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**To: ENVIRONMENT POLICY BOARD**

**On: 25 JANUARY 2017**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: OPERATIONAL PERFORMANCE REPORT**

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## **1. Summary**

- 1.1 Community Resources brings together a range of Council services and activities, with both strategic and operational responsibilities. This report provides an operational performance update on the services and key projects delivered by Community Resources during the period 1 April 2016 to 11 November 2016.
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## **2. Recommendations**

- 2.1 It is recommended that the Environment Policy Board notes the operational performance update contained within this report.
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## **3. Background**

- 3.1 Community Resources provides essential services to every household in Renfrewshire and works in partnership with the local community, other services and community planning partners to deliver key Council priorities and initiatives. A progress update on the main projects and activities delivered by Community Resources, together with key performance indicators is detailed below.
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## **Operational Updates**

### **4 Events and Activities**

- 4.1 The Council's recent programme of major events and activities was well received across Renfrewshire with Community Resources and local communities playing an active role in their success. The major events programme continues to make a significant contribution to economic activity in Renfrewshire and helps to promote the cultural economy, providing support for the 2021 City of Culture bid.
- 4.2 The events included; The Spree, Halloween Festival, Fireworks display, Remembrance events, and Christmas light 'switch-on' events. The first major 'switch-on' event took place in Paisley on the 12 November 2016 and was followed by similar events in Renfrew and Johnstone. Surrounding towns and villages also celebrated festive light 'switch-on' events prior to 6 December 2016. These events boosted local footfall and proved successful in providing a seasonal boost to local town centres.

### **5. Amenity Services**

#### **Land Services – Park Regeneration**

- 5.1 Tenders as specific to the approved investment priorities / projects within the flagship parks of Barshaw Park and Robertson Park are progressing. This being the first stage of progressing the Council's major £2.25million programme of investment in parks across Renfrewshire, the detail of which was agreed by Council on 29 September 2016. It is anticipated that contracts will be awarded in February / March 2017 with projected site starts April / May 2017. A report will be brought to a future Environment Policy Board to update members on the progress of the overall investment programme, as approved by Council on 29 September 2016.

#### **Roads Capital Programme, 2016/17**

- 5.2 In support of physical and economic regeneration, the majority of the capital resurfacing programme for 2016/17 has now been completed, with all works delivered on time and within budget. Remaining works will be carried out in February and March 2017.

#### **Winter Maintenance, 2016/17**

- 5.3 The winter maintenance programme for Renfrewshire continues to operate as planned in the event of severe snow, ice, wind or rain. The service has been engaged extensively in treating roads and pavements and responding to flooding concerns. The Council's salt stock is being monitored on a weekly basis and maintained at the required levels to keep the road network in a safe condition.

#### **Street Lighting – LED Investment Programme**

- 5.4 Renfrewshire's £11m LED street lighting investment programme has made significant progress on the delivery of LED street light conversions. More than 50% of street lights are now LEDs with the overall programme being on schedule to be completed by summer 2017. Under this programme 28,613 lights will be replaced which will see

a total of 30,756 street lights converted to LEDs across Renfrewshire. A separate report to this Policy Board provides details on progress of the approved LED investment programme and also routine repairs of the Council's street lighting stock.

### **Sewerage Improvement Works**

- 5.5 The Council is working in close partnership with Scottish Water to support major infrastructure improvements in Paisley. The first phase of Scottish Water's £17million capital investment programme to the sewerage system in Paisley began on 10 October 2016 and is scheduled to last for 60 weeks.
- 5.6 The project involves building new sewers from the White Cart Water in the vicinity of Cotton Street and Bridge Street to Brodie Park in the south side of Paisley. A new storm water overflow system is also being constructed to serve the Seedhill Road area. The project will increase sewer capacity as well as improving water quality in the Espedair Burn and White Cart Water.

## **6. Renfrewshire Community Safety Partnership**

### **Purple Flag**

- 6.1 On 10 January 2017 Paisley First were advised that their bid for Purple Flag status had been successful. This independent assessment confirms that Paisley meets or surpasses standards of excellence in managing the evening and night time economy. Achievement of the award supports the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid. The award recognises the work of the Renfrewshire Community Safety Partnership and key services and initiatives that operate in the town centre.

