our Clyde Valley partners throughout this period on the treatment and disposal contract for all residual household waste. The Council processed 19641 tonnes of waste through this contract, ensuring our waste undergoes treatment for recycling extraction prior to being sent through an Energy from Waste process.

The team implemented year two of the Green (Garden) Waste Collection permit scheme, and early year three, following the Council decision to introduce charging and the associated permit scheme in 2024. The Service also introduced a 3 weekly collection of domestic waste, a major project, with all routes reviewed and updated, reducing waste and increase recycling. The service also introduced digital routing technology across all it's frontline waste fleet, to create efficiencies and support the frontline teams.

Fleet Services

The Fleet team continue to manage the transport operations including the Councils Goods Vehicle Operator Licence and compliance across all services. This includes provision and management of the maintenance workshops, annual testing, statutory inspections, and management of Drivers in line with obligations and conditions laid out in the Councils commitment to the Scottish Traffic Commissioner.

Fleet Management has worked in partnership with services and officers from procurement in order to specify, tender and procure further vehicles and associated items of specialist plant, suitable for service users' needs and to coincide with contracts terminating through the financial year. Tenders are currently out for the replacement of specialist vehicles, plant & equipment for multiple Service areas across the Council to support service delivery across communities.

Replacement vehicles continue to arrive from suppliers for various Service areas while vehicles are disposed of once the replacement has arrived and been deployed. This includes the expansion of the Electric Vehicle Fleet to help the council move toward Net Zero targets. This includes working across Service areas to ensure the correct and supporting infrastructure is in place to support the change.

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

Health & Safety

The health and safety team has been reviewing safe methods of working for essential and frontline services supported by a comprehensive Health Surveillance program. The Health and Safety function focuses on strategic and operational support for all services with the aim of instructing and training to promote behaviour-based safety, sustaining governance through policy and standards design and compliance, taking forward proactive initiatives in partnership, consultation and engagement with employees and trade unions colleagues thus reducing and eliminating incidents and ill health.

The health and safety function within the council is integral to ensuring that all services delivered are compliant with established safety standards and regulations. This function is governed by structured frameworks that facilitate a systematic approach to health and safety management across all services. Such an approach is essential for maintaining consistency in risk management and the implementation of safe working practices.

A key component of this strategy is the ongoing engagement, review and enhancement of health and safety standards. This ensures that the Council remains aligned with the latest regulations and best practice. Furthermore, any modifications to services or activities are rigorously assessed to identify potential health and safety risks with appropriate measures adopted to mitigate these risks effectively.

The council's health and safety function engages collaboratively with trade unions to develop proactive initiatives aimed at fostering a safe and healthy working environment for all employees. This partnership allows for early identification and resolution of potential health and safety concerns ensuring that employees are actively involved in the creation of safe working systems.

The council recognises that a robust safety culture is vital for the effective delivery of services to both employees and the community it serves. Consequently, our health and safety management frameworks are subject to continuous review and improvement with periodic updates to the health and safety management system.

The council is committed to delivering high quality health and safety training which is continually evolving to equip employees with the knowledge and skills to work safely and confidently. These include Induction, Risk Assessment, Incident Reporting and Incident Investigation and Duty Holder training.

The H&S team continue to take a proactive and collaborative approach to its duties under CDM ensuring that health and safety is embedded throughout the lifecycle of construction and maintenance projects inclusive of site visits and reviewing construction phase plans. The team work closely with other teams as well as designers, contractors, and stakeholders to ensure effective planning, risk management and safe delivery to protect employees and the public.

Additionally, the health and safety function incorporates fire safety risk management across all council premises contributing to an overarching fire prevention strategy. This integrated approach emphasizes the council's commitment to safeguarding health and safety in every aspect of its operations. The Fire Risk Assessments are conducted in accordance with the predetermined schedule and also continuing to carry out site visits to address fire safety concerns, assess fire doors where required and support with personal emergency evacuation plans, offering expert advice.

Key Achievements

Roads Network Operations Teams (including Street Lighting)

- The Roads Network Operations Team continue to undertake routine and ad-hoc safety inspection logging defects for further remedial action as required.

- Between 01/04/2025 and 31/03/2026, the Service identified 3266 defects which completing 2606 repairs within the SLA at 80%.

Category	Repair On time	Repair Late	Repair Incomplete	Total Repair
Carriageway defect	2068	123	109	2300
Footway Defect	353	61	117	531
Carriageway Ironwork	88	50	65	203
Footway Ironwork	6	0	5	11
Gully Defect	88	50	65	203
Kerbs	0	0	0	0
Footway Surface Issue	0	0	9	9
Carriageway Surface issue	3	0	6	9
Total	2606	284	376	3266

- Between 01/04/2025 and 31/03/2026, the Service identified 2772 Streetlighting defects which completing 1586 repairs within the SLA at 70%.
- The Roads Network Operations Team issue a quarterly Technical Note updating members on the progress of the annual resurfacing programme - [Technical Notes 2026, Issue 61 - Roads & Neighbourhood Services 2025/26 Carriageway and Footway Resurfacing Programme \(Quarter 4 – Year-end Update\) - East Dunbartonshire Council](#)
- In summary the Technical Note confirms that the Service commenced the year with the aspiration to complete 49 carriageway and 11 footway locations and has completed 48 (98%) carriageways and 10 (91%) footways within the 2025/26 financial year.

