

**To: Infrastructure, Land and Environment Policy Board**

**On: 24 May 2023**

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**Report by: Director of Environment, Housing & Infrastructure**

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**Heading: Environment & Infrastructure Service Improvement Plan 2022/23-2024/25  
Outturn Report**

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## **1. Summary**

- 1.1 The Service Improvement Plan links to the Council Plan and Community Plan, alongside the Risk Management Plan and Workforce Plan to form a set of documents which provide the strategic direction for the service. This plan is also intended to complement the council-wide Economic Recovery Plan and Social Renewal Plan.
  - 1.2 A mid-year progress update on the Service Improvement Plan was submitted to the Infrastructure, Land and Environment Policy Board in November 2022.
  - 1.3 This outturn report, attached in Appendix 1, is presented to the Infrastructure, Land and Environment Policy Board for noting of the areas within this Board's remit only. The plan and covering report will also be submitted to the Finance, Resources and Customer Services Policy Board for the areas within that Board's remit.
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## **2. Recommendations**

It is recommended that the Infrastructure, Land and Environment Policy Board:

- 2.1 Notes the progress made in delivering the 2022/23-2024/25 Service Improvement Plan for Environment & Infrastructure attached as Appendix 1 and as specific to the areas of activity delegated to this Policy Board.
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### **3. Background**

- 3.1 Environment & Infrastructure has remained aspirational throughout 2022/23 continuing to implement improvement through the service priorities, key tasks, actions and performance indicators.
- 3.2 This Service Improvement Plan outturn report for Environment & Infrastructure covers the year 2022/23. The priority actions set out in the attached Service Improvement Plan Outturn report (Appendix 1) detail the outcome of specific actions the service has progressed. These have and continue to be in support of the Council's immediate priorities and future direction, helping deliver improved outcomes for Renfrewshire's communities.

### **4. Key Achievements 2022/23**

- 4.1 Despite the challenging financial operating environment, the service has been able to deliver its services and a wide range of achievements across the service.
- 4.2 A more detailed picture of achievements is included in the Service Improvement Plan outturn is appended to this report.

### **5. Monitoring progress**

#### **5.1 Areas where actions have been reviewed or delayed**

- **Implement the requirements of the Transport (Scotland) Act 2019 including enforcement of restrictions on pavement parking** - target date has been revised to reflect changes to the deadlines in national legislation
- **Develop a new Open Space Strategy** – work continues to progress with the completion of a Play Park Strategy outlining how funding has had a positive impact across Renfrewshire in 2022/23. The overall strategy target completion date has now been revised from March 2023 to March 2024
- **Continue to develop a suite of digital solutions across the service** – the identification of additional digital opportunities has resulted in the target completion date being revised from March 2023 to September 2023
- **Deliver the objectives and requirements of the Scottish Household recycling charter, Circular Economy and Deposit Return and Extended Producer Responsibility schemes** - the target completion date has been revised from March 2023 to March 2024 due to delays in implementation at the national level.

- 5.2 The remaining actions have been progressing in line with anticipated timescales.

### **6. Progress against service scorecard**

- 6.1 The performance scorecard contains 30 indicators, of which 8 are for information only and have no target. Of those indicators with targets, 16 are performing strongly, 3 are

slightly short of target and need monitoring, two are currently behind target and one value remains to be confirmed.

- 6.2 The full performance scorecard is included as part of Appendix 1 of this report.
- 6.3 Several performance indicators in the service scorecard are reported as part of the Local Government Benchmarking Framework (LGBF). The Improvement Service released the 2021/22 data in February 2023 and details can be found in the scorecard in appendix 1.
- 6.4 Some highlights of service performance and outcomes, with specific relevance to this Policy Board, include:
- The percentage of the road network considered for treatment has improved across all categories showing sustained improvement over the last few years;
  - The percentage of the vehicle fleet which uses alternative fuels, such as electricity, at 27% has exceeded its performance target of 25% for 2022/23;
  - Potholes - performance was 95%. This is significantly above the target of 80% for 2022/23;
  - The 2022 household waste recycling data (not yet verified by SEPA) confirms that Renfrewshire's recycling rate has improved to 53.7% in 2022, increasing from 51.7% in 2021.
  - The 2022 percentage of waste sent to landfill was 2.3% (not yet verified by SEPA). This is a significant improvement from the 8.2% landfilled in 2021.
  - Elected Member enquiry response rate of 92.6% continues to exceed the current 85% target;
  - Frontline resolutions response rate of 87% exceeds the 85% target for 2022/23;
  - Complaint investigation response rate of 91% exceeds the 85% target. Scrutiny of complaints data and performance is a key priority for the service. This focus continues to have a positive impact with response rates improving.
- 6.5 A few of the performance indicators are currently performing below target in the service scorecard and require improvement:
- The statutory inspections carried out on Category A and Category B roads both fell short of target in 2022/23, performing at 83% of an expected 95% and 86% of an expected 100% respectively. The roll out of City Fibre proved challenging for the service to respond to the continually changing programme with Inspectors arriving to carry out inspections and crews already moving onto the next location. There are no issues anticipated with meeting next year's targets now that the City Fibre programme is complete.