### **Vehicle Emissions Testing**

- 6.2 This bi-annual event took place on 15-16 November 2016. Community Safety wardens, working in partnership with Licensing Officers and Police Scotland, carried out emissions testing on light vehicles entering the Air Quality Management Area in Paisley town centre. 514 vehicles were tested (including 22 taxis and private-hire vehicles), with 5 fails resulting in the issuing of Fixed Penalty Notices to the drivers. There were also 6 warnings issued due to minor defects.

### **Street Stuff**

- 6.3 The Street Stuff programme has been fully active throughout Renfrewshire. Recorded attendances for the core programme in the year to date for 2016/17 have already exceeded the totals for 2015/16. To date, in 2016/17, 32,024 attendances have been recorded at core activities with over 100 attendances per day during the October school week and Christmas/New Year festival holiday activities.
- 6.4 The Street Stuff festive programme for 2016/17 offered a range of activities which included Street Stuff favourites: football; table tennis; a FIFA tournament; and dance. However, new activities were introduced this year to support the Paisley 2021 City of Culture bid and encourage people to get involved in culture, unlocking the area's creative potential. The new activities included Plate & Glass design creation, Gingerbread cake design, Photography Workshop, a Talent Show and Stop motion

workshop. Hot meals, as supported by the Council's tackling Poverty funding, are provided as part of the StreetStuff programme.

- 6.5 Street Stuff continues to deliver routine night time activities throughout the week. Additional activities were delivered in each of the 5 LAC areas in Renfrewshire - Paisley 2021 Stadium, Bargarran, Glenburn, Linwood and Gallowhill as part of a wider partnership approach responding to youth disorder and underage drinking in the area.

## **7. Regulatory Services**

### **Trading Standards - Best Bar None Awards**

- 7.1 Twelve applications were received for Best Bar None Renfrewshire 2016/17. Assessment visits are complete; the information processed and judging took place in November 2016. In addition to the existing national categories such as Best Pub or Best Bar, applicant venues were also considered for new local categories; best newcomer, best family venue and best venue manager. The local Awards Ceremony was held on Thursday 12 January 2016 when the successful applicants were announced.

### **Environmental Improvements – ROF Bishopton**

- 7.2 Officers continue to work closely with BAE Systems working towards successful remediation of the former ROF site at Bishopton. The works are progressing well with many of the remediated areas now occupied with new housing, boosting economic regeneration in the area. New housing developments on this scale have an operational impact, particularly on roads and waste services and this will be managed and taken into consideration when developing future service improvement plans.

### **Environmental Improvements – Tackling Poverty**

- 7.3 Through the Council's Tackling Poverty funding, the service is continuing to identify unregistered private landlords and to take enforcement action, where appropriate, to ensure that these landlords comply with their legal responsibilities. The service is also investigating landlords who own property in poor condition. Where landlords fail to maintain their privately let property the service passes details to the Private Rented Housing Panel. This work will assist in driving up standards within the sector. The Council's powers to make third party applications to the Private Rented Housing Panel came into effect in April 2016. To date we have undertaken inspections of 30 properties and made three applications to the Private Rented Housing Panel.

### **Business Regulation – Special Interventions**

- 7.4 Business Regulation completed a series of planned special interventions for safety in swimming pools where Health & Safety is enforced by the local authority. This involved an audit of the premises, practices and procedures. As a result of the six interventions, several warning letters were issued to businesses and work is ongoing to ensure that standards continue to meet requirements. This does not include pools in the ownership or control of Renfrewshire Council, e.g. Renfrewshire Leisure

Limited (RLL) where enforcement responsibility lies with the Health and Safety Executive (HSE).

## **8. Facilities Management**

### **Catering Mark Bronze Award**

- 8.1 Facilities Management (Soft Services) have been working with Soil Association Food for Life and in December 2016 were awarded the Catering Mark Bronze Award accreditation for Primary Schools (Non-PPP) in Renfrewshire. The Soil Association Food for Life Catering Mark is a scheme supported by the Scottish Government that aims to raise standards of food quality, provenance and sustainability in public and private sector catering. At the present time, eleven other local authorities in Scotland hold the Catering Mark for their schools meals service.

### **Workforce Development**

- 8.2 In support of staff development, Facilities Management has continued to work in partnership with West College Scotland. A bespoke Cooking Skills Development Course for catering staff has been provided over a 10 week programme which began in September 2016. Training has been provided for 14 staff on a day release basis which will allow them to gain a college qualification. This has been undertaken in response to the request from the catering staff to gain further cooking skills and qualifications, which will also allow for succession planning within the service. Further courses will start in the new college terms for January and April 2017. Within Building Services 8 employees have also commenced an introductory course to the HNC in Construction.

