



sustainable thriving achieving








**East Dunbartonshire Council**

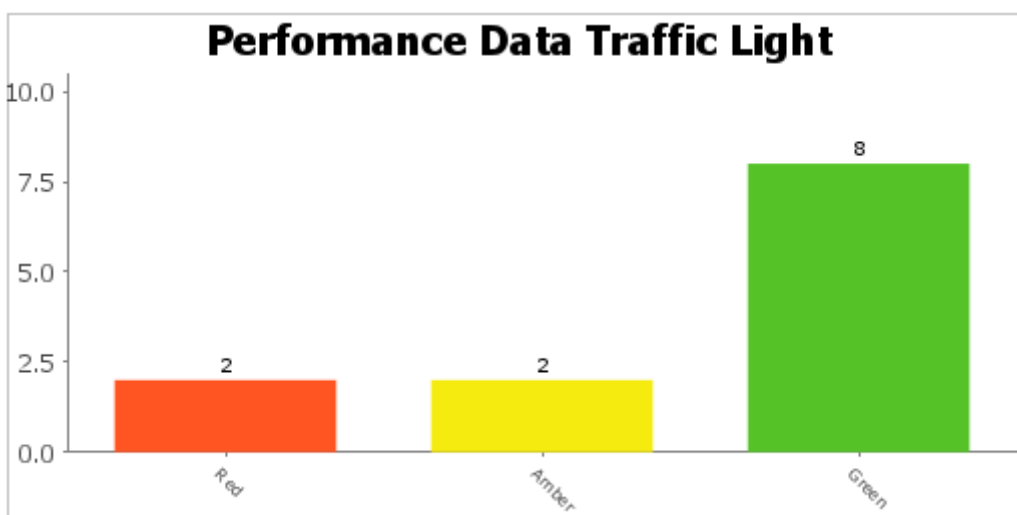
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## HOW GOOD IS OUR SERVICE?

### COMMUNITY SERVICES

**April - September 2023**

Key to Performance Icons	
Icon	Description
	Indicator is on Target
	Indicator is off target by less than 5%
	Indicator is off target by more than 5%
	Indicator has improved from the same reporting period the previous year
	Indicator is unchanged from the same reporting period the previous year
	Indicator has declined from the same reporting period the previous year
	Data is unavailable to generate a RAG Status. This could be the case for a new indicator where no trend data is available or if indicator data is unavailable for the reporting period



**Community Services** is responsible for the delivery of a range 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 teams of services within the strategic grouping:

- **Community Protection Service**
  - **Community Safety Team**
  - **Environmental Health Team**
  - **Trading Standards Team**
- **Community Planning and Partnership Team, including the Resettlement Team**
- **Community Testing and Vaccination Team**
- **Housing Operations and Estates Team**
- **Homelessness and Prevention Team**

Community Protection Service is a group of teams that deliver the Council's statutory remits in relation to Environmental Health and Trading Standards, along with frontline service delivery on Community Safety matters.

The Community Planning and Partnerships Team has overarching responsibility for coordination in relation to Community Planning matters such as community empowerment, LOIP and Localities various corporate policies such as equalities, and the Resettlement agenda across East Dunbartonshire.

The Community Testing and Vaccination Team are a temporary team initially set up in response to the pandemic working alongside GGC NHS Bd partners on COVID Testing and supporting Vaccination programmes across communities. The vaccination programmes continues locally supported by Community Services employees.

Housing Operation and Estates Team have responsibility for managing the social rented properties including allocations, and liaison and providing support for all council tenants working front line across the area. They also have programme of lead tenancies which are also supported.

Homelessness and Prevention Team provide front line support across homelessness and provide accommodation for those in most need, including the Project 101. They also have responsibility for landlord registration and more recently short term lets.

## Overview of Progress

### **Community Protection Service, incorporating 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 centered on the promotion of public health, public safety, well-being and consumer protection.

During the course of the April to September reporting period the service has continued to actively engage in the local Co-Production arrangement with Police Scotland. This has resulted in the delivery of joint work and coordinated activity to protect communities across the East Dunbartonshire area, with a number of targeted initiatives being delivered (e.g., in relation to antisocial behaviour, youth disorder, bogus callers, licensing enforcement and parking issues). The service has 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.

After a significant period of pandemic response activity, service delivery now completely focused on the delivery of the wide range of work that represents the normal day to day duties and priorities for the Community Protection Service.