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## Implications of the Report

- 1. Financial** - The Service Improvement Plan highlights resourcing pressures arising from increasing demand for services and the current financial environment.

2. **HR & Organisational Development** – none
3. **Community/Council Planning** – the report details a range of activities which reflect local council and community planning themes.
4. **Legal** – none
5. **Property/Assets** – none
6. **Information Technology** – Service developments relating to information technology are key enablers of service improvement and modernisation and support service-level and corporate objectives.
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. 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** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
11. **Privacy Impact** - none
12. **COSLA Policy Position** – none.
13. **Climate Risk** – The priorities and actions outlined within the report will make a positive contribution to tackling climate change.

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**List of Background Papers:**

Service Improvement Plan 2022/23 – 2024/25  
Leadership Board Report 26 April 2023 Bus Partnership Funding




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## Actions 2022-25



Status	
	Cancelled
	Delayed
	In Progress
	Completed





Priority Action: Place				Actions	
Code	Action	Status	Progress	Due Date	Update
01	Deliver the 2022/23 roads and footways capital investment programme - £10.984 million		<div><div>90%</div></div>	31 March 2023	<p>82 of the original 90 projects of the 2022/23 carriageways program have been completed.</p> <p>The remaining 8 were unable to progress due to conflicts within the Scottish Road Works Register and will be rescheduled into the 2023/24 program.</p> <p>For large area patching program, the surface treatment and pre-patching in advance of 2023/24 surface dressing contract was also completed during 2022/23.</p>
02	Continue to develop and upgrade the Council's traffic light infrastructure from analogue to digital		<div><div>100%</div></div>	31 March 2023	The refurbishment of five signalised junctions from analogue technology to more efficient LED systems was completed during 2022/23.
03	Update the Winter Maintenance Policy		<div><div>100%</div></div>	30 September 2022	The new Winter Maintenance Policy for 2022-2027 was approved at the Infrastructure, Land and Environment Policy Board in August 2022.




Priority Action: Place				Actions	
Code	Action	Status	Progress	Due Date	Update
04	Update Road Safety Policy		<div><div>100%</div></div>	31 December 2022	The approved Policy has been reviewed with no substantial changes required at the current time. The Policy will be reviewed as part of the implementation of the new Local Transport Strategy.
05	Develop and implement Unadopted Roads Policy		<div><div>95%</div></div>	31 March 2024	The Unadopted Roads Policy has been drafted and is presented in the agenda for this Board's approval.
06	Implement the requirements of the Transport (Scotland) Act 2019 including enforcement of restrictions on pavement parking		<div><div>30%</div></div>	31 March 2024	<p>Initial work in this area has focussed on implementation of 20mph zones across Renfrewshire. Initial survey work has been carried out to look at converting our previous advisory zones to permanent mandatory zones. Funding was received from Transport Scotland to assess Renfrewshire's roads for conversion from 30mph to 20mph speed limits. The results were sent to Transport Scotland on 24 March 2023.</p> <p>Scottish Government is currently working on secondary legislation and parking standards guidance that will underpin the enforcement of these parking prohibitions. This is not anticipated to be in place until the end of 2023 with enforcement not likely to begin until 2025.</p>
07	Continue to develop a suite of digital solutions across the service including:  - develop the digital application software		<div><div>75%</div></div>	30 September 2023  (Revised Target)	<p>A fit for purpose assessment of the Council's fleet management system was carried out and evaluated by Information and Communication Technology services during 2022/23. Options are being considered for a Cloud based system that will present the operational departments with a digital solution for vehicle defects and walk around checks.</p> <p>Grass cutting at rural roads and path networks are completed and in use.</p>