Roads Technical & Engineering Teams

Traffic

- Funding from Transport Scotland was secured for 20mph speed limits. Traffic Regulation Orders for 20mph have begun to be enforced in residential areas. These will be extended through 26/27. Officers are examining the impact of the speed reduction and will report to Members in 26/27.
- Traffic Regulation Orders for pavement parking have begun to be enforced across the authority. Officers are examining the impact of enforcement and will propose amendments to Members in 26/27.
- Signalisation of 12 school crossing sites was completed.

- Road Safety Improvement Funding was secured for projects across the area. These included narrowing junction on Iain Road, Bearsden; High Friction Surfacing on the B822 Campsie Road, and children crossing to school markings.
- Signalisation of the junction of Drymen Road and Station Road, Bearsden.
-

Development

- Road adoptions include: Rob Roy Place, Blackthorn Grove, Whitegates, Gresham Drive, Broomhill Drive, Wylie Court, Cormorant Drive, Clugston Court, Lanfine Drive (all Kirkintilloch); Old Balmore Brae, Balmore; Macgillivray Avenue, Torrance.
- Sites at Woodilee and Kilmardinny are in the maintenance period prior to adoption.
- Coordination of future works, road openings and temporary traffic management permits. Completed 602 (591 chargeable) SRWR inspections for year 25/26.

Flooding and Drainage

- There was a flood event in July 2025. Officers engaged with affected customers. A technical note was issued.
- River Glazert Restoration Project received planning approval. Procurement of a contractor is underway.
- uRiver Kelvin Flood Defence – Pumping stations – service completed.
- Repairs to roads drainage across the authority area included: Tannoch Drive, Mains Park, Mains Estate (following access of the culvert by youths who got stuck) all in Milngavie; the junction of Drymen Road and Station Road (during the traffic signalisation project); Thorn Drive, Manse Road, Thomson Road, Buchanan Drive, Baljaffray Road all in Bearsden; Hilton Terrace, Bishopbriggs; Glenhead Road, Lenzie.

Structures

- 2025/26 General and Principal inspections programme completed.
- Bridge repairs across the area include: Milngavie Golf Club, Westerton (both footbridges), Nicolson, Cadder Canal, Tower Road, Burnbrae (following a bridge strike) (all road bridges).
- Repairs to the Vehicle Restraint System at Blacklands Place and Park Burn.

Greenspace & Streetscene Teams

Streetscene Operations

Provides year round and seasonal open space, street cleansing and cemetery duties. The work includes core actions such as:

Street cleansing and mechanical sweeping; removal of fly posting and uplifting of fly tipping, mechanical street sweeping and installing replacement or additional bins.

- Graffiti removal.
- Summer Cyclic grass cutting of open spaces, Housing estates, sports pitches, school grounds, open space hedge cuts
- Winter cyclical works ongoing; leaf fall removal, pruning of shrub beds and tree works. Winter gritting.
- Herbicide works in open spaces, including Japanese knotweed treatment, kerbside spraying.
- Pitch works: in-house grass cutting, inspection, overmarking and repair.
- Work for key Services such as Housing, grass/hedge cuts and tidy-ups
- Cemetery operations functions, digging and carrying out interments, installing headstone foundations, benches and maintenance of cemeteries
- Inspections relation to culverts, play parks and associated repair/clearance.
- Play park inspection
- Reactive response – in 2025 considerable damage occurred via Storms Eowyn, Amy and Floris.
- Responding to Customer Service Requests and complaints. Overseeing contracts relating to Verge cut (1st and 2nd cut) and hedge cutting and roadside spraying.
- Flood banking maintenance.
- Removal of dead animals and excess waste at recycling centres.
- Festive preparations, bonfire monitoring, installation of Christmas trees.

Streetscene Technical Support

- **Play Parks:** Play Park upgrades carried out or at advances pre-construction/construction in 2026 - *Bishopbriggs* - Bishopbriggs Public Park, Stanley Drive, Angus Avenue; *Kirkintilloch* – Eastside; *Twechar* - Twechar pump track consultation and public park; *Milton of Campsie* - Kincaid Park and Fairy Trail; *Torrance* – Firpark; *Milngavie* - Lennox Park; *Bearsden* – Westerton, resurface of Langfaulds Bike Track, Installation of Gruffalo Trail, Kilmardinny Loch. Work arranged through EDC Capital programme, Planning gain (Section 75) and Scottish Government’s Play Renovation capital fund. Play Areas – annual external safety inspection complete – reports received – review ongoing

- **Cemeteries:** Cemetery Management Rules – Scottish Govt regs now being finalised and implemented prior to March 2026. Headstones/Memorials Inspection – inspections complete at Campsie Cemetery and New Kilpatrick Churchyard – make safe undertaken or progressed at Auld Aisle, Campsie and thereafter to New Kilpatrick. Development work re renovation of the boundary wall at Baldernock Church. Cadder Cemetery Extension – Planning application submitted – likely date for determination June 26. Langfaulds Cemetery - consultants working to finalise design works for next phase
- **Trees:** Ash Dieback Survey on Roadside – further survey complete – analysis ongoing of trees identified – EDC or private and next steps. Schools Estate – tree survey findings analysed – orders being raised for any priority works – largely complete. Tree Planting – programme progressing across the district – works predominantly in Bishopbriggs due to low canopy coverage in this area
- **Food Growing:** Etive Park Allotments – now fully up and running – Officers working with Allotment Holders to progress an Allotment Association. Community Growing Facilities – progressing improvement works via Shared Prosperity Fund – programme progressing for 25/26. Canniesburn Sheltered Housing - creation of 2 raised beds and accessible path works to facilitate food growing. Rosebank Allotments – Officers continue to liaise with Allotment holders and committee. Compost Training Day - Compost Training Day for the Allotment Plot holders at Etive Park.
- **Ecology/Climate Change:** Nature Restoration Fund – projects identified for 25/26 with all progressing, Management Plans – Lenzie Moss, Whitefield Pond, Cairnhill Woods and Heather Avenue – 1st year actions progressing, Heather Avenue – liaison with School re wildflower planting, TCV Partnership – environmental improvement works are progressing on the John Muir Way - 3 year programme in total – 2nd year to commence in April 26, Clyde Valley Green Network – liaison re EDC Wetland Strategy. Climate ready parks completed.
- Merkland LNR – Scottish Water undertaking infrastructure works to site – now complete - reinstatement progressing – discussions with Scottish Water ongoing
- Glazert Project – team input into overall project re trees and biodiversity aspects – planning consent and construction both approved
- School Bulb Show – judging complete with prizes and awards distributed
- The team continues to respond to high volume of open space, tree and bereavement enquires, along with planning application consultations and complaints.
- Team working with City Deal Team and Consultants in relation to Masterplan of Bishopbriggs Relief Road/Westerhill
- Planning application responses and support to Planning Team ongoing
- Open Space audit work for input into the Grounds Maintenance System ongoing for Milngavie & Bearsden.
- Whitefield Pond – path upgrades complete
- Assisted a number of Community Groups with Litter Picking resources across EDC
- Bin audit commenced.

