







## Community Services - Section 5 - Priority Performance Indicators

Code	Frequency of reporting	PI Title	2025/26 performance			2026/27	Rationale for Inclusion
			Value	Target	Status	Target	
COM-BIP-01	Monthly	Average length of time taken to re-let properties in the last year (days)	75	60		75	To improve performance in housing allocations
COM-BIP-04	Monthly	Rent loss due to void properties - Monetary Value	£236,319.80	£130,000.00		£130,000.00	To reduce the level of void loss when properties are empty
COM-BIP-09	Quarterly	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	40		40	Prioritised BIP performance indicator for Community Protection to reflect key Trading Standards & Licensing work priority in relation to underage sales.
COM-BIP-10	Monthly	Number of targeted decriminalised parking enforcement Initiatives and patrols (Including schools and residential areas) in response to complaints, service requests and intelligence received	228	240		240	Prioritised BIP performance indicator for the Community Safety Team within Community Protection to measure performance in relation to the key work area of DPE.
COM-BIP-12	Quarterly	Number of targeted co-production Initiatives jointly delivered by the Community Protection Service and Police Scotland	46	48		48	Prioritised BIP performance indicator for Community Protection to measure key work on delivery of joint Co-Production initiatives by officers from Community Protection and Police Scotland
COM-BIP-13	Monthly	Percentage of Environmental Health public health service request responses delivered within target timescales	86%	85%		85%	Prioritised BIP performance indicator for Community Protection covering statutory service delivery in key Environmental Health work areas.

## Community Services - Section 6 - Sustainability

Service activity	Impacts on climate change mitigation	Impacts on climate change adaptation	Impacts on biodiversity	Impacts on greenspace	Other sustainability impacts
Delivery of statutory duties in relation to air quality management	Air quality funding used to support the EcoStars road fleet recognition scheme which aims to minimise greenhouse gas emissions	Minimise pollution airborne	Minimise pollution	Improved amenity for greenspaces through reduced air pollution in recreational spaces.	Minimising pollution to air and improves health outcomes and reduces the strain on the NHS,
Contaminated land	Promote the remediation of potentially contaminated land received via the planning process along with the monitoring of sites of historic landfill-in.	Land affected by contamination is appropriately assessed using and remediated.	There is the potential disturbance of habitats via the reclamation of site likely to be contaminated sites.	Improved environmental health reduces likelihood of pollution.	The provision of pollution free surroundings is clearly advantageous to biodiversity, thereby ensuring that such land contribute to sustainable communities.
Pollution Control			Prevention and removal of offensive waste from open spaces will contribute to the provision, maintenance and improvement of biodiversity in natural spaces.	The absence of waste and pollution from greenspace will encourage use and contribute to physical and mental wellbeing.	
Embrace Smart / Remote Working across Community Services including improving use of ICT solutions and reduction of unnecessary travel.	Reduction to carbon and other greenhouse gas emissions.	Minimise fumes and pollution and energy usage through travel	Reduced traffic on roads results in fewer vehicle collisions with fauna. Improved air quality increases habitat for less pollution tolerant species.	Improved amenity for greenspaces due to reduced air pollution, and safety for children and young people from less vehicles.	Less traffic use, giving less air pollution and more sustainable environment. Less paper usage through use of ICT solutions, leading to less deforestation and sustainable future.

## Community Services - Section 7 - Risk Management

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
Failure to effectively manage significant cases of animal disease or human illness/ disease and/or outbreak events	Tolerate	Welfare Controls Qualified Resourcing Training Partnership Liaison	Social	Local Outcome 3 Local Outcome 4 Local Outcome 5 Local Outcome 6			None
Failure to deliver statutory requirements of Environmental Health and Trading Standards	Treat	Resourcing Vacancy Recruitment	Political Legal/Compliance	All			<p>Recruitment and making EDC attractive place to work.</p> <p>Working with Chief Officers / Institutes to provide qualifications nationally.</p>