Priority Action: Place					Actions
Code	Action	Status	Progress	Due Date	Update
	for Waste Management system - Grass cutting at rural roads and path networks - Digital scheduling and real time recording of service activities - Gully Cleaning - Waste Collection				The new waste management information system was fitted in all waste vehicles during 2022/23. The majority of current routes have been uploaded to the new system and the remainder are currently being tested prior to going live.
08	Develop a new Cemeteries Policy		<div><div>70%</div></div>	31 October 2023	Following a process of consultation, the initial draft of the new policy has been made recommendations received. Further work on clarifying the legalities of ownership of deeds and subsequent right to bury are being considered. Discussions are ongoing with legal services and updates will be developed throughout 2023/24.
09	Deliver improvements in the Council's Cemeteries estate		<div><div>90%</div></div>	30 September 2023	The contract for the remainder of the 2022/23 capital spend has been awarded. Work on this investment began on 1 May 2023. It is estimated to finish in June 2023.



Priority Action: Place					Actions
Code	Action	Status	Progress	Due Date	Update
10	Implement schedule for grass cutting and vegetation cutback in rural areas and on core path network		 100%	31 March 2023	The scheduling of grass cutting and vegetation cutback in rural areas and core path network has been successfully implemented.





Priority Action: Economy					Actions
Code	Action	Status	Progress	Due Date	Update
01	Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes		<div><div>100%</div></div>	31 March 2023	The service continues to pursue design and construction projects to fill identified gaps in the local transport network and to improve road user provision in line with its published strategies.
02	Develop a Local Transport Strategy supported by revised Active Travel and Public Transport Strategies		<div><div>15%</div></div>	31 March 2024	Strathclyde Partnership for Transport (SPT) has now published the draft Regional Transport Strategy (RTS) which is subject to final approval. The service has commenced a scoping exercise for a new Local Transport Strategy based on the principles included in the draft RTS and a tender for a consultant to take this forward is due to be published in May 2023.




Priority Action: Economy					Actions
Code	Action	Status	Progress	Due Date	Update
03	Continue to develop first phase design proposals for connectivity and transportation to enable application for external funding for project delivery economy		<div><div>100%</div></div>	30 September 2023	<p>Cycling Walking Safer Routes funding is now being used on an annual basis to prepare designs for relevant projects on an annual rolling programme, with design in year 1 and implementation in year 2. This will be an ongoing process in years ahead.</p> <p>Work on the current phase has included completion of the construction phase of the segregated shared pedestrian/cycle routes Designs for the future phases were completed in April 2023.</p>
04	Implementation of a revised approach to Car Parking in our town centres		<div><div>25%</div></div>	30 September 2023	<p>A review of car parking in Renfrewshire has commenced with a report due to be provided to a future policy board</p>
05	Provide employment, training and apprenticeship opportunities for identified groups of young people in Renfrewshire		<div><div>100%</div></div>	31 March 2023	<p>Work is ongoing across to ensure the service provides employment, training and apprenticeship opportunities:</p> <ul style="list-style-type: none"> <li>- A new career pathway has been developed for apprenticeships in Roads.</li> <li>- Three trainee roadworkers have obtained full time roadworkers positions. Our Invest trainee has progressed into a Foreman position.</li> </ul>





Priority Action: Economy					Actions
Code	Action	Status	Progress	Due Date	Update
					<ul style="list-style-type: none"><li>- Two graduate interns have been employed in Waste Strategy and in Parks and Open Spaces.</li><li>- Two interns from Waste Strategy and Parks and Open Spaces have been awarded permanent positions within the Council.</li><li>- Waste Operations have had 5 Invest programme trainees working in frontline operations. Three were successful in gaining full time positions.</li><li>- An Invest trainee has been placed with the StreetScene team assisting with office-based duties.</li></ul>
06	Deliver Paisley Town Centre junction improvements as part of the Bus Partnership works.		<div><div>50%</div></div>	31 March 2024	Final designs for each of the junctions have been completed and will be subject to a consultation exercise during 2023.

