






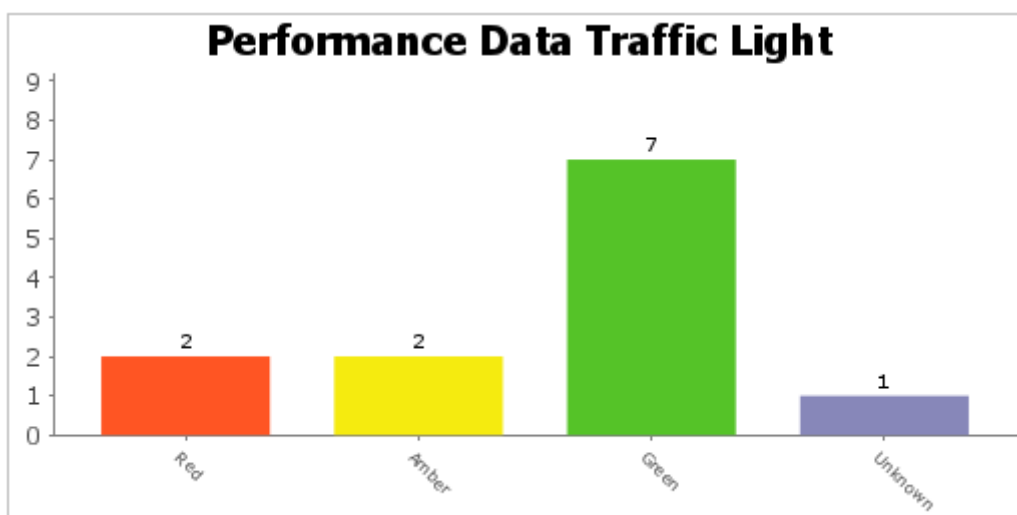


HOW GOOD IS OUR SERVICE?

ROADS AND NEIGHBOURHOOD 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



Overview of Progress

The Roads and Neighbourhood Service 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 seven portfolio groupings:

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

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 colleagues in Procurement and Finance. 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.

Roads Network Operations Team (including Street Lighting)

The team deliver both planned and reactive maintenance to both carriageways, footways, and street lighting assets. The Service is almost at full numbers in terms of resources available with vacancies for operational posts. The one Roads Technician (Utilities) has now been filled and is awaiting a start date. The service will continue to try to achieve full capacity

going forward, but recruitment continues to be challenging within a very competitive market. The other issue is now retaining trained staff and succession planning. On a positive note, the Roads Network Operations & Streetlighting Teams have started three and two Modern Apprentices respectively. The Modern Apprentices will attend colleague to gain the relevant qualifications while receiving on the job training and mentoring by knowledgeable, experienced, and trained technical and operational staff.

The 2023/24 capital programmes for carriageway, footway resurfacing programme and lighting projects are ongoing with road space booked and work programmed in as per the Roads Resurfacing Programme Technical Note which will be updated in October. Regrettably, the Streetlighting Team are working at a reduced capacity, so this is likely to affect the projected capital programme. If this is the case any outstanding projects will be carried forward into 2024/25.

The Service engaged external survey consultant (Gaist) to complete an overall carriageway and footway survey which will be used to inform roads programmes going forward.

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 Service is now operating a full capacity following recent staff changes with several newer members of the team familiarising themselves with the Council area and taking forward individual projects including gateway features, replacement bridges, signalised junctions, and other important road safety features.

Streetscene Operations

During the first two quarters of the year the three geographical based teams work on summer grounds maintenance programmes including grass cutting operations, Herbicide treatment, Care of Gardens service, play area inspections etc. The summer maintenance season is coming to an end and the teams will be switching to their Autumn/Winter maintenance programmes which include autumn leaf collection and shrub pruning 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. In addition, the team continues to manage the Councils tree stock carrying out surveys with the Ash Dieback Surveys ongoing with the result informing what action the Council need to take to address this important issue. The team also performs 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.

Mugdock Country Park

The team are now working on the summer season. The team are monitoring the quarry area during the usual increased visitors to this location now and throughout the summer months. 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.

Waste Services

The Waste Team has continued the frontline service operations for the collection of over 400,000 assorted household bins each month, 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 500 of our local commercial premises.

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

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 Lease contracts terminating through the financial year. Tenders are currently out for the replacement of specialist vehicles, plant & equipment for Greenspace and Streetscene, Waste Management and other front-line services.