The Community Safety Team has continued to deliver a broad range of frontline work for the benefit of our local communities throughout the reporting period. The delivery of these services helps 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 April to September period, officers from the team have been 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.

The team has continued to experience high demand for service in relation to community safety issues during recent months. Officers have 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. The Community Wardens have also been busy developing links within the local communities they serve, getting involved in a significant number of initiatives and events that have been taking place or recommencing across the Council area.

The Environmental Health Team has been engaged in the delivery of essential public health services throughout the reporting period in order 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 have been involved in the delivery of full programmes of inspection and sampling activity in relation to food safety and the team has 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 a number of cases. As well as responding to large numbers of service requests the team has continued to respond to

internal partners in Planning and Licensing on matters such as new developments and seasonal events respectively. In addition, officers from the team have prepared and submitted the latest Annual Progress Report on standards of Air Quality within East Dunbartonshire.

The Trading Standards Team has been engaged in the delivery of essential consumer protection and licensing services to local consumers and businesses in order to maintain and protect a fair-trading environment in East Dunbartonshire. The Team is once again delivering targeted and risk-based programmes of enforcement work, with priority being given to any activities that closely align to the local outcomes in the LOIP. Full programmes of planned inspection and sampling / test purchasing activity have been delivered during the reporting period and significant progress has also been made in terms of delivering elements the 2023-24 Trading Standards Project Plan.

Priority activity in the April to September period has included the launch and subsequent development of a new Trading Standards Trusted Trader Scheme for the local authority area. The scheme, which is overseen by Trading Standards, 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. Officers have also continued to deliver an effective consumer advice service for local residents throughout the reporting period, dealing with contractual disputes and performance issues that have arisen and providing relevant assistance and casework wherever required. Joint enforcement work by Trading Standards and Police Scotland on scam and doorstep crime issues has continued, with focus on the protection of our vulnerable and elderly populations from financial harm.

## **Housing Operations and Estates, and Homelessness and Prevention Team**

As at the end of Q2 the Housing Team manages 3,828 social rented properties (this has increased by 45 properties from the start of Q1); 3,774 of these are mainstream accommodation and 54 are used for Homeless Temporary Accommodation. The service also manages 66 Lead Tenancies which are rented from either private landlords (45) or Housing Associations (21), to assist with accommodating homeless households.

A Common Housing Register review was undertaken in Q2. This reduced the Housing list for East Dunbartonshire this by approximately 1,200 applications. At present (as at end of Q2), the list has 2,354 applications, made up of the following:

**General Waiting list** 1,671 applicants waiting (30 currently 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** 447 applicants (26 currently 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** 252 applicants (27 currently 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** 11 applicants (2 currently 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).*

Over Q1 & 2, 159 properties have been let or re-let; 100 mainstream, 5 buy backs (purchased from the open market), 6 HRH-HRA (temp accommodation changed to mainstream) and 48 new build (38 at Kerr Street, Kirkintilloch development and 10 at Rob Roy Place, Kirkintilloch development).

145 were general need properties and 14 were sheltered.

They were let to the following queues:

- 52 were let to applicants on the transfer queue.
- 30 were let to applicants on the general waiting list queue.
- 74 were let to applicants on the priority homeless queue.
- 3 were given to homeless team to be used as temp homeless accommodation

## **Key Achievements**

### **Community Protection Service, incorporating Environmental Health, Community Safety & Trading Standards Teams**

- Delivery of effective services on a flexible basis in order to meet all statutory requirements and duties in relation to public health, community safety, consumer protection and licensing matters.
- Delivery of local Co-Production activity between Community Protection and Police Scotland, with particular focus on effective tasking processes and the delivery of joint action plans and work to protect the communities of East Dunbartonshire.
- Delivery of Business Improvement Plan activity relating to Community Protection - actions being implemented in accordance with set targets in order to deliver effective services in line with relevant corporate outcomes and with positive performance being reported.
- Delivery of regulatory services that assist with economic recovery and that are designed to support local businesses and communities in the route out of the pandemic / with the cost-of-living crisis.
- Continued delivery of field responses in relation to all essential environmental health matters (e.g. public health service requests on environmental protection matters, food safety interventions and air quality monitoring).
- On-going delivery of full programmes of food safety inspection activity and food sampling fully as part of Official Food Controls.
- Preparation and submission of the latest Annual Progress Report on standards of Air Quality within East Dunbartonshire.
- Appropriate regulatory contribution to major asset projects and regulatory input to local planning developments.
- Liaison with local water body and SEPA representatives during the reporting period to assist in seasonal blue-green algae toxic bloom work.
- EH team involvement in shaping a revised Enteric Disease Questionnaire with NHS Greater Glasgow & Clyde.
- Development and approval of the Greater Glasgow and Clyde Joint Health Protection Plan detailing public health arrangements between the health board and their partners including the local authority (Environmental Health).