Priority Action: Fair				Actions	
Code	Action	Status	Progress	Due Date	Update
01	Implement the preferred options from the #YouDecide participatory budget programme for infrastructure improvements		<div><div>60%</div></div>	31 March 2023	The successful #YouDecide projects were announced in early February 2023. Work is currently underway to deliver the 50 successful projects, with 4 of these projects completed in 2022/23.
02	Continue to work with existing and establish new 'Friends of' groups to support implementation of the Community Empowerment Bill		<div><div>100%</div></div>	31 March 2023	Active engagement with 'Friends of' groups continues to enhance the implementation of the Community Empowerment Bill. Further work on adoption of land and associated proposed improvements are being considered.


Priority Action: Green				Actions	
Code	Action	Status	Progress	Due Date	Update
01	Support of the Council's pledge to make Renfrewshire carbon neutral by 2030		<div><div>100%</div></div>	31 March 2023	<p>During 2022/23 the service has played an active role in the following focused outcome areas of Renfrewshire's Plan for Net Zero:</p> <p><b>Resilient Place</b> Leads on the Environment and Place agenda, which continues to make a difference to the cleanliness of streets in Renfrewshire and improving the local environment. The service has continued to prepare identified areas for biodiversity development</p> <p><b>Sustainable Travel</b> New active travel schemes have been launched, Beat the Street, School Active Travel Promotion, Scootability, Not Far? Leave the Car and a pilot HVO fuel in the Council fleet.</p> <p><b>Circular Economy</b> Continue to promote and encourage waste minimisation through reducing, re-using and recycling</p>
02	Deliver a programme of enhanced operational environmental and community support activities for environment and place		<div><div>100%</div></div>	31 March 2023	<p>Engagement on the online platform continues to grow with over 4,300 members actively supporting the campaign. Team Up to Clean Up has developed a number of umbrella projects directed by the issues raised by those engaging on the forum.</p> <p>The Environmental Taskforce, a partnership of Community Wardens and StreetScene Operational staff, focuses solely on tackling flytipping and business waste. The number of Fixed Penalty Notices has seen a</p>




Priority Action: Green					Actions
Code	Action	Status	Progress	Due Date	Update
					<p>significant increase on the previous year. Cameras have been installed to detect and deter flytipping during the financial year.</p> <p>The Taskforce prioritises educating business and housing associations in relation to their duties and responsibilities.</p> <p>In keeping with the Team Up to Clean Up model, the Taskforce offer periodic updates to the online group on their achievements. This engagement is positively received by the community.</p> <p>Renfrewshire's appearance on The One Show celebrated the uniqueness of the Taskforce and its commitment.</p>
03	Continue to develop service delivery methods to improve customer experience and meet demanding recycling and Net Zero targets	Now included in action above see note in update column			
					<p>Following the publication of the Plan for Ren Zero it is recommended that these actions be removed and reported as part of the action, <b><i>Support of the Council's pledge to make Renfrewshire carbon neutral by 2030</i></b>, noted above.</p>
04	Work to meet the challenging targets set out in our carbon management plan – through our council fleet, street lighting, public	Now included in action above see note in update column			




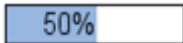


Priority Action: Green				Actions	
Code	Action	Status	Progress	Due Date	Update
	realm, waste and consumables				
05	Deliver the objectives and requirements of the Scottish Household recycling charter, Circular Economy and Deposit Return and Extended Producer Responsibility schemes.		<div><div>60%</div></div>	31 March 2024	<p>National policy changes may have an impact on the final objectives and legislation in relation to the Scottish Household Recycling Charter, Circular Economy Bill Deposit Return Scheme and Extended Producer Responsibility schemes.</p> <p>A timeframe has been requested from Scottish Government and it is anticipated that a new route map will follow from the Circular Economy Bill. A refreshed version of the Waste Strategy Document will be drafted based on the outcomes from the updated legislation.</p>
06	Prepare site at Linwood for improved bin store facility and consideration of the infrastructure required to fulfil the Deposit Return Scheme and future requirements for segregation of waste.		<div><div>100%</div></div>	31 March 2023	<p>Initial preparatory works were completed in July 2022. This included the site clearance of antiquated plant and machinery, litter, a reconfiguration of the site layout, levelling of site and bunding put in situ for security.</p>
07	Develop and implement a long-term sustainable leachate and surface		<div><div>90%</div></div>	30 June 2023	<p>The final dilution report has been submitted to SEPA. SEPA water quality experts will consider qualitative and quantitative information in</p>