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Inability to effectively manage the national resettlement agenda	Treat	Appropriate Resourcing Government Funding Support Services.	Political Social	All	 <p>Lifehood Impact</p>	 <p>Lifehood Impact</p>	Awareness at national level For continued funding and access to services			
Inability to supply appropriate homeless temporary accommodation	Treat	<table border="1"> <tr> <td data-bbox="586 531 927 563">Housing Options</td> </tr> <tr> <td data-bbox="586 563 927 595">Housing Provision</td> </tr> <tr> <td data-bbox="586 595 927 837">Resourcing</td> </tr> </table>	Housing Options	Housing Provision	Resourcing	Political Social Financial	Local Outcome 3 Local Outcome 4 Local Outcome 5 Local Outcome 6	 <p>Lifehood Impact</p>	 <p>Lifehood Impact</p>	Housing supply increased.  Financial resources provided / grants from Government.
Housing Options										
Housing Provision										
Resourcing										
Inability to Deliver Community Empowerment requirements including LOIP and to support Community Planning Partners and Local Outcomes	Treat	Resourcing Positive Partnership Working and relationships. Community capacity planning and building	Political Social	All	 <p>Lifehood Impact</p>	 <p>Lifehood Impact</p>	Recruitment  Streamlined structure.  Increased community empowerment			

## Community Services - Section 8 - Consultation and Engagement

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Consultation with local communities via Community Safety Team attendance at community council and other resident meetings	Consultation and engagement	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	Community representatives attending local community council and resident meetings.	Feedback gathered and used to inform community safety service provision – development of targeted action plans and work to meet the needs and priorities of our local communities.	01-Apr-2026	31-Mar-2027
Consultation with local community representatives through Community Protection activity at local events	Consultation and engagement	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.	Residents and community representatives attending local community events.	Feedback gathered and used to inform service provision – development of targeted action plans and work to meet the needs and priorities of our local communities.	01-Apr-2026	31-Mar-2027
Consultation with representatives from the licensed trade and other liquor licensing stakeholders	Consultation and engagement	Community Protection Service organisation of and attendance at regular licensing meetings and events across the EDC area.	Licensed trade and other liquor licensing stakeholders across the EDC area.	Feedback gathered and used to develop service provision in relation to liquor licensing enforcement matters.	01-Apr-2026	31-Mar-2027

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<b>Title</b>	<b>Is this activity a consultation or engagement exercise?</b>	<b>Description</b>	<b>Audience</b>	<b>How this engagement will be used to inform planning and service delivery</b>	<b>Planned Start Date</b>	<b>End Date</b>
Customer satisfaction with Environmental Health interventions	Consultation and engagement	Customer satisfaction survey of customers subject to interventions work delivered by Environmental Health.	A representative portion of the local customers subject to Environmental Health interventions.	Feedback gathered and used to develop Environmental Health service provision in relation to interventions delivered	01-Apr-2026	31-Mar-2027
Locality Plans Monitor Report	Consultation and engagement	Produce a collaborative report of progress on all four locality plans	Communities/Community Planning Partners	Produce and publish progress report.	1 Sep 2026	30 Sep 2027
LOIP Outcomes Updates and Review with ED Communities	Consultation and engagement	A review of LOIP outcomes proposed and in planning	East Dunbartonshire Communities and Community Planning Partners	Update to LOIP	30 Sep 2026	30 Sep 2027
Review CAT Policy	Consultation and engagement	Review current CAT policy and develop revised CAT policy	Community Transfer Bodies, Community Planning Partners and wider community organisations	Produce revised CAT policy and guidance	30 Sep 2026	30 Sep 2027
Produce a progress report on BSL Plan 2024-30	Consultation and engagement	Review impact of BSL Plan 2024-30	D/deaf community; wider community and community planning partners	Review and publish progress on BSL Plan 2024-30	1 April 2026	30 Oct 2026
Progress report for CLD Plan 2025-27, incorporating the LCPAR duties (child poverty)	Consultation and engagement	Produce progress report for CLD Plan 2025-27 and incorporating LCPAR reporting duties	Community Planning Partners, communities and targeted equality groups.	Monitor progress on CLD Plan 2025-27 and LCPAR duties	30 June 2026	30 Oct 2026