

To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

On: 29 May 2019

Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE

Heading: OPERATIONAL PERFORMANCE REPORT

1. Summary

- 1.1 This report provides an overview of key service activities since the last Policy Board report in March 2019. This report provides an operational performance update on the services and key projects delivered during this period.
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2. Recommendations

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

- 2.1 Approves the operational performance update detailed within this report.
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3. Background

- 3.1 Environment & Infrastructure 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 the services within Environment & Infrastructure in respect of the areas of activity delegated to this Policy Board, together with key performance indicators is detailed below.

Operational Updates

4. Roads and StreetScene

Winter Maintenance

- 4.1 Our newly named gritters have been dispatched throughout the winter period to ensure the main arterial roads remained open. The gritters are each fitted with a tracking device which provides real time information which means each gritter can be tracked online by the public. Over the winter there was more than 5,800 tonnes of salt used on Renfrewshire's roads.

Roads Maintenance

- 4.2 As part of the 5 year £40 million investment in Renfrewshire's roads and infrastructure, approved by Council in February 2019, a capital investment of over £8m in Renfrewshire's roads and footways, will be delivered during 2019/2020. The capital programme for 2019/20 was published on the Council's Information Bulletin on the 26 March. This consists of almost 100 roads across Renfrewshire benefitting from carriageway resurfacing, a significant increase in the number of footways being resurfaced, as well as an expanded programme of surface dressing. Engagement meetings have been held with key stakeholders including SPT, local bus operators and other Council Services to ensure a coordinated approach to the programme throughout the year.

StreetScene Service Review

- 4.3 The key routes into Renfrewshire have been reviewed analysing traffic volumes for business, commuter and visitor traffic flows. Key routes have been grouped with high traffic volumes and termed as "Ambassador Routes" and plans are being developed to focus on StreetScene activities of these key routes. This will assist in encouraging increased investment and visitors and demonstrate a clean and welcoming Renfrewshire. Work on the review of naturalised areas is progressing.

The service has commenced seasonal grass cutting and has recruited over 70 staff to date to assist with the required works. 15 staff who were developed through the Invest in Renfrewshire programme have been successful as part of this recruitment, providing valuable work for local young people.

Code of Practice, Litter and Refuse (CoPLaR) 2018

- 4.4 CoPLAR provides guidance to duty holders, including the Council, on meeting section 89, duties 1 and 2 of the Environmental Protection Act 1990 and was adopted by Parliament in June 2018. This note provides an update following the previous policy board report in August 2018.

CoPLAR has brought forward several changes and points of clarity, including revised zone categories for relevant land revising cleanliness grades and response times and definition of what is litter and detritus. In addition, a new Litter Monitoring System (LMS) has been trialled and is expected to be rolled out during 2019/20. This LMS consists of an updated litter monitoring methodology and software solution that will use the land zoning information to allocate survey points and will replace the current

street cleaning scoring system used nationally in the local government benchmarking indicators.

CoPLAR 2018 requires the Council to re-zone its relevant land by June 2019 and uses digital mapping through GIS to do this. This enables:

- A comprehensive digitised data set for each local authority that will assist in understanding trends and better plan for litter prevention activity;
- Aligns with 'Realising Scotland's full potential in a digital world: a digital strategy for Scotland; and
- Will allow each authority to transition to the new litter monitoring system.

The service is well under way with re-zoning of all Renfrewshire Council land through GIS software applications, by June 2019, as required.

The biggest change to the Code of Practice is to ensure councils have a focus on prevention. Renfrewshire Council is well placed to deliver the duties of the Code of Practice through ongoing prevention activity to prevent the issue of flytipping and littering rather than simply reacting to issue once in place. Through the introduction of the Team Up to Clean Up campaign, there has been a larger focus on targeted enforcement for littering, flytipping and dog fouling including foot patrols in affected hot spot areas. Further preventative work includes signage, stencilling of pavement and where required CCTV to try and identify offenders.

The Communities and Public Protection Service is currently under review with a team being established to focus on working with communities – this will include improving greenspaces, monitoring Household Waste Recycling Centres and working closely with the Renfrewshire Wardens on enforcement of environmental offences.