Replacement vehicles continue to filter through from suppliers for Roads and Environment, Property Maintenance and Social Services. The team at Fleet Management continue working to transfer systems and equipment and arrange the de-fleeting and disposal of the outgoing vehicles.

The 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.

Key Achievements / Areas of Focus

Roads Network Operations Teams (including Street Lighting)

The Annual Carriageway and Footway Resurfacing Programme is issued in April each year and includes multiple locations. The Roads Network Operations Team progress the works at various locations throughout the year providing quarterly updates via technical note on progress. The 2023/24 programme is targeting 75 carriageways and 22 footways. So far, the Service have completed 47% of the targeted locations.

The Service also undertakes regular and routine safety inspections to identify, priorities and undertake remedial action as required.

In addition, the annual streetlighting replacement programme identifies locations that require to be renewed/upgraded. This includes the replacement of lanterns, columns, ducting and wiring as required. This also includes the replacement of the remaining sodium lamps with LED lamps. The Service is targeting 18 locations with 28% completed

- Street lighting repairs continue, albeit with reduced available resources.
- The tender for external support has now been completed and contract awarded for assistance with street lighting electrical works at times of peak workload, comprising electrician and mobile elevated work platform vehicle.
- Responses to various enquiries / complaints continue, as required
- Site visits and inspections of developer's road lighting installations continue at various locations Council wide.
- Assessment of coal tar testing results for future lighting renewal works.
- Monitoring and processing of street lighting energy invoices continues.

Roads Technical & Engineering Teams -

Traffic

- Officers were involved in preparations for the World Cycling Championships, part of which came through Lennoxton, Torrance, and Bearsden. There was a series of closures of Crow Road, Lennoxton to remove cat's eyes as these are hazardous to cyclists and to reinstall them between and after the races to protect road users. There will be a further closure to repair the road and place permanent cat's eyes.
- Resurfacing at the gateway project for Milton of Campsie is complete. Painting of road markings is to follow.
- Signalisation of Milton of Campsie Cross and Station Road at Drymen Road, Bearsden are under early preparations, but work will not be able to start on the ground while Canniesburn Toll is ongoing.
- TRO for Disabled Parking 2021-22 (new requests from 2020 to 2022) is now complete, and spaces are lined, signed and enforceable.
- TRO for Disabled Parking 2022-23 (new requests from June 2022 – June 2023) is expected to go to November committee for approval.
- TRO at statutory consultee stage for new signals at Campsie Cross Milton of Campsie
- Recommended Junior Road Safety Officer programme at primary schools.
- Attendance at various regional and national meetings related to road safety.
- The team are providing technical support for City Deal projects, Canniesburn Toll, Lennoxton Main Street and Cycling Connectivity Corridors.
- The team are working through various locations installing new or replacing street signs as per customer requests.
- Responding to Planning Applications.
- Responding to Lining Requests and refreshing faded road markings
- Commenting on various licences i.e., street trader licences, public entertainment licences and occasional licences.
- Dealing with various requests for temporary road closures.

Development

- Site visits to monitor progress on developments currently under construction.
- Site meetings to inspect developments and identify remedial works prior to adoption by EDC.
- Assist planning with development applications, distribute to officers for their comments on potential future developments.
- Process road adoption enquiries from internal and external departments.
- Coordination of future works, road openings and temporary traffic management permits. EDC/NLC local RAUC meetings continue with all issues reported to utilities to resolve. Capital programme amended as coal tar on locations, new sites recorded. Scottish Road Works Register Fixed Penalty Notices are being issued monthly along with temporary traffic lights. SRWR register is monitored daily and to resolve conflicts between work sites. Completed Quarter 2 Category A, B and C inspections.

Flooding and Drainage

- River Glazert Restoration Project, Lennoxton - Detail design report being finalised. CAR licence and Planning to commence when report is finalised. Ongoing.
- Kelvin Tributaries River Restoration Project – Draft Statement of Requirements being finalised and will be passed to procurement for appointment of consultant.
- Climate Ready Park – Tenders returned and is now at Evaluation stage.
- Golf View FAS, Bearsden – JBA report has been finalised and has been provided to residents for review and feedback. On going
- John Muir Way – Re-routing of Path at Glazert Water / Weir – Work is completed however existing path will be monitored and will eventually be closed if risk to public increases.
- Wet Wet Westerton Flood Resilience Group – evening meeting with residents of Westerton area held in September with Scottish Flood Forum and Scottish Water
- Root cutting and lining works at Monreith Avenue, Bearsden ongoing
- Hillfoot Drive, Bearsden - remove drainage channel and install / replace gullies – booked for 13 to 24 November
- Additional capital works at Camstradden Drive West undertaken in September
- Camstradden Drive East due to start in October both jobs to replace gullies and repair surface lines
- C.C.T.V surveys are booked for various locations
- Viewfield rd. Bishopbriggs – new gully and channel drain fitted – completed
- Monreith Ave Bearsden – fit new manhole on surface line and replace pipework and fit new gully for lining works – completed
- Castlehill Rd. Bearsden – C.C.T.V and Vactor investigation completed
- Various site visits planned to progress additional capital spend