- Delivery of a range of themed health and safety initiatives and interventions to local businesses across the area
- Approval of the EH Food Service Plan 2023-24 and the EH Health and Safety Service Plan 2023-24 - these plans detail the arrangements for carrying out the council's statutory duties under food safety and health and safety legislation during the course of the current reporting year.
- On-going implementation of the revised and extended animal welfare licensing system to meet the requirements of new Regulations.
- Delivery of effective field responses in relation to all community safety matters (e.g. pest control, fly-tipping, antisocial behaviour and youth disorder, control of dogs and 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.
- Continued delivery of the Junior Wardens Scheme in local primary schools – the scheme is aimed at Primary 6 and 7 pupils and promotes good citizenship, with the achievements of the children being recognised through the Dynamic Youth Awards Programme.
- Effective deployment of mobile CCTV cameras to prevent crimes and aid detection, with particular emphasis on jointly agreed deployment between East Dunbartonshire Council and Police Scotland.
- Delivery of weekly youth diversionary football sessions in Lennoxton, Milton of Campsie and Hillhead during the April to September period, with significant numbers in attendance throughout.
- Delivery of essential patrols in relation to environmental incivility breaches as well as antisocial behaviour and youth disorder patrols in and around identified issue areas.
- On-going delivery of a service in terms of neighbour complaints/disputes, with advice to residents and others by the most appropriate means available and with regular liaison with colleagues in other services including Housing, Social Work and Police Scotland.
- 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.
- Continued delivery of a domestic night noise service every weekend Friday – Sunday 2000 – 0400 hrs, with appropriate responses being delivered in relation to reports / complaints of noise nuisance within residential properties.
- Community Warden support and assistance to the New Roots Gardening project in the Twechar and Milngavie areas which seeks to address social isolation and difficulties in participation whilst trying to help build independent living skills for those with a learning disability.
- Delivery of effective field responses in relation to all trading standards and licensing service requests.
- Delivery of programmes of routine Trading Standards and Licensing inspection and project work.
- Newly launched ED Trusted Trader Scheme promoted within East Dunbartonshire by the Council and local partners - the scheme is overseen by Trading Standards and aims to increase customer confidence by helping people find reliable traders, promote good practice within local businesses, protect residents from doorstep crime, and help generate business for local companies.
- Continued delivery of joint enforcement work by Trading Standards and Police Scotland on scam and doorstep crime issues - focussing on the protection of our vulnerable and elderly populations from financial harm.
- Delivery of local Trading Standards activity as part of a wider coordinated West of Scotland product safety and metrology projects with a cost-of-living focus.
- Delivery of workplan activity by Trading Standards to maintain local business compliance with legislative requirements relating to tobacco and nicotine vapour products.

- On-going delivery of consumer advice services to local residents – dealing with contractual disputes and performance issues that have arisen and providing effective casework in relation to a range of consumer complaints.
- Delivery of targeted activity by Licensing Enforcement to maintain local business compliance with legislative requirements relating to liquor licensing conditions.

## **Community Planning and Partnerships, including Resettlement**

- Support to the wider resettlement agenda supporting the Ukrainian families and individuals living in East Dunbartonshire and preparing for potential arrival and support of Asylum and Afghan individuals through the various national programmes.
- Delivery of the council's 'Cost of Living' programme for 2023/24 through Community Grants, Winter Connections, involving working with CAB, Foodbank, EDVA and HSCP.
- Delivery of the new Community Grant Scheme working closely with the Grants Advisory Committee (GAC), including a consultation and engagement exercise to improve provision. Successful Round 1 with enhanced grant provision with two schemes of up to £5,000 and up to £10,000 available. Approval through CPPB.
- Preparing delivery of Winter Connections which is a revised and improved Warm Spaces Scheme, offering grants of up to £1,500 for delivery of activities and community spaces for community members to engage with.
- Presentation of the draft Gaelic Language Plan with engagement and consultation planned for the coming months.
- Following extensive community engagement and consultation and working with community groups and individuals over recent years, then presentation and approval of the revised Locality Plans for Auchinairn, Hillhead and Harestanes, Lennoxton and Twechar. Delivery of the action plans by council services and community planning partners is underway.
- Working closely with our local Strategic Partners for delivery of the Strategic Partnership Agreements with CAB, Womans Aid, Twechar Community Action and EDVA.
- Supporting the work of wider Community Planning agenda including the Executive Group, the Board, and the Local Outcomes, including liaison with all partner organisations.