Priority Action: Green					Actions
Code	Action	Status	Progress	Due Date	Update
	water management plan for Linwood Moss.				<p>the report. Following approval, there will be a directive issued to commence direct discharge at Linwood Moss.</p> <p>A period of monitoring at River Gryffe is required to ensure discharge consent levels are adhered to. A revised Closure Restoration and Aftercare Plan will be submitted to SEPA.</p> <p>The management equipment must remain on site until the site is deemed stable to permanently directly discharge.</p>
08	Develop a new Waste Strategy Policy			30 September 2023	<p>Existing policies have been updated in recent years, but it is recognised that further revision is required to reflect the service developments and upcoming legislative changes.</p> <p>A draft policy will be brought forward to this board in future.</p>
09	Install fixed and mobile cameras to deter or help identify fly tipping in hotspot areas			31 March 2023	<p>Active cameras have been installed at identified fly tipping hotspots across Renfrewshire.</p> <p>The Environmental Taskforce, established in November 2022, have been identifying further suitable sites, gathering information on type of fly tipping (commercial or domestic), volume and frequency. Cameras have been and will continue to be relocated periodically.</p>



Priority Action: Green				Actions	
Code	Action	Status	Progress	Due Date	Update
10	Development of Low Emissions / Electrification Strategy		<div><div>100%</div></div>	31 March 2023	Renfrewshire Council as part of the Glasgow City Region wide partnership has worked with consultants to establish a Renfrewshire Public Electric Vehicle Charging Business Case. This included the identification of a new concession contract as the preferred delivery mechanism for expansion of the public vehicle charging network.

Priority Action: Living our Values				Actions	
Code	Action	Status	Progress	Due Date	Update
01	Provide our employees with the appropriate support to manage their attendance, health and wellbeing		<div><div>100%</div></div>	31 March 2023	Absence management has been a key focus for the service during 2022/23. The service has also invested in mental health first aid training and the creation of mental health champions.  Environment & Infrastructure continues to support delivery of the Corporate Health and Well Being Strategy.
02	Implement the Council's People's Strategy		<div><div>100%</div></div>	31 March 2023	Environment & Infrastructure supported the development of this key Council priority.
03	Active participation in Council's Right for		<div><div>100%</div></div>	31 March 2023	Operations & Infrastructure is participating in service reviews as part of the Right for Renfrewshire transformation programme. The service has

Priority Action: Living our Values					Actions
Code	Action	Status	Progress	Due Date	Update
	Renfrewshire Transformational Programme				been fully engaged in supporting the Council's strategy for financial sustainability through the portfolio approach which will be delivered alongside the main transformation programme and reviews undertaken by individual services.
04	Better use of data and technology to improve services performance and delivery			31 March 2023	The use of data analytics and technology developments has continued, throughout 2022/23, to be employed to support service improvement across each service area.
05	Deliver agreed operational efficiencies through fleet utilisation and rationalisation			31 March 2023	Fleet and Transport Services have met with other services across the Council and discussed the type, purpose and operational requirement of vehicles. The determination of type and purpose of vehicles, ensuring fit-for-purpose and identification of the right vehicle for each task has resulted in fleet rationalisation and improved utilisation across the fleet. Cognisance of agreed operational efficiencies has included the use of electric vehicles where appropriate, improving the sustainability of the fleet.
06	Support the Council to implement the Business World system			31 March 2023	Environment & Infrastructure has continued to participate and engage in the implementation of Business World.

