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East Dunbartonshire Council

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**PLACE NEIGHBOURHOOD &
CORPORATE ASSETS
COMMITTEE**

THURSDAY, 9 NOVEMBER 2023

REFERENCE:

PNCA/101/23/JG

LEAD OFFICER:

DEPUTE CHIEF EXECUTIVE

CONTACT OFFICER:

**JOSEPH GREATOREX, TEAM LEADER -
CORPORATE PERFORMANCE & RESEARCH,**

SUBJECT TITLE:

**PLACE, NEIGHBOURHOOD AND
CORPORATE ASSETS- HOW GOOD IS OUR
SERVICE (APRIL-SEPTEMBER 2023)**

1.0 PURPOSE

1.1 The purpose of this report is to provide Committee with the performance and progress reports covering the period April-September 2023 for the following Strategic Groupings within the Place, Neighbourhood and Corporate Assets Directorate (**see Appendix 1**).

- Assets and Facilities
- Community Services
- Land Planning & Development
- Roads and Neighbourhood Services

2.0 RECOMMENDATIONS

It is recommended that the Place Neighbourhood & Corporate Assets Committee.

- 2.1** Scrutinise the submitted Strategic Group performance reporting templates set out in **Appendix 1**; and
- 2.2** Requests that progress on any identified improvement activity is reported in the Year End How Good Is Our Service evaluation reviews, which will be reported to the May 2024 meeting of Committee.

**ANN DAVIE
DEPUTE CHIEF EXECUTIVE**

3.0 BACKGROUND/MAIN ISSUES

- 3.1 The report covers the performance indicators set out in the Strategic Group Business and Improvement Plans for 2023-26, approved by Council on 27 April 2023. **(CE/09/23)**. Additionally, the report requests a high level narrative overview of progress against the improvement priorities outlined in the Business Improvement Plans.
- 3.2 As referenced above, the Business and Improvement Plans for the Place Neighbourhood & Corporate Assets strategic grouping were approved by Council in April 2023 whilst the latest annual How Good Is Our Service evaluation review for the strategic groupings, was submitted to Council in June 2023.
- 3.3 All Strategic Groups have also developed Business and Improvement Plan performance indicators which relate to operational delivery and stakeholder impact. In some areas, the performance information may only be available on an annual basis. Where this is the case, Strategic Groups will provide a progress review of improvement activity through the year-end How Good Is Our Service evaluation reports, which will be presented in May 2024.
- 3.4 Similarly, progress on any improvement activity requested through this 6 monthly review, will also be incorporated in the year-end How Good Is Our Service evaluation reports

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1 Frontline Service to Customers – Improved Service Delivery through continued effective scrutiny and management of performance
- 4.2 Workforce (including any significant resource implications) – Impact on future Business Improvement Planning
- 4.3 Legal Implications – None
- 4.4 Financial Implications – None
- 4.5 Procurement – None
- 4.6 ICT – None
- 4.7 Corporate Assets – None
- 4.8 Equalities Implications – None
- 4.9 Corporate Parenting - None
- 4.10 Other – None

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this Report are as follows:

- 5.1 Ensuring effective Scrutiny of Service Performance and driving improvement in service delivery
- 5.2 Ensuring we are continuing to meet our statutory obligations in regards to performance reporting and Best Value

6.0 **IMPACT**

- 6.1 **ECONOMIC GROWTH & RECOVERY** - None
- 6.2 **EMPLOYMENT & SKILLS** - None
- 6.3 **CHILDREN & YOUNG PEOPLE** - None
- 6.4 **SAFER & STRONGER COMMUNITIES** - None
- 6.5 **ADULT HEALTH & WELLBEING** - None
- 6.6 **OLDER ADULTS, VULNERABLE PEOPLE & CARERS** - None
- 6.7 **CLIMATE CHANGE** - None
- 6.8 **STATUTORY DUTY** - This report forms part of our statutory duty of performance reporting and Best Value as set out in the Local Government acts 1992 and 2003

7.0 **POLICY CHECKLIST**

- 7.1 This Report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.

8.0 **APPENDICES**

- 8.1 **Appendix 1** - Place, Neighbourhood and Corporate Assets HGIOS April-September 2023/24 Reports