- Responding to storm Floris, Amy, Eowyn

Mugdock Country Park

Month	No of visitors	Ranger events	Event attendance	School events
April	78466	14	345	5
May	76,034	13	83	11
June	61,503	12	56	6
July	73,803	10	85	0
August	75,918	11	133	0
September	63185	7	76	17
October	68500	13	146	10
November	63125	14	239	6
December	67,471	14	292	0
January	63,507	9	82	3
February	50,795	9	89	2
March	TBC			

- **Exhibitions:** Opening of the Campsie Gallery with shows such as Peaks, Petals, and the Deep Blue Seas Exhibition of paintings by Geoff Foord/EXPLORE! An Exhibition of Works by John Hutchinson February 2026, Tranquility and Ruin Exhibition
- **Third party events:** Mugdock Market, In Tune with Nature – Music performance by Matilda Brown in Mugdock Theatre, Andrew Greig from The Groove Bureau in the Campsie Gallery, Fizz Gig Theatre presents The Witch and the Magic Pumpkin in Mugdock Theatre, Mugdock GoKarts!. Plain Bob puppet show, Celia Sommers Sings: Music the Campsie Gallery, Three Meet the Artist sessions: Geoff Foorde in the Campsie Gallery, Fizz Gig Theatre presents Hansel and Gretel in Mugdock Theatre.
- **Seasonal events: Easter and Merry Mugdock:** Christmas lights, market and performances.
 - Park Operations: Storm reaction and making safe; land management tasks for all parkland, car park and estate areas particularly at Gallowhill, Drumclog Moor SSSI, Craigend Field, Mugdock Wood SSSI, Peitches Moor.
 - Project work: Upgrading of walled garden, septic tank replacement, play park consultation and construction, fencework.
 - Ranger schools workshop brochure and booking form; What's On event guide.

- Income generation: through shop sales and events

Waste Services

	Volume of household general waste throughput for recycling pre-sort, and then ongoing production of energy from waste.	Garden Waste Kerbside Collection material collected for composting	Number of Garden Permits Purchased	Kerbside Food waste collected	Kerbside Mixed recycling in the brown kerbside bin	Kerbside Paper recycling in the blue bin	Mavis Valley Recycling Centre resident bookings (attendance)	Mavis Valley HWRC General Waste Deposited by the Public for ongoing energy from waste treatment.
April	1484.60	722.14	4436	244.17	421.14	252.40	9469	658.48
May	1762.23	979.77	2471	255.91	427.36	292.54	8818	682.10
June	1630.69	859.72	835	254.33	412.74	302.74	11823	599.18
July	1621.16	1037.18	564	235.52	463.92	269.26	10627	689.30
August	1685.33	944.63	299	262.21	366.54	290.14	13810	691.78
September	1595.96	651.04	82	248.05	431.34	283.08	12669	593.78
October	1683.23	647.50	28	249.17	398.10	291.68	8208	554.57
November	1616.30	410.28	3	240.03	380.36	285.48	6140	479.96
December	1787.92	0	0	262.81	510.10	375.66	10162	497.94
January	1692.34	0	3047	301.71	507.7	334.32	9430	506.24
February	1437.80	3.66	14007	234.1	353.68	262.39	10172	515.80
March	1643.54	575.14	6805	239.05	459.82	290.04	12721	684.82
TOTAL	19641.10	6831.06	32577	3027.06	5132.80	3529.73	124049	7153.95

- The implementation of our new Waste Route Modernisation software was successfully completed and rolled out in 2025/26, a significant undertaking that will improve communication, support the service in creating efficiencies and assist the frontline teams in the completion of their daily routes.
- There was 30,972 garden permits sold in 2025, achieving an income of £1,542,733.