Priority Action: Living our Values					Actions
Code	Action	Status	Progress	Due Date	Update
07	Embed new approaches to staff communication and engagement across all areas of the service		 100%	31 March 2023	<p>The service has been supporting the delivery of the corporate internal communications action plan for 2022/23 to enhance staff engagement and communications.</p> <p>The approach includes circulation of information, surveys, how internal policies affect staff and contributions to Ren Talks.</p>
08	Ensure robust and up to date business continuity arrangements are in place		 100%	31 March 2023	<p>The Environment &amp; Infrastructure Resilience Management Team has continued to hold quarterly meetings, to review recent incidents and lessons learned, business continuity exercises and any training required, throughout 2022/23.</p>
09	Review and maintain continuous improvement frameworks		 100%	31 March 2023	<p>Operations &amp; Infrastructure has maintained ISO 9001 accreditation. Internal audits were employed during 2022/23 to monitor the effectiveness of the Quality Management system.</p>
10	Review Health & Safety and Risk Assessments		 100%	31 March 2023	<p>The review of Health &amp; Safety and Risk Assessments process is complete, adopted and is being rolled out across the service.</p>




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11	Ensure robust financial monitoring is in place to support the COVID-19 recovery			31 March 2023	The Senior Leadership Team and service managers met on a period-by-period basis with finance colleagues to monitor budgets and to ensure the service was provided with the most up to date information to ensure robust financial systems were in place to support the service.
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## Priority Action: Improving Outcomes for Children and Families

## Actions

Code	Action	Status	Progress	Due Date	Update
01	Develop a new Open Space Strategy		<div><div>75%</div></div>	31 March 2024	<p>Based on the Scottish Government policy of better facilities for Young People, capital and revenue funding has been awarded and invested in play parks across Renfrewshire.</p> <p>A report on this matter is being discussed elsewhere in this agenda and outlines plans for 2023/24 and 2024/25.</p>
02	Work with colleagues in OneRen to improve access and opportunities to play tennis within Renfrewshire		<div><div>60%</div></div>	30 June 2023	<p>A project management framework is being set up to initiate the project. A paper will be submitted to Leadership board on 26 April seeking consent to progress the project.</p> <p>Following Leadership Board approval, the One Ren Board on 15 June will be approached for final ratification.</p>
03	Consult with local residents, especially children, on choice of equipment to be implemented for playpark		<div><div>100%</div></div>	31 March 2023	<p>100% of this action has been carried out for this year's funding of play parks.</p>

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improvements throughout  
Renfrewshire.

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## Scorecard








PI Status			
	Alert		Unknown
	Warning		Data Only
	OK		


Long Term Trends	
	Improving
	No Change
	Getting Worse




Short Term Trends	
	Improving
	No Change
	Getting Worse

Priority Theme: Place							Performance Indicators			
Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
01 (Maintenance) Carriageway Condition: % of road network considered for treatment										
(i)	A Class Roads		19.42%	22.5%	17.29%	22.5%	Data for 2022/23 will not be published until February 2024	22%	19%	Local Government Benchmarking Framework (LGBF) Indicators. This data is published by the Improvement Service on an annual basis as part of the LGBF.  A final release has been published in late February 2023 and will be reported to the Audit Risk and Scrutiny Board in May 2023.
(ii)	B Class Roads		23.7%	24.5%	21.25%	24.5%	Data for 2022/23 will not be published until February 2024	24.5%	22%	
(iii)	C Class Roads		33.5%	36.5%	30.55%	36.5%	Data for 2022/23 will not be published until February 2024	36%	32%	


Priority Theme: Place							Performance Indicators			
Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
(iv)	Unclassified Roads		34.3%	36.5%	30.99%	36.5%	Data for 2022/23 will not be published until February 2024	36%	32%	These are annual LGBF Indicators and relate to financial year 2021/22. The 2022/23 data will not be published until February 2024.
02	(Maintenance) Carriageway Condition: % of road network considered for treatment Overall		32%	32.5%	28.9%	32.5%	TBC	32%	TBC	The figure provided in the table is provisional data taken from SCOTS. Performance has improved to 28.9% in 2021/22 and has exceeded the target of 32.5% for 2021/22.  <b>The figures for 2021/22 are provisional.</b>
03 % of Statutory road inspections categories completed on target:										
(i)	Category A		100%	100%	100%	95%	83%	95%	95%	In 2022/23, 90% of the statutory road inspections were completed for all categories. The three categories of statutory inspections relate to the timing of inspections and are categorised as follows: A – Undertaken during the progress of the works, B – Undertaken within the six months following interim or permanent reinstatement, C – Undertaken within the three months preceding the end of the guarantee period. The inspection procedure
(ii)	Category B		100%	100%	100%	100%	86%	100%	100%	
(iii)	Category C		100%	100%	100%	100%	100%	100%	100%	