## **Community Testing and Vaccination**

- Continue to support GGC NHS Board with the delivery of community vaccination programme for Covid, Flu and other vaccines as appropriate.
- Managed relocation of the vaccination clinic provision from Kirkintilloch Town Hall to Merkland School in Kirkintilloch, to allow greater community use of facilities for lets.
- Regular discussion and meetings with public health management at GGC NHS Board to understand national picture and decision making in relation to future requirements in the provision of vaccinations to aid local planning.

## **Housing Operations and Estates**

- 88 new anti-social cases received over Q1 and Q2. 84 of these were resolved within the period received.
- Tenancy sustainment figures remain relatively high at 96% over Q1 and Q2. Reasons for tenants not sustaining over this period were mainly the passing of tenants, move out with EDC or returning to live with family members.
- 50 nominations to Registered Social Landlords to be considered for allocation to their stock.

- 191 offers were made in Q1 and Q2. 58 of these were refused (30%). Offers are made in line with the Allocations Policy; however, we continue to monitor to identify trends for refusal reasons.
- Monthly Housing Liaison meeting attended to discuss cases with Social Work, Antisocial Team and Police Scotland.
- Monthly meeting with Police Scotland and Community Safety to discuss more serious anti-social cases.
- Monthly attendance at East Dunbartonshire Hoarding & Self-Neglect Working Group from June 2023.
- Monthly attendance at MARAC meeting with other agencies.

## Homelessness and Prevention

- 178 applications taken over Q1 and Q2.
- 252 applicants on the Homelessness List as at end of September
  - 27 under offer
  - 225 awaiting offer
  - No applicant waiting longer than 3 years

Of the 27 applicants under offer. 15 (55%) are in temporary accommodation. 9 of the 15 in temporary accommodation have been waiting longer than 2 months for the property (some longer than 6 months).

- 5 households have been assisted via the Homeless Hardship Fund totalling £5,064.00.
- 102 out of hours calls have been received.
- There have been 109 new Landlord Registration applications, 365 renewals and 248 updates.
- 3 landlords have been contacted regarding illegal evictions carried out and 1 Repairing Standard Enforcement Order served.
- 31 Short Term Let's applications received (2 objections received, 1 revoked, 8 under review and 20 were approved).

## Temporary Accommodation

- 85 voids
- 54 sign ups
- 3 properties returned to mainstream accommodation
- 3 lead tenancies returned to landlord
- 3 New temp properties taken on
- 9 households placed in Unsuitable Accommodation
- No breaches to the Unsuitable Accommodation
- 3 antisocial behaviour complaints

## Project 101 (support service for people aged between 14 to 25)

- 43 households have been referred to service.
- 5 "Chance to Chat" sessions have been held (promoting healthy minds and wellbeing).
- 22 new tenant packs have been delivered.



- 47 cooking lessons have been delivered.
- 21 additional days at our multiple occupancy house in Bearsden (cooking lessons).

### Prevention Pilot

- 6 referrals from Rents Team (households served notice of proceedings due to rent arrears).
- Arrears at time of referral £4,968.00. Payments taken to reduce arrears £1,519.00.

## Areas Requiring Improvement/ Focus

### Community Protection

- Take suitable action to address the immediate recruitment and retention pressures being faced by the teams within Community Protection, thus ensuring that statutory duties and required responses can be delivered on an on-going basis.
- Implement appropriate remedial action in cases where any risk exists in terms of delivering effective services and meeting service performance targets for the 2023/24 year – minimising any potential impacts via required adjustments to relevant service planning and performance processes.

### Community Planning and Partnerships

- Managing the corporate equalities agenda with newly recruited resource of Equalities Officer to ensure compliance with legislative requirements.
- Continuation of support to community groups and organisations through the planned Funder Ready Workshops and Funder Fayre planned for November 2023, to build their capacity and ensure they are able to take advantage of all funding opportunities available for them.