Structures

- 2023/24 General and Principal inspections programme commenced and ongoing.
- Review & response to abnormal load requests.
- Capital programme for 2023/24 is in progress.
- Luggie Park cyclic maintenance of footbridges completed.
- Marina footbridge, Kirkintilloch. Graffiti removal and localised repainting complete. Bridge pressure washing and vegetation clearance completed.
- Footbridge replacement at Bute Road, Kirkintilloch (Merkland Nature Reserve) now open.
- Lairdsland culvert, Kirkintilloch. Strengthening works complete.
- Broadmeadow bridge masonry parapet replacement and drainage improvements complete.
- Braes O Yetts culvert parapet strike, Kirkintilloch. Parapet repair works complete. Additional fall protection to be installed in September.
- Lammermoor Rd culvert refurbishment, Kirkintilloch. Phase 1 NB parapet replacement commenced.
- Langmuir Rd retaining wall, Kirkintilloch. Fencing atop retaining wall to be replaced. Consultation with residents underway, works planned for October.
- Moss Maigry culvert road undermining, Crow Road, Lennoxton. Works to commence on 2 October for approximately two weeks.

Greenspace & Streetscene Teams

Streetscene Operations

- Summer cyclical works ongoing
- Street cleansing and mechanical sweeping; removal of fly posting and uplifting of fly tipping, mechanical street sweeping and installing replacement or additional bins. Includes cleaning of precinct areas.
- Graffiti removal.

- Summer bedding maintenance and watering of hanging baskets.
- Ongoing cemetery operations, digging and carrying out interments, installing headstone foundations and benches.
- Care of Gardens maintenance ongoing
- Checking and clearance of culverts
- Playpark inspection
- Preparation for Canal Festival, tidying up started of the Marina/Southbank areas.
- Herbicide works in open spaces, including Japanese knotweed treatment.
- Pitch marking and overmarking.
- Housing tidy-ups, on request.
- Responding to Customer Service Requests and complaints.
- Removal of dead animals and excess waste at recycling centres.
- Recruitment for vacant positions.
- CPC Driver training carried out as well as Trailer training for staff
- Cutting of flood banking's/Iona Way
- Trailer training for staff
- Overseeing contracts relating to verge cut and hedge cutting.

Streetscene Technical Support

- Nature Restoration Fund – funding received from SG and draft list of projects in place and now progressing to procurement and works on the ground
- Contract awarded in relation to the upgrading of the Canal towpath, Kirkintilloch via Scotland Excel framework – consultation has commenced.
- Play Park Accessibility Work Study ongoing.
- EDC Annual Independent Play Inspection for FY2023/24 – completed in July – written reports received – Officers reviewing content
- Play Areas - Public Consultation of play area projects complete involving Waterside, Springfield, Dougalston Gardens North and Torrance Main Street
- Play Areas – Officers working on briefs for a further 7 projects
- Scanning of Cemetery Ledgers, to import into the Council's Epilog Cemetery Management System, work ongoing.
- Cemetery Management Rules – internal review now ongoing
- Headstones/Memorials – plan being developed around improving the inspection process
- Fence Works – multiple sites where works are being undertaken to repair, replace or refurbish a variety of fences across the district.
- Sports Pitches – grass pitches now opened for new season – adhoc works being undertaken as required
- Tree condition surveys of Luggie Park, Sams Wood, Lennox Park & Antonine Gardens completed – remedial works will be carried out as part of Winter Works Programme.
- Ash dieback surveys completed within EDC Schools Estate – obtaining costs to undertake remedial works as required.
- Ash Dieback Survey on Roadside – survey ongoing detailed results due in October
- Cairnhill Woods - location for Forrest Schools agreed and progressing
- Wildflower Meadows - end of season Cut and Lift operations progressing
- Climate Change Park works continuing - plug planting with corporate Team Building, Countryside Rangers with Volunteers.
- Countryside Ranger Works - Lenzie Moss; Bishopbriggs Park; Redhills Woodland; Kilmardinny Loch; Barloch Muir habitat management works
- Merkland LNR - new carved log seat installed
- Milngavie - Milngavie Development Trust funded four seats at the library – EDC arranged for installation