- The Garden Waste Permit site went live early in January 2026 allowing customers to purchase early and well in advance of the new season starting 1st March. There were 26,000 emails sent out to all our Garden Waste Permit holders from 2025 to make them aware of the new live link for the new season. There were 20,812 permits sold prior to the service commencing on 1st March 2026.
- There were 124,049 bookings for the Mavis Valley Recycling Centre in 2025/26, with an estimated 89% attendance.
- The Service also introduced a 3 weekly residual waste collection service, a major project aimed at reducing waste, increasing recycling and creating savings and efficiencies across the service area.
- The team have been visiting residents to provide waste management support to those who struggled with the changes to the residual collection frequency.
- There was 54 waste diaries distributed in April to residents who requested additional capacity for their waste generated, the diaries were aimed at supporting residents in analysing the household waste and consider other means for recycling.
- The kerbside residual waste tonnage reduced in 2025/26 by 10.58% in comparison to the previous year, a reduction of 2325 tonnes.
- The food tonnage has increased in 2025/26 by 10% in comparison to the previous year, an increase of 296 tonnes.
- The service attended the Transformation, Economy & Employment Scrutiny Panel on Tuesday, 7th October 2025 to provide an update on recent service changes, including the garden waste permit scheme, the three weekly residual waste cycle and the waste digital modernisation.
- The food waste treatment contract was awarded to Energen Biogas, Cumbernauld in April. This is a new contract for the service, a first since the start of food collections. The food will continue to be processed through an anaerobic digestion process, producing renewable electricity, renewable gas and biofertilizer. The team had the fantastic opportunity to visit the facility in April and be shown the treatment process of the food we collect.
- The contract for the treatment of the paper and card that we collect from the kerbside was successfully awarded to Saica, Cumbernauld for a further 3-year period.
- The Service started a new contract following a full procurement exercise with Enva at Linwood for the processing of the Councils waste containing POPs (Persistent Organic Pollutants) from WUDS (Waste Upholstery Domestic).
- The team liaised with its garden waste processing Forth Resource Management, who compost the garden waste that we collect from our kerbsides. We were able to utilise the contractual Community Benefits in the provision of free bags of compost for our residents and local neighbourhood groups, allowing the material we collect to be processed and returned to the local area.
- The Waste Services Officer attended The Scottish Environment Agency Waste Data Flow user group meeting. Waste Data Flow is the SEPA regulated system for recording all authority waste data.

- The team have been in attendance and participated in the Scottish Governments co-design workshops for the new household recycling Code of Practice, aimed at aligning waste and recycling services across all 32 local authorities.
- Waste Services successfully participated in the Glasgow City Region Smart and Connected Social Places programme with having equipment installed in the refuse collection vehicles to identify areas with little or no mobile phone coverage.
- The service have supported various events throughout the year in provision and collection of waste and recycling service, including the Kirkintilloch Gala Day, the Highland Games, the Westerton Gala, the Lenzie Community Festival, the Milngavie BID event and many more.
- Waste Officers have been out in various schools, including Baljaffray Primary School & Millerneuk Eco-committee to educate and update the pupils on the changes in waste services and material streams.
- There was attendance at a Defra Digital Waste Tracking workshop, a new Scottish Government led scheme to be introduced in October 2026 in which all waste will require to be logged digitally from all licenced sites to tackle waste crime and poor performance.
- The waste management team are working with Improvement Services as agreed through SOLACE to look at the development of a centralised contract hub for waste management contracts. This engagement also identified Bulky Waste, as an area where collaborative working could be implemented to deliver on key priorities.
- The team have implemented a new commercial route review. There has been a focus around optimising the routes, ensuring all contracted agreements are adhered to and creating new procedures. Waste Services Officers have been present on the vehicle during the implementation speaking to our customers and assisting the frontline crews with contractual agreements.
- The Team attended the Waste Managers Network and the APSE Waste and Recycling Group Meetings to collaborate and share information with Scotland's other Local Authorities.
- The Team attended the PackUK webinar – Regarding Investment been given to Councils for extended producer responsibilities, costs associated with the disposal of packaging materials managed through the authority.
- Asbestos training was rolled out for employees at both our Mavis Valley Recycling Centre and to our Technical Support team. This is aimed to mitigate the risk of asbestos entering any of the municipal waste and recycling streams.
- Continued to work in partnership with Community Safety to tackle fly tipped waste at recycling bring site facilities.
- Gas and Leachate Monitoring took place at the old landfill site at both Mavis Valley and Broomhill Depot sites.
- We have worked closely with our colleagues in Business Change on implementation of Citizen Hub, ensuring it met the needs of the Waste Services activities for our frontline customers.
- The Waste Services Technical Support team responded to a total of 10,065 general enquiries in 2025/26 and 955 Corporate Complaints.

Fleet Services

2025/26 Month	Vehicle Inspections & Repairs
April	204
May	244
June	145
July	134
August	144
September	137
October	362
November	283
December	215
January	271
February	243
March	213
Total	2595












- Progressing a comprehensive vehicle and plant replacement programme to update the aging fleet, ensuring a significant intake of light and heavy vehicles to maintain operational reliability.
- Protecting the Council's Operator's Licence by conducting rigorous safety inspections on all heavy vehicles every six weeks.
- Maintaining a 'Green' DVSA Operator Compliance Risk Score for both traffic and roadworthiness, alongside a perfect first-time pass rate for annual tests.
- Drafting a new Driving at Work and Fleet Management Policy to establish a robust framework for driver conduct and vehicle oversight; this remains in the finalisation stages.
- Implementing a robust audit regime to safeguard our Operator's Licence, which includes regular vehicle gate checks, detailed inspections of driver logbooks, and thorough analysis of tachograph records.
- Conducting frequent reviews of vehicle inspection sheets and maintenance files to ensure all documentation is accurate, up to date, and meets statutory requirements.
- Utilising these multi-layered audits to identify any procedural gaps, with findings shared directly with management teams to maintain a high level of fleet safety and regulatory adherence.
- Organising technical training for mechanics on current legislation and modern inspection techniques, while managing the CPC programme to keep all professional drivers qualified.