Priority Theme: Place							Performance Indicators			
Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
										<p>is designed to enable road work authorities to monitor statutory undertakers (Gas, electric, and telecom etc).</p> <p>Cat A : 256 out of 308 = 83%</p> <p>Cat B : 325 out of 376 = 86%</p> <p>Cat C : 376 out of 376 = 100%</p> <p>The roll out of City Fibre proved challenging for the service to respond to the continually changing programme with Inspectors arriving to carry out inspections and crews already moving onto the next location. There are no issues anticipated with meeting next year's targets now that the City Fibre programme is complete.</p>
04	% of pothole repairs completed within timescales		77%	75%	83%	80%	95%	80%	80%	<p>Data analytics continue to improve performance monitoring with weekly reports being used to quickly identify and resolve issues.</p> <p>Performance during 2022/23 has seen an improvement from 83% in 2021/22 to 95% in 2022/23.</p>

Priority Theme: Green							Performance Indicators			
Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
01	Street Cleanliness Score - % of areas assessed as clean		93.6%	92%	89.6%	92%	Data for 2022/23 will not be published until February 2024	92%	92%	The percentage of Renfrewshire's street assessed as clean was 89.6% for 2021/22. This figure is provisional and is awaiting verification by Keep Scotland Beautiful. The cleanliness score is based on 3 sample surveys carried out throughout the year by both the Council and Keep Scotland Beautiful (KSB). This score represents the percentage of areas assessed as acceptably clean (categories A and B) using KSB's Local Environmental Audit and Management System (LEAMS) methodology.
02	Amount of CO <sub>2</sub> emitted by the public vehicle fleet		2,992	3,250	3,223	3,000	3,267	3,000	3,000	<p>The amount of CO2 emitted by the public vehicle fleet has increased from 3,223 in 2021/22 to 3267 in 2022/23. This is above target of 3,000.</p> <p>Fleet Services has seen an increase over the last 12 months in operational services coming back to work. In-turn there has been an increase in usage of vehicles in the fleet that use fossil fuels.</p> <p>Use of electric vehicles and the trial of using Hydrotreated Vegetable Oil in place of Diesel fuel will reduce CO2 emissions going forward.</p>
03	% of the vehicle fleet which uses		23.7%	22%	25%	25%	27 %	25%	25%	Renfrewshire Council have purchased 14 Electric Vehicles to add to our zero emissions fleet of cars, light vans, minibuses and large goods vehicles resulting in almost a quarter of the fleet now using alternative fuel sources. We






Priority Theme: Green								Performance Indicators			
Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance	
			Value	Target	Value	Target	Value	Target	Target		
	alternative fuels, such as electricity									currently operate 117 electric vehicles up to and including two 5 tonne fully electric buses. There are electric bicycles at HQ. Pool fleet is 100% electric.  The service continues to consider alternative fuels such as HVO, hydrogen and hybrid technology with HVO trial underway using a selection of vehicles.	
04	Reduce the amount of CO <sub>2</sub> emitted from public space lighting	✔	1,368	1,700	1,246	1,500	1,138	1,500	1,500	The conversion of a small number of previously remaining 'conventional' lanterns transferring to LED will have positively impacted the reduction in amount of CO2. It is anticipated that emissions will level out year on year as the LED programme is substantially complete.	
05	% of bins uplifted first time	✔	99.8%	99.9%	99.8%	99.9%	99.8%	99.9%	99.9%	The percentage of bins uplifted first time in 2022/23 was 99.8%.	
Code	Performance Indicator (calendar year indicator)	Current Status	2020		2021		2022	2023		Explanation of Performance	
			Value	Target	Value	Target	Value	Target	Target		
06	% of Household Waste Recycled	✔	49.1%	54%	51.7%	50%	53.7% still to be verified by SEPA	50%	50%	This data relates to the calendar year 2022 (January to December). It is an estimate which is not yet verified by SEPA. The cumulative recycling rate for 2022 has been estimated to be 53.7%. This rate is an increase of 2% from 2021.	