### **Tackling Poverty**

- 8.3 Morning clubs, providing a healthy breakfast to pupils, have been established in 9 primary schools and 1 secondary school. Uptake of the clubs continues to be encouraging with nearly 44,900 breakfasts served to November 2016 and feedback from pupils, parents and teachers has been very positive. The morning clubs in St Catherine's Primary School, Gallowhill Primary School, St David's Primary School, Cochrane Castle Primary School, St Mary's Primary School, St Margaret's Primary School, West Primary School, Brediland Primary School and Our Lady of the Peace Primary School are open to all pupils and include a healthy breakfast and a programme of activities, developed in partnership with the Soil Association and Active Schools. Pupils eligible for a free school meal at Castlehead High School can also receive a free healthy breakfast in the cafe area before the start of the school day.
- 8.4 Families First clubs operated throughout Renfrewshire during the October holiday and provided activities and healthy meals to pupils who are entitled to free school meals, children who attend additional support needs schools and also to children under five who attend a Council pre-five centre during school holidays.
- 8.5 **School Crossing Patrollers**  
A targeted recruitment campaign has been undertaken to attract local residents to

uptake posts as School Crossing Patrollers. This has included advertising banners targeted outside schools who have vacancies, information in school newsletters and posters in local shops. This has a positive effect in recruitment of vacancies and as such only 9 posts remain vacant throughout all of Renfrewshire.

## 9 Performance Update – Indicators and Targets

9.1 The table below summarises target and actual performance for key performance indicators and benchmarking targets under each of the key change themes for 2016/17.

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 8	Actual to Period 8	Comments
<b>A Better Future - Place</b>				
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.53hrs	The average response times for domestic complaints requiring attendance was just over half an hour and was well within the one hour target for period 8.
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	97%	97%	96%	Whilst the period 8 rating is below the target, it is within the range of expected performance as the first time "Pass" percentage fluctuates throughout the year. The pass rate depends on the premises visited i.e. it can be expected new premises will require more help and it is anticipated that the yearly target will be met by the end of the 2016/17 year.
Trading Standards – Consumer Complaints completed within 14 days	82%	82%	88%	This performance was above the period 8 target of 82%.  At the end of period 8, the service dealt with 54 consumer complaints, 45 of which were completed within the 14 day timescale.

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Target to Period 8</b>	<b>Actual to Period 8</b>	<b>Comments</b>
% of household waste which is recycled	55%	55%	50.3% **	The cumulative recycling rate has increased from 48.7% at the end of quarter 2, to 50.3% at the end of quarter 3. The improvement is due to increased garden waste collected during the summer. Recycling decreases through the winter and quarter 4 will reflect this.
Number of incidents of anti-social behaviour reported to Renfrewshire Community Safety Service	1,700	Annual target	1,520	The reported number of incidents of anti-social behaviour has increased from 1,255, at the end of period 6, to 1,520 at the end of period 8.  Performance to the end of period 8 reflects the drive to improve reporting and recording of these activities and the challenging nature of the target agreed by the Community Planning Partnership in December 2015.
<b>A Better Future – People</b>				
% uptake of free school meals in primary and secondary schools	73%	73%	68.3%	School meal uptake to period 8 is 68.3% which is in line with the same period last year, and an increase on the period 6 uptake of 67.4%.
<b>A Better Council</b>				
Land Audit Management System - % of areas assessed as acceptable	90%	90%	97%	Performance to the end of period 8 exceeded the target of 90%.

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Target to Period 8</b>	<b>Actual to Period 8</b>	<b>Comments</b>
% of front line resolutions dealt with within timescale by Community Resources	100%	100%	85%	To the end of period 8, 3,362 front line resolutions have been received in 2016/17, of which 2,857 (85%) were responded to within timescale.
% of complaint investigations dealt with within timescale by Community Resources	100%	100%	85%	The service dealt with 20 complaint investigations to the end of period 8, 17 (85%) of which were dealt with within the agreed timescale.
% of Freedom of Information requests completed within timescale by Community Resources	100%	100%	100%	All FOIs were responded to on time and therefore met the period 8 target.  329 FOI requests were received, 241 of which were departmental and the other 88 were cross-departmental.
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	Quarterly measure	Data for this PI is collected quarterly. Quarter 3 performance will be reported at the next Environment Policy Board.
% of reported street lighting faults which were repaired within the 7 day timescale	95%	95%	98%	Operational performance with regard to street lighting fault repairs has improved continuously since the service was brought in house in February 2016.  The service is now achieving 98% of repairs within the target timescale.