- Transitioning toward Net Zero targets by increasing the number of electric vehicles within the fleet to reduce carbon emissions.
- Introducing a new Fleet Management System to digitise legacy processes and improve data accuracy across the department.
- Smoothing the MOT planner and servicing schedules to balance the workshop workload, reducing pressure on mechanics without ever compromising vehicle safety.
- Maintaining essential council services, including the maintenance of horticultural and construction equipment, as well as delivering ASN transport and vital supplies to early years facilities and lunch clubs.

Areas requiring improvement

- Recommence a full Health Surveillance Programme
- The percentage of community waste collected by the authority which is recycled is improving but is currently below the 55% annual target.
- Maintain the improvement on the percentage of responsive road repairs which has recently improved.
- The percentage of streetlighting repairs is below the target of 95%, but again this is influenced by the Services ability to respond when resources are below required levels.
- The percentage of special uplifts completed within 10 working days has been impacted throughout the year due to resourcing levels. However, work is ongoing to address concerns and backfill vacancies within the service.
- Alter percentage of special uplifts completed KPI from 10 to 28 working day target

2. Prioritised Performance Indicators





Code	PI Title	Annual Status	Quarters					Quarterly Target	Annual		Latest Note
		2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q4 2025/26	2025/26		
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
AF-BIP-16	Percentage of fire Risk Assessments Completed to Schedule		100%	25%	50%	75%	100%	100%	100%	100%	All FSRA in schedule and completed ahead of quarter.
AF-BIP-17	% of planned Health Surveillance undertaken		0%	0%	0%	0%	0%	90%	0%	90%	Recruitment on hold - Health Surveillance has been paused due to staff shortage
NS-BIP17-04	% of municipal waste collected by the authority which is recycled		40.78%	50.98%	52.09%	44.72%	42.55%	55%	47.5%	55%	Target not achieved and the this will be a focus of attention going forward in to the coming year.
NS-BIP17-05	Percentage of Vehicles Passing DVSA Annual Test First Time		91%	100%	95.6%	100%	100%	90%	98.9%	90%	Target achieved
NS-BIP17-06	Percentage of Vehicle repairs completed within 48 hours of being defected		78%	78%	79%	82%	80%	80%	79.75%	80%	Target not achieved
NS-SOL-SENV03b	Street Cleanliness Index - % Clean		88.3	92.5	90.4	90.3	89.7	90	90.72	90	Independent LEAMS Survey results provide by Keep Scotland Beautiful
RNS-1-BIP-4	Percentage of responsive road repairs completed within timescales		87.1%	87.6%	68%	81.27%	81.86%	85%	79.6%	85%	Target not achieved and this has been attributed to fluctuating resources and competing priorities
RNS-2-BIP-4	Percentage of all street light repairs completed within 7 days		92.73%	82%	92%	65%	74.3%	95%	78.3%	95%	Target not achieved and this has been attributed to fluctuating resources and competing priorities and supply issues throughout the year.
RNS-7-BIP-5	Visitor numbers to Mugdock Country Park		204,352	216,003	212,906	199,740	170,833	155,000	799,512	620,000	Target achieved
RNS-BIP17-01	Percentage of Fleet Utilisation		88.5%	93.29%	93.23%	94.95%	91.04%	80%	93.12%	80%	Target achieved
RNS-BIP17-03	Percentage of special uplifts completed within 10 working days		33.3%	19%	42%	42%	65%	90%	42%	90%	The Service continues to experience challenges meeting the target due to resource pressures and the legislative requirements in separating bulk collections for recycling.






Code	PI Title	Annual Status	Quarters					Quarterly Target	Annual		Latest Note
		2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q4 2025/26	2025/26		
		Status	Value	Value	Value	Value	Value	Target	Value	Target	
RT-3-BIP-4	Percentage of traffic light repairs completed within 48 hours		90%	90%	92%	95%	90%	85%	92.3%	85%	Target achieved
RT-4-BIP-4	Percentage of noticing failures reported to the Road Works Commissioner		2.9%	1.5%	4%	2.6%	2.4%	4%	2.65%	4%	Target achieved
RT-6-BIP-5	Category A Utility Inspection		98.32%	38.5%	51.3%	91.89%	98.6%	100%	98.6%	100%	Target almost achieved

2(b) Absence Management


Percentage Absence		
	Roads and Neighbourhood Services	Council (Excluding teachers)
Quarter 1	8.29%	6.17%
Quarter 2	9.51%	6.22%
Quarter 3	6.88%	5.57%
Quarter 4	8.28%	5.89%
Year End	8.21%	5.93%


3. Progress on Business and Improvement Plans


Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Health Surveillance Year 2 cycle to improve risk management of services and improve and promote health and safety at work (after baseline)	Restart statutory Health Surveillance cycle with appointments for identified employees across services ranging from Audiometry, Spirometry, HAVS, Skin and Nightshift		<div style="width: 90%;"><div style="width: 90%; background-color: #4f81bd; color: white; text-align: center;">90%</div></div>	31-Mar-2025	31-Mar-2026	Employee absence did not allow to reach 100% of surveillance required.
Fire Safety Risk Assessments completed annually for high risk premises and biannually for low risk	Restart cycle to review FSRAs according to risk based schedule in line with Fire Safety regulations.		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Jan-2025	31-Jan-2026	All operational council buildings have received a fire risk assessment within the last 12 months. Full report available.
Planned training and on-site visits to support the delivery of safety and health information, instruction and training to services and specifically high-risk activities.	Training program including in-house courses, routine toolbox talks and on-site visits for inspection, audit and review to support services when undertaking activities, especially those in high risk areas and promote a robust safety and health culture and processes.		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2025	31-Mar-2026	Health and Safety continues to work with high risk services to support review of tasks and identifying required safety training and best practice.
Tree Management Policy	Inspect, review and maintain the Council's Tree assets, through sustainable tree management works		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2025	31-Mar-2026	The Streetscene Technical Support Team have reviewed and updated the Tree Management Policy to take account of recent developments pertaining to Ash Dieback and other environmental issues.


Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Food Growing Strategy	Increase the number of allotment locations and plots available to meet local demand		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2025	31-Mar-2026	The Streetscene Technical Team completed the additional community growing and allotments at Etivie Park, Bishopbriggs which has increased the availability to residents, communities while decreasing the current waiting list.
Surface Water Management Plan	Implementation Plan for the delivery of Surface Water Management Planning – Cycle 1 (2016 – 2022). Work to improve water bodies to address climate change and increase capacity to assist with flood mitigation measures		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2025	31-Mar-2026	The Roads Technical & Engineering Team via the Flood Risk and Drainage Officers will continue to development the SWMP identifying and taking forward associated actions and projects
Roads Inspection and Maintenance Policy	Inspect and maintain the adopted Carriageway and Footway network throughout East Dunbartonshire		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2025	31-Mar-2026	The 2022 to 2024 Roads Inspection & Maintenance Policy is currently being reviewed with the intention of updating and reissuing to run from 2022 to 2027 taking cognisance to changes in legislation and other industry guidance. The Policy will also be expanded to include all relevant road related assets and structures.
Winter Maintenance Policy	Review the Council Winter Maintenance Policy to ensure it is updated and remains relevant		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2025	31-Mar-2026	The Roads Network Operations Team completed the 2024/25 Winter Maintenance Policy review in October 2024 in advance of implementation. A further annual review is schedule for September 2025 which includes a review of the policy document, carriageway and footway routes as well as adopting any new housing developments as per the policy and associated criteria.
Review Asset	Review Asset Management Plan (RAMP) to		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2025	31-Mar-2026	The 2024/25 RAMP has been reviewed and

Management Plan (RAMP)	improve roads and lighting infrastructure					updated. The RAMP information feeds into the Corporate Asset Management Plan which is utilised as part of the budget setting process annually.
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Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Mugdock Country Park Strategy	Deliver Mugdock Country Park Strategy with associated Action Plan		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div>100%</div>	31-Mar-2025	31-Mar-2026	The Mugdock CP Strategy has been updated and approved by the Mugdock JMC. The MPC Management Team are now working through the agreed items within the associated Action Plan



Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Cemetery Strategy	Deliver a Cemetery Strategy with associated Action Plan.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div>100%</div>	31-Mar-2025	31-Mar-2026	The Streetscene Technical Support Team are currently developing the new Cemetery Strategy upon completion will be presented to Council/Committee for review and approval. In the meantime, the team are working to expand the capacity at Langfaulds and Cadder Cemeteries.



Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Communication	Improve publically available information via the Council Web Site including footway gritting routes and Traffic Regulation Orders (TRO) locations		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div>100%</div>	31-Mar-2025	31-Mar-2026	The various Roads & Neighbourhood Services portfolio groupings continue to liaise with Corporate Communications colleagues to update the relevant web pages associated with Roads maintenance, Winter maintenance, TRO, Tree Management, Bereavement, Waste and Recycling information etc.

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Management of Structures	Maintain the bridges and retaining wall database to ensure there is proper accounting for these assets.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div>100%</div>	31-Mar-2025	31-Mar-2026	All inspections completed

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
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Deliver a revised Fleet Asset Management Plan in line with new Capital Investment programme for the 2023-2026 period.	Review and procure Fleet assets in line with revised plan as the Council transitions to a low carbon vehicle and plant fleet.			31-Mar-2026	31-Mar-2026	FAMP 2025/26 Completed and incorporated into Corporate Asset Management Plan
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Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Review Operational fleet required in accordance with the Councils wider Climate Action plan Agenda.	Consider impact of changes to working practices across the Council and review fleet replacement programme to account for future vehicle and plant requirements & Infrastructure dependencies.			31-Mar-2025	31-Mar-2026	Fleet Service continue to contribute to the Councils wider Climate Action plan Agenda

Area for Improvement	Improvement Activity	Status	Progress	Original Due Date	Current Timescale	Note
Review of front-line Waste Collection and Recycling operations.	Undertake a review of the front-line service delivery with a view to Introducing a back office – System modernising routes to include in cab smart technology. This will improve collection performance and reduce the need for duplication where assistance and special collections have been missed.			31-Aug-2025	31-Aug-2026	Waste Service have a programme of route modernisation across both domestic and commercial routes using available technology to create efficiencies and optimisation.

4. Financial Targets (based on P10 Projections)

Main Service Divisions	Annual Budget	Net Expenditure Projected at P10 (subject to audit)	Annual Variation (subject to audit)	% variation	Narrative
Roads	4,027	3,898	-129	-3%	Within Roads we are expecting at this time an overspend within overtime of £0.074m and £0.072m of unachievable staff turnover savings, this is offset with Resurfacing Capital Recovery Income below. The Lighting services have an underspend regarding vacancies of £0.040m which is being utilised for sub contracted works .Lighting is expected to underspend within Electricity usage due to a reduced annual unit cost (£0.252m) this is offset with an overspend in subcontractors due to vacancies of £0.143m Roads and Lighting are expected to over recover (£0.176m) for Capital Works (Resurfacing and Street Lighting) along with an under recover of £0.058m against design of Capital Works (Resurfacing & Street Lighting) this is currently being reviewed
Streetscene	3,309	3,163	-146	-5%	Streetscene have achieved £0.056m in relation to STS, subcontractors & consultants have underspend by £0.195m, Cemeteries income has underrecovered by £0.121m