Priority Theme: Green											Performance Indicators										
Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24		Explanation of Performance										
			Value	Target	Value	Target	Value	Target	Target	Target											
											Awaiting verified Data from SEPA										
07	% of Household waste collected which is landfilled		12.1%	16%	8.2%	5%	2.3%	5%	5%	5%	<p>This data relates to the calendar year 2022 (January to December). It is an estimate which is not yet verified by SEPA. The cumulative rate for waste collected and landfilled has been estimated to be 2.3%. This rate is a decrease of 4.9% from 2021.</p> <p>Awaiting verified Data from SEPA</p>										


Priority Theme: Living Our Values							Performance Indicators			
Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
01	Average number of work days lost through sickness absence per employee (FTE) (cumulative)		17.02	13.7	15.5	13.7	11.2 (to Q3)	13.7	13.7	<p>In Q1 the average number of work-days lost per FTE was 3.5, meeting the quarter 1 target of 3.5.</p> <p>In Q2 the average number of work-days lost per FTE was 3.6.</p> <p>In Q3 the average number of work-days lost per FTE was 4.1.</p> <p>Q4 Figures have not yet been finalised.</p>
02	% of members enquiries completed within timescale by E&I		86.4%	85%	86.7%	85%	93.1%	85%	85%	<p>Scrutiny of complaints data and performance is a key priority for the service and continues to be carried out on a regular basis at management team meetings. It and has been supported by improvements in both data analytics and access to management information. This investment and focus has had a positive impact with response rates improving.</p> <p>Environment &amp; Infrastructure received 5,282 members enquiries in 2022/23, of which 92.6% were responded to within timescale.</p> <p>Environment &amp; Infrastructure dealt with 349 Freedom of Information requests in 2022/23, of which 343 (98.5%) were responded to within timescale. 117 of these requests were cross departmental and 232 were departmental.</p>
03	% of FOI requests completed within timescale by E&I		96%	100%	99%	100%	98.5%	100%	100%	
04	% of front line resolutions dealt with within timescale by E&I		75%	100%	80.8%	85%	87%	85%	85%	
05	% of complaint investigations		58%	95%	64.8%	95%	91%	85%	85%	

Priority Theme: Living Our Values										Performance Indicators
Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
	completed within timescale by E&I									<p>Environment &amp; Infrastructure received 6,041 front line resolutions in 2022/23, of which 87% were responded to within timescale.</p> <p>In 2022/23, the service dealt with 459 complaint investigations, 91% of which were dealt with within the agreed timescale.</p>
06	Complete Inspection process for all headstones and burial grounds		6%	40%	38%	20%	85%	65%	100%	The inspection of memorials has been progressing. In addition to the initial inspections being carried out we are now carrying out re-inspections to the headstones that were identified as requiring to be monitored annually for any deterioration at their initial inspection.

## Data Only Indicators

Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
01	Cost of Maintenance per Kilometre of roads		£17,495	N/A	£20,873	N/A	Data for 2022/23 will not be published until February 2024	N/A	N/A	<p>Local Government Benchmarking Framework (LGBF) Indicators. This data is published by the Improvement Service on an annual basis as part of the LGBF.</p> <p>A final release has been published in late February 2023 and will be reported to the Audit, Risk and Scrutiny Board in May 2023.</p> <p>These are annual LGBF Indicators and relate to financial year 2021/22. The 2022/23 data will not be published until February 2024.</p>
02	% of adults satisfied with parks and open spaces		83.5%	N/A	87.77%	N/A	Data for 2022/23 will not be published until February 2024	N/A	N/A	
03	Cost of parks and open spaces per 1,000 of the population		£28,240	N/A	£32,189	N/A	Data for 2022/23 will not be published until February 2024	N/A	N/A	
04	% of adults satisfied with refuse collection		70.63%	N/A	66.3%	N/A	Data for 2022/23 will not be published until February 2024	N/A	N/A	
05	Net cost of waste collection per premise		£66.66	N/A	£83.08	N/A	Data for 2022/23 will not be published until February 2024	N/A	N/A	

## Data Only Indicators

Code	Performance Indicator	Current Status	2020/21		2021/22		2022/23		2023/24	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
06	Net cost of waste disposal per premise		£100.59	N/A	£101.09	N/A	Data for 2022/23 will not be published until February 2024	N/A	N/A	
07	% of adults satisfied with street cleaning		52.77%	N/A	47.77%	N/A	Data for 2022/23 will not be published until February 2024	N/A	N/A	
08	Net cost of street cleaning per 1,000 of the population		£6,472	N/A	£7,197	N/A	Data for 2022/23 will not be published until February 2024	N/A	N/A	