- Friends of Lenzie Moss – meeting to discuss proposed works via Nature Restoration Fund
- Clyde Valley Green Network - meeting with this organisation to discuss nature connectivity mapping
- Working with Run Walk Cycle ED to develop a Fairy Trail in Redmoss Estate Woods in Milton of Campsie
- Team working with City Deal Team and Consultants in relation to Masterplan of Bishopbriggs Public Park and Bishopbriggs Relief Road
- Rosebank Allotments – Officer working with group to undertake relevant repairs to paths, fencing etc
- Sustainable Food Places working with partners and planning 3 community events for September.
- Allotment Regulations – currently being reviewed by Officers in advance of a wider consultation
- Allotment Waiting List – new weighting matrix applied to waiting list
- Input into Additional Capital investment for drainage, active travel/access and footway surfacing.
- The team continues to respond to high volume of open space, tree and bereavement enquires, along with planning application consultations and complaints.
- Planning application responses and support to Planning Team ongoing
- Open Space audit work for input into the Grounds Maintenance System ongoing for Milngavie & Bearsden.
- Assisted a number of Community Groups with Litter Picking resources across EDC

Mugdock Country Park

- Ranger events during August:
 - Guided Walk – Pillars, Plugs and Crags, Stathblane
 - Forest School – Survival
 - Mugdock Sensational Safari – Evening Adventure
 - Bats in the Rafters, Mugdock
 - Tattie Raft Race – Lennoxton
 - Wildlife Weans Mugdock: Natural Art
 - Sensory Sunday – Forest School for Wee Folk
 - Go Batty in Kirkintilloch
 - Go Batty in Bearsden
 - Forest School – Whittling
 - Forest School for Adults – Hapa Zome
 - Evenign Guided Walk – Canal History and Wildlife
 - Family Cinema – Mario Brothers, The Movie
- Rangers conservation activities included repairing fencing, digging drainage ditches, mending boardwalk, tree felling, block unwanted desire line paths, cutting back invasive non native species;
- Warden tasks included grass cutting and strimming around the Park, Mugdock Castle, Walled Garden, tree maintenance, cleaning buildings and outdoor assets, emptying bins, checking car parks and play parks, improving Courtyard and maintenance Yard;
- Continued patrols of Craigend Quarry with repairs as necessary – mainly where burrows had been dug under the fence;
- Visitor Centre staff refreshed the layout of the Visitor Centre, took bookings for events and room/land hire, had a summer children’s trail to sell, took tours to Mugdock Castle, sold gift shop items;
- Marketing was through social media, website, adverts in the community magazine and parklife;

- Development projects – Tree planting work, Mugdock Castle Maze, BBQ shelter replacements;
- Scottish Water Rangers based at the Park and carried out patrols at Milngavie Reservoirs.

Waste Services

- Overall residual waste tonnages for Q1 & 2 are sitting at 9,384 (plus September figure)
- Special uplift collections for the first two quarters area on target.
- Food waste collected and sent to our anaerobic digestion contractor to create energy has varied over the first two quarters of the year, but the Service remains committed promoting and increasing the collection figures. The food waste campaign is well under way, with lots of social media interaction, leading to an increased demand on food waste container delivery. As part of the campaign, the waste team have visited all our schools to ensure in house compliance in the food waste service that we provide and have been working with Facilities Management to improve.
- Visitor numbers to the councils Mavis Valley Household Waste Recycling Centre remain high with the online booking system providing a systematic approach reducing waiting times and congestion.
- Garden waste being collected and treated changes depending on the weather, but the Service is well used with tonnage higher during period of better weather
- The Waste Technical team carry out recycling talks to our schools and community groups.
- Electrical goods collected for recycling or reuse as part of the Councils WEEE (Waste Electrical & Electronic Equipment) contract remain high.
- Officers continue to work with Procurement and Digital Transformation teams to progress and tender a new digital system for modernising the waste service.
- The Waste Operational team have been reviewing all risk assessments for our Mavis Valley Recycling Centre, with a focus group approach, with representation from our frontline employees and internal Health and Safety team.
- Weekly audits are continuing at our local recycling sites to monitor the illicit tipping in and around the new recycling bins. This was an issue highlighted as a concern in recent months and the team have been liaising with the Community Protection team.
- Following on from the service campaign work, and following the new recycling units being put in place, there is now new, fresh, eye-catching signage been erected at our local recycling bring site locations, keeping in line with the theme of 'Right Bin? Put it In'.
- The Waste Management team met with the Councils Waste disposal contractors for the Quarterly contract meetings, as per the contract procurement agreement. The meetings were informative and provide opportunities to discuss new ways of working and the sharing of information, meetings were held with Biffa Waste, Levensat, Scottish Water and our garden waste disposal provider, Buchley Eco Centre.