One of the key strands of preventative measures includes education of children in the effects of littering, fly tipping, dog fouling and anti-social behaviour. Over 1900 Renfrewshire Primary 6 pupils recently attended the Safe Kids event in April/May 2019 and undertook sessions regarding the above issues. This is then followed through with sessions in Primary 7 and early years at High School. School litter picks have been a successful part of Team Up to Clean Up and is helpful in preventing the litter i.e. the school kids do not want to pick up their own litter.

To further target education, the Team Up to Clean Up campaign has recently launched a children's book – 'The Clumps' Big Mess' to be used as part of the school curriculum and educate primary school children on what the community experiences when litter is allowed to accumulate. This has been extremely well received and will hopefully have a lasting impact on school children as they grow up.

Event Support

- 4.5 StreetScene provided support to the successful Paisley Food Festival held at the end of April this year. A large number of local residents and visitors enjoyed the range of food, and attractions available. This included assistance to keep the areas clean and presentable before, during and after the event.

5. Fleet & Social Transport Services

Fleet Services continues to support all services maintaining vehicles to a safe and legal standard.

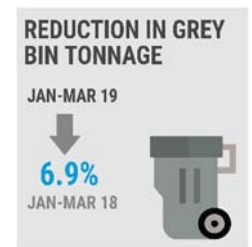
The service is currently exploring ways of improving utilisation, efficiency and costs without impacting on service users. Further exploration of green fleet support from Transport Scotland has allowed the introduction of a further 48 electric zero emissions vehicles during the coming months ahead. Social Transport will benefit from new low-level floor, access vehicles that operate without tail lift facilities, to support the needs of customers using the service.

6. Waste Services

Planned Service Changes

- 6.1 Implementation of phase one of the new waste collection service commenced on 3 December 2018. It was supported by a comprehensive communication campaign, a major website redesign, and a full rerouting exercise.

Information gathered for the period 1 January to 31 March 2019 shows that there has been a 6.9% reduction in tonnage from the grey residual waste bins since the introduction of the service, compared to the same period in 2018. In the same period there has been a 43% increase in tonnage from the food & garden waste collected.



Reporting Missed Bins

- 6.2 The continued evaluation of the service has identified that missed bin information can make its way to the service through 3 to 4 different channels, this leads to duplication in enquiries which can result in inefficient use of resources with properties being revisited on more than one occasion. It has also become apparent that in some instances missed bins are being reported several days and weeks after the due collection date. A procedure will be introduced in conjunction with Customer Services staff that missed bin reports will be accepted up to 2 working days after the alleged missed bin. Any reports received outwith that period will not be actioned until the next scheduled collection for that bin.

To improve efficiency and remove duplication of missed bin enquiries, we are moving to all missed bins reports via the Customer Service Centre channels either through the Customer Service Centre or the Council's website online reporting facility. To support this process the service will communicate with all elected members, community councils and stakeholders. At present the majority of member enquiries lodged by phone or e-mail late Friday to Sunday are not actioned by the service until Tuesday onwards. Online reporting via the Council's website from late Friday to Sunday allows these queries to be picked up by the service Saturday through to Monday. Any specific elected member issues that are not resolved in this way can continue to be raised directly with the department.

- 6.3 In response to the feedback received from staff and residents, Waste and Fleet Services are trialling some alternative collection vehicles. The trial will explore the potential benefits of using a more efficient logistics model for waste collection which could improve fuel consumption and reduce CO₂ emissions. The demonstration trials will include smaller sized collection vehicles that can be used to service difficult to access routes and to support service delivery in sub-urban and rural areas. The vehicles on trial included 2 x 16T, and 1 x 12T refuse collection vehicles.
- 6.4 There are plans to invest funding in Household Waste Recycling Centre for 2019/20. Welfare facilities for staff will be upgraded or replaced. Further investment will be made over the summer to replace the automatic number plate recognition equipment which will allow analysis of vehicle frequencies at locations across Renfrewshire