Main Service Divisions	Annual Budget	Net Expenditure Projected at P10 (subject to audit)	Annual Variation (subject to audit)	% variation	Narrative
Mugdock Country Park	403	325	-78	-24%	Mugdock has overspend on Employee Costs £0.152m this has been recovered from Scottish Water along with income being overacheived by £0.074m
Fleet	2,849	2,962	113	4%	Fleet are not expected to achieve STS £0.074m, there is an overspend expected for vehicle repairs and tyre replacment £0.047m
Waste	7,470	7,633	163	2%	Special Uplifts are expected to be under by £0.020m. Care of Gardens is also not expected to fully recover £0.040m. There are other over recoveries aiding to the variation. Waste Services have an underspend (£0.402m) due to tonnage levels being received both within General Waste and Recycling. Employee costs will overspend by £0.385m.
Health & Safety	441	322	-119	-37%	H&S due to vacancies have an underspend in Employee Costs valued at £0.117m
Total	18,499	18,303	-196	-1%	

5. Stakeholder Engagement Activity

Title	Description	End Date	How the Information gathered has been used to Improve performance
Glazert Water Restoration	Design of improvements along riparian corridor to provide improved flood storage capacity, habitat improvements and increased connectivity	March 2026	Following consultation, planning approval was granted.
River Kelvin Tributaries Restoration	Restore the tributaries to promote biodiversity and active travel and reduce flood risk.	March 2026	Stakeholder meetings with EDC colleagues to establish initial list of opportunities and constraints. More comprehensive consultation with the wider community will take place as the project develops.
Climate Ready Park – Woodhill & Etive Park	Construction	March 2026	Ongoing community communications while the park is being constructed; the allotment and pump track have been completed, and groundworks will be completed elsewhere in Summer 26.
Engagement with Friends of Group	<p>Regular meeting attendance and project development and creation with the following groups (attendance at all Comm Council groups when requested):</p> <ol style="list-style-type: none"> 1. Whitefield Pond Group, Lennoxton 2. Lennoxton Project Group, Lennoxton 3. Campsie Community Council 4. Milton of Campsie Community Council 5. MOC Railway Restoration Project 6. Friends of Lenzie Moss 7. Waterside Community Council 	March 2026	<p>The team continues to support community groups and this has led to a number of actions relating to the improvement of their local spaces, for example.</p> <ol style="list-style-type: none"> 1. Development of a management plan, Whitefield Pond 2. Further meadow and bulb

	8. Bishopbriggs Community Council 9. Milngavie in Bloom 10. Balmore Community Council 11. Torrance Greenspace Group 12. Milngavie Community Council 13. Milngavie Development Trust 14. King George V Group 15. Cairnhill Woods Group 16. Mains Estate Residents Group 17. Westerton Group 18. Friends of Bishopbriggs Park 19. Lenzie Community Council		planting. 3. Discussions regarding allotment creation and play park improvements. 4. Assistance to “In Bloom Groups”. 5. Creation of a management plan, Heather Avenue. 6. Consultation on the Canal Towpath improvements.
Waterside Play Consultation	Consultation and voting on submitted plans with residents as to potential play upgrades at Taig Road, Waterside	March 2026	Consultation and partnership working with the Community Council has resulted in the successful delivery of the Taig Road play park and also path construction linking Alexander Place to Moss Road. Project completed
Play Park Action Plan	Consultation to vote for preferred designs for individual Play Area Projects in 2025/26	March 2026	This is a standard practice to enable community buy-in and the choosing of a preferred option.
Trade Union Engagement	H&S Committee Structure - Trade Union engagement through Health and Safety Committee Structure which sees a clear commitment in all safety and health matters, with a tiered progression and escalation of issues where these arise from service managers, executive officers and SLT. Statistical data is presented, analysed and purposefully used to inform next steps.	March 2026	H&S actions taken from meetings to be addressed

6. Plans, Policies, Programmes and Strategies

PPPS	Intended Outcome	Date Approved	Start Date	End Date
EDC Winter Maintenance Policy 2025/26	Plan is designed to ensure that the Service is adequately equipped to deal with the adverse weather conditions over the winter period including sub-zero temperatures and flooding.	October 2025	1 st October 2025	18 th April 2026
H&S Policy Review, Health and Safety Management System	H&S policy, Fire Safety policy and 5 supporting policies: Gas Safety, Control of Asbestos, Management of Contractors, Managing Workplace Hazards and Occupational Health in line with latest legislation and safety and health compliance of services. Procedures under policy now published individually through H&S Committee and consultation with trade unions.	June 2023	Ongoing	Ongoing
Household Waste Recycling Collection Policy and Procedures	Support the implementation of the move to a 3 weekly residual collection frequency. Considering operational procedures including assisted collection, medical capacity, larger families and contamination.	December 2024	March 2025	Ongoing