### Housing Operations

- Involvement by internal audit into the management of housing dampness and mould has been ongoing in 2023.
- Identify training needs and hold quarterly sessions for reviewing policies and procedures with teams.
- Void rent loss improvement through joint working with the void and rewire/asbestos teams.



### Homelessness and Prevention

- Work ongoing with void team and homelessness team to streamline the process and reduce waiting times for those accessing property.

## Q2 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q2 2023/24	
				Value	Value	Value	Value	Value	Target	
COM-BIP-01	Average length of time taken to re-let properties in the last year (days)			48.1	56.6	65.2	76	56	60	Timescale is below target for Q2 due to a great figure in August. In general over Q1 and Q2 we have had some higher figures due to a high number of long-term voids being completed and allocated during these quarters. Regular monthly monitoring and established void procedures will continue to be followed to endeavour to meet target timescales. Unless there are any long term voids due to major repair issues we would expect to remain below target going forward with continued joint working with the Repairs Service.
COM-BIP-02	Percentage of Antisocial behaviour cases reported and resolved			100%	100%	100%	88%	100%	85%	50 new anti social cases were received in Q2 and these were all resolved in Q2. Of the 88 received over Q1 and Q2 84 of these were received within Q1 and Q2.
COM-BIP-03	Percentage of tenancy offers refused during the year			44%	42%	29%	35%	25%	27%	In Q2 84 offers made. 21 offers were refused. Over Q1 and Q2 191 offers were made and 58 offers were refused (30%).
COM-BIP-04	Rent loss due to void properties - Monetary Value			£39,340.79	£35,573.16	£39,520.97	£57,055.79	£71,483.48	£65,000.00	The VRL figure continues to be above target, the housing Team continued to work closely with the Void Team over Q1 and Q2 to ensure off charge properties were monitored closely and on charge properties were returned as fit to let as soon as possible. It remains a priority to bring the rent loss figure down.
COM-BIP-05	Percentage of homeless decisions made within 28 days			100%	98%	97%	97%	93%	95%	The Council aim to investigate homelessness applications within the 28 days however complex cases can take longer. In most instances decisions over 28 days are a result of information not being provided timeously by the applicant and or third parties. Overall

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q2 2023/24	
				Value	Value	Value	Value	Value	Target	
										figure for Q1 and Q2 together is 95%.
COM-BIP-06	Number of cases waiting less than 3 years for permanent housing as % of the total number			100%	100%	100%	100%	100%	90%	By Q2 all homeless cases were permanently housed in under 3 years.
COM-BIP-07	Percentage of new tenancies sustained for more than a year, by source of let			86%	93%	93%	97%	96%	93%	Of the 81 tenancies that started in Q2 of 2022 78 of these sustained until Q2 2023. Of the three that did not sustain, two were from the homeless priority queue (one moved back with parents and the other moved to sheltered accommodation with a local housing association) and the other was from the transfer list and this tenant passed away.
COM-BIP-08	Total No. Nominations - EDC			35	26	35	40	10	24	Numbers for nominations to Registered Social Landlords are lower in Q2. This is due to no Housing Association new build developments in Q2 so there has not been as many requests for applicants from CHR waiting list. However due to a higher number in Q1 we are over target for Q1 and Q2 as a whole.
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 & Licensing Team Within Community Protection			44	55	80	0	9	20	Target not met during the Quarter 2 2023-24 reporting period, but further activity will be carried out during the Quarter 3 reporting period with two underage sales test purchasing exercises already organised and scheduled for October 2023.
COM-BIP-10	Number Of Targeted Decriminalised Parking Enforcement Initiatives and Patrols (Including Schools And Residential Areas) In Response To Complaints, Service Requests And Intelligence Received			96	161	262	65	153	120	Target exceeded during Quarter 2 of the 2023-24 reporting year.
COM-BIP-11	Percentage Of Environmental Health High Risk Food Safety Inspections and Public Health Service Request Responses Delivered Within Target Timescales			95%	91%	87%	90%	90%	85%	Target achieved during the September 2023 reporting period.

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q2 2023/24	
				Value	Value	Value	Value	Value	Target	
COM-BIP-12	Number Of Targeted Co-Production Initiatives Jointly Delivered By The Community Protection Service And Police Scotland			28	53	61	2	23	24	Details of targeted joint initiatives carried out during the Quarter 2 2023-24 collated - position at the end of the reporting period more or less in line with target.