7. Transportation and Infrastructure Services

- 7.1 The 2018/19 Cycling, Walking and Safer Streets programme is complete with the following new infrastructure created:
- Provision of a section of footway in Gilmartin Road, Linwood to access the bus stop otherwise surrounded by grass verge.
 - Speed tables on John Lang Street, Johnstone
 - Cycle stands Greenock Rd, Bishopton
 - Kilbarchan Primary School crossing points
- 7.2 A programme of bus stop improvement works is complete. The programme, to encourage greater bus patronage, included high access kerb treatment and new bus shelters at the Beith Road corridor and in Newmains. Two bus stops on Dean Park Road, Renfrew, have had hard standing provided in shelters which were previously grass verges to improve passenger experience.
- 7.3 Strathclyde Partnership for Transport are about to erect real time passenger information displays on Paisley Road/Renfrew Road to be followed by the distribution of promotional material on-line and via leaflets.
- 7.4 Preparatory work is underway on Strathclyde Partnership for Transport grant funded capital projects for 2019/20:
- Replacement of Urban Traffic Control System;
 - Bus Corridor Improvements focussing on Renfrewshire villages;
 - Construction of Paisley to Renfrew Cycle Route; and
 - Creation of a Park and Ride facility for 20 – 25 spaces at Milliken Park.
 - Real Time Passenger Information displays on the Paisley to Johnstone corridor.
- 7.5 The Strathclyde Safety Camera Partnership has installed a safety camera, in partnership with Renfrewshire Council, on the northbound carriageway of Renfrew Road opposite Dundonald Road.
- 7.6 All residents have been written to about their views on providing car parking for 10 extra cars at Whiteford Road, Paisley. Responses have been received and officers

will now survey the parking demand in the vicinity at different times of day to inform future options.

8. Environment and Place, Team Up to Clean Up

- 8.1 The Team Up to Clean Up Campaign has been supporting community clean-ups since October 2017. It is evident the approach has been successful with a clear increase in litter-picking activity. Events increased 63% in 2018/19 in comparison with the previous year. Over 2,500 volunteers from local communities, schools and business took part in at least one event removing over 2,000 bags of litter from Renfrewshire communities with StreetScene fully supporting with full waste uplift and transportation for disposal.
- 8.2 Team Up to Clean Up has evolved to become so much more than a litter project. The Campaign has changed how we work with communities, young people and businesses, and has gone further to change how communities see themselves and their role in developing their place. A blueprint has now been laid for successful collaboration with communities as we enter into a new phase of community empowerment and engagement.
- 8.3 A strong partnership is being developed with Keep Scotland Beautiful (KSB) who are keen to work alongside Renfrewshire in delivering their 2019 national campaigns. KSB plan to shine a light on roadside litter and we have an Arterial Litter team funded through Environment & Place which addressed 77 arterial roads (many of which required multiple visits). In addition, partnership is being developed to address litter in our waterways (#upstreambattle). This joint working will support Team Up to Clean Up in targeting local HGV/taxi drivers to reduce roadside litter. KSB is further delivering training for 2 Renfrewshire community groups on the actions they can safely take to reduce or clear litter from waterways.
- 8.4 Corporate Communications have issued a short story “The Clumps……” to primary school children in Term 4, 2019. The book helps children to imagine the effects of a world full of litter and dog fouling, it is hoped to have a long-lasting positive impact. Work will continue through the Community Safety Partnership to change the mindset of pupils with regard to dropping litter through presentations and interactive workshops. A Team Up to Clean Up “How to....” film clip has also been published on social media informing prospective litter pickers how easy it is to arrange an event.
- 8.5 Two regular litterpicking communities received awards at the 2018 Provost Community Awards. Heather Clissett in Erskine received the Community Volunteer of the Year Award for her Community Garden which began 1 year ago after a series of litterpicks supported by Team Up to Clean Up. Pals of the Privies were awarded Community Group of the Year for transforming Glencoats Park which they attribute to the overwhelming participation of locals getting involved to clean up the Park.
- 8.6 