<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Target to Period 8</b>	<b>Actual to Period 8</b>	<b>Comments</b>
Community Resources – Overtime as a % of total employee costs	7%	7%	7.3%	At the end of period 8 the level of overtime is slightly above target reflecting operational requirements, emergency responses and some areas of additional service provision.  Performance was 7.3%, unchanged from the position at the end of period 6.
Community Resources – Sickness Absence	4%	4%	5.4%	Sickness absence at the end of period 8 across Community Resources was 5.4% which is slightly above the challenging target of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the use of occupational health services.
Grounds Maintenance - Sickness Absence	4%	4%	2.6%	Absence levels for grounds maintenance employees was 2.6% at the end of period 8 and continues to remain within target.
Street Cleansing - Sickness Absence	4%	4%	4.1%	Absence levels for street cleansing employees improved from 4.7% in period 6 to 4.1% in period 8. This is just above the target of 4%.
Refuse Collection - Sickness Absence	4%	4%	9.7%	Absence levels for refuse collection employees showed a slight improvement from 9.9% in period 6 to 9.7% in period 8.
Building Cleaning and Janitorial - Sickness Absence	4%	4%	5.4%	Absence levels for building cleaning and janitorial employees showed an increase from 4.5% in period 6 to 5.4% in period 8.

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Target to Period 8</b>	<b>Actual to Period 8</b>	<b>Comments</b>
Renfrewshire Community Safety Partnership - Sickness Absence	4%	4%	8%	<p>The absence rate to the end of period 8 relates to a small number of employees on long term sickness absence.</p> <p>Absence levels for community safety partnership employees showed a slight increase from 7.6% in period 6 to 8% in period 8.</p>
Roads and Transportation – Sickness Absence %	4%	4%	6.2%	Roads and Transportation absence remains at 6.2% from the end of period 6 year to date at period 8.
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	Annual target	31	31 employees have successfully completed SVQ awards to date with the service on track to meet the annual target. 15 employees achieved awards in Catering related subjects.
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	100%	84%	<p>The percentage of Community Resources employees who have completed an IDP to the end of period 8 was 84%.</p> <p>There are 1,573 employees in the IDP programme with 1,323 having a completed IDP.</p> <p>The MDP/MTIPD process is ongoing across the service with personal development plans being established for individuals and teams. The process will continue throughout the year.</p>
% of pothole repairs completed within timescales	66%	66%	Quarterly measure	Data for this PI is collected quarterly. Quarter 3 performance will be reported at the next Environment Policy Board.

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Target to Period 8</b>	<b>Actual to Period 8</b>	<b>Comments</b>
Building Services - % of overall repairs completed within target	95%	95%	Quarterly measure	Data for this PI is collected quarterly. Quarter 3 performance will be reported at the next Environment Policy Board.

*\*\* Waste data is now published by SEPA on a calendar year basis – this is the data for the first 9 months of 2016 calendar year and has not yet been verified by SEPA.*

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### **Implications of the Report**

1. **Financial** – None.
2. **HR & Organisational Development** – None.
3. **Community Planning**

**Children and Young People** – the Catering Service promotes the uptake of healthy and nutritious school meals.

**Community Care, Health & Well-being** – the services encourages use of our parks and open spaces to promote a healthy and active lifestyle.

**Empowering our Communities** – Community Resources is actively working with community groups to encourage participation to help improve local communities.

**Greener** - working in partnership with the community to deliver a cleaner Renfrewshire. Promoting and encouraging waste minimisation through reducing, reusing and recycling. Reducing carbon emissions, through the implementation of LED streetlights and electric and low carbon vehicles within the council fleet.

**Jobs and the Economy** – the service is actively involved in the Invest in Renfrewshire scheme.

**Safer and Stronger** - by working with the local community and through enforcement activities, to improve the appearance of local areas and to help reduce anti-social behaviour.

4. **Legal** – None.
5. **Property/Assets** – None.

6. **Information Technology** – None.
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.

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**List of Background Papers:** None

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