Fleet Services

- Delivery of Statutory Fleet Maintenance and Management services throughout the first two quarters continues.
- Support Council services in the delivery of ASN Transport including the distribution of essential supplies for vulnerable individuals throughout the period including meals for early year's facilities and lunch clubs etc.
- Continued work on the management of Capital programme for the replacement of fleet assets through the financial year.
- Continued support to front line service operations through the provision of in-house fleet maintenance function including winter overhaul work on horticultural and construction plant equipment.



- Management of Fleet Operations in compliance with Operator Licencing legislation with a DVSA Operator Compliance Risk Score of Green 03 for both Traffic and Compliance and a 100% first time pass rate for annual tests.
- The service continues to recruit to fill vacant posts however this continues to provide challenges for some trades due to market conditions.
- Officers have recently concluded a tender for the replacement of key front line waste vehicles to replace some ageing trucks. This work will form the first phase of the project and it is anticipated the new vehicles will be delivered in the new financial year.
- Training has been organised to ensure our mechanics stay up to date with relevant legislation and inspection techniques.

Areas requiring Improvement

- The percentage of community waste collected by the authority which is recycled is improving but is currently below the 55% target for quarter 1 and 2.
- The percentage of responsive road repairs are currently just below the target of 85%. The ability to achieve the target is influenced by the availability of resources and competing priorities.
- 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 first two quarters due to resourcing levels. However, work is ongoing to address concerns and backfill vacancies within the service.
- Although, the category A utility inspection are highlighted as low this is a cumulative target over the year, so quarter one figure is on track to achieve the annual target.

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 Target	
NS-BIP17-04	% of municipal waste collected by the authority which is recycled			50.44%	43.9%	42.2%	50.92%	53.15%	55%	Performance is improving for this indicator with recycling and diversion levels reaching 96.58% for Q2 and only 3.42% of waste collected going to landfill.
NS-BIP17-05	Percentage of Vehicles Passing DVSA Annual Test First Time			95.23%	92.3%	100%	94.12%	100%	90%	No failures were recorded for the period.
NS-BIP17-06	Percentage of Vehicle repairs completed within 48 hours of being defected			92.95%	88%	89%	88%	89%	80%	Performance is ahead of target in this period.
NS-SOL-SENV03b	Street Cleanliness Index - % Clean			90	91.1	90	86.5%	N/A	90%	Q1 internal survey, Q2 awaiting outcome of external results for KSB
RNS-1-BIP-4	Percentage of responsive road repairs completed within timescales			30%	38%	59.56%	80.46%	81.2%	85%	155 repairs recorded with 117 completed within timescale
RNS-2-BIP-4	Percentage of all streetlight repairs completed within 7 days			98.71%	85.96%	83.83%	91.66%	92.73%	95%	Regrettably, the September figures are currently unavailable due to resource issues affecting the Services ability to input the data.
RNS-7-BIP-5	Visitor numbers to Mugdock Country Park			212,147	202,462	198,668	222,931	219,379	144,000	Visitor numbers continue to exceed targets
RNS-BIP17-01	Percentage of Fleet Utilisation			87.05%	84.81%	82.24%	85.01%	79.97%	80%	Performance is on target for the period.
RNS-BIP17-03	Percentage of special uplifts completed within 10 working days			87%	92%	94%	75%	85%	90%	Performance has been impacted throughout September due to resourcing levels however work is underway to address concerns and backfill vacancies within the service.
RT-3-BIP-4	Percentage of traffic light repairs completed within 48 hours			100%	100%	100%	100%	100%	85%	Q1 & Q2 target achieved
RT-4-BIP-4	Percentage of noticing failures reported to the Road Works Commissioner			0.4%	0%	0.5%	2.6%	1.7%	4%	Q2 target of below 4% achieved

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	
RT-6-BIP-5	Category A Utility Inspection			55.7%	70.6%	104.7%	30.2%	54%	50%	100% is an annual cumulative target so 54% is on track to achieve the annual target.