7. Improvement activities

Areas Requiring Improvement	Improvement Activity	Timescales for Implementation
Roads Network Operations – resurfacing programme	Endeavour to complete the programmed work for 2026/27 in line with allocated capital budget and resources	April 2026 to March 2027
Roads Operations - utility company inspections	Increase the number of category A Utility Inspection completed	April 2026 to March 2027
Review and update Fleet Asset Management Plan	Deliver a revised Fleet Asset Management Plan in line with new Capital Investment programme for the 2026-2056 period.	April 2026 to March 2027
2025/26 Council Budget Decisions	Roll out 2025/26 Council Budget Decisions pertaining to Roads & Neighbourhood Service Areas	April 2026 to March 2027
3 weekly collections for Domestic Waste	Continue to monitor the implementation of 3-week collections for household domestic waste	April 2026 to March 2027
Health Surveillance cycle to improve risk management of services and improve and promote health and safety at work	Restart statutory Health Surveillance cycle with appointments for identified employees across services ranging from Audiometry, Spirometry, HAVS, Skin and Nightshift.	April 2026 to March 2027
Fire Safety Risk Assessments completed annually for high-risk premises and biannually for low risk	Restart cycle to review FSRAs according to risk-based schedule in line with Fire Safety regulations.	April 2026 to March 2027
Planned training and on-site visits to support the delivery of safety and health information, instruction and training to services and specifically high-risk activities.	Training program including in-house courses, routine toolbox talks and on-site visits for inspection, audit and review to support services when undertaking activities, especially those in high-risk areas and promote a robust safety and health culture and processes.	April 2026 to March 2027

8. Current Delivery Focus

Roads & Neighbourhood Services

- The Service will continue to manage and maintain the Councils adopted carriageway and footway network to the highest possible standard in line with budgets and available resources.
- The Service will endeavour to deliver on Business Improvement Plan commitments where priorities and resources allow.
- The Service will look to deliver of all Roads and Neighbourhood Services capital investments within budget and timescale utilising the resources available.
- Continue with sound financial planning to ensure the delivery of all revenue savings targets.
- Continue to ensure projects are delivered in line with approved policies, strategies and budgets.

Roads Network Operations

- Continue to deliver an Asset Management based approach to support the identification and prioritisation of Roads and Street Lighting projects that will deliver best outcomes for communities utilising the adopted Road Network.
- Continue to increase the number of individual resurfacing projects, improving the adopted road network as an asset in the new financial year.
- Review and Improve the Winter Plan to reflect feedback, demands and requirements for 2026/27.

Technical & Engineering Services

- Provide technical advice to support the delivery of key Council projects and provide guidance to external stakeholders and partners.
- Continue to undertake statutory bridge inspections and instruct repairs.
- Commence the delivery of the Glazert river restoration project in 2026
- Deliver and report on 20mph speed reduction across the authority area

Streetscene Operations

- The Service will continue to deliver seasonal ground maintenance services to all adopted Parks, greenspaces and cemeteries within East Dunbartonshire.

- The Service will continue to deliver a street cleansing service to all adopted roads, footways, Parks, greenspaces and cemeteries within East Dunbartonshire.

Streetscene Technical Support

- The Service will continue to work with communities to improve parks and green spaces including the renovation and redevelopment of children's play areas.
- The Service will continue to work with colleagues across the Council to develop and deliver on the actions created by the various environmental strategies and policies i.e. Climate Change, Food Growing etc.

Mugdock Country Park

- The Service will continue to promote Mugdock Country Park as a superb visitor attraction to both local resident and to visitors from further afield.
- The Service will continue to work with the existing business within the Country Park to promote the destination and look to increase annual visitor numbers and increase income opportunities for all stakeholders.
- The Service will continue to co-ordinate and support an extensive programme of events, educational and volunteering opportunities.
- The Service will look to progress projects which deliver additional event space within the Walled Garden and adjacent to the Play Park.

Waste Management

- Manage service demands and work with contractors for the enhanced treatment and processing of waste & recycling arising throughout the period.
- The service is continuing works to implement new recycling contracts to maximise returns for materials collected in addition to minimising costs associated with disposal and transport to and from contractor premises.
- Continue communication work to enhance recycling services and increase food waste participation and recycling across the authority.
- Work in partnership with Digital Change and Procurement teams, to modernise Waste collection and data recording

Fleet Management

- Ongoing delivery of the Fleet Replacement programme in line with the Asset Management Plan, including the procurement of new vehicles plant and equipment for Social Services, Property maintenance, Greenspace & Streetscene, Roads Maintenance, Waste Operations and associated fleet activities.
- Preparation of tenders and specifications for the 2026/27 replacement period. This work includes specifying replacement cars, vans, trucks, mowers and construction plant for Council Services, including alternative fuelled low carbon technology where appropriate to do so.
- Review of both service and pool fleet operations for the procurement of additional electric vehicles and in conjunction with the Councils Major assets team, the upgrade to infrastructure to accommodate Electric vehicles across the Council estate.
- Ongoing work in conjunction with the Councils Sustainability and Policy team to deliver a Plan for the decarbonisation of the Councils Vehicle and Plant Fleet in the lead up to government deadlines.

Corporate Health & Safety

- Statutory Health Surveillance cycle to improve risk management of services, promote health at work and reduce personal injury claims against the council. The cycle will inform improvement changes to service risk management and target individual reassessments to further control employees' health.
- Statutory Fire Safety Risk Assessments completed annually for high-risk premises and biannually for low risk. FSRAs are based on risk and requires ongoing assessment with action plan developed according to status.
- Promote a robust safety and health culture and processes through planned training and on-site visits for inspection, audit and review to support the delivery of health and safety information, instruction and training to services and specifically high-risk activities.
- Continued focus and prioritisation on inspections, site visits and training as being a key part of health and safety management, continuing to work towards improving compliance and improve reporting of near miss incidents and safety observations.
- Support the implementation of improvement activities and targeted campaigns throughout the year to highlight health, safety and wellbeing. These campaigns will be directly related to the high-risk categories compiled from the accident statistics. H&S campaigns have not been in place for 2025/26 as Violence in the workplace continues to be targeted through action groups, policy development in the Education sector and Corporate and incidents reviewed monthly by trade unions colleagues alongside Health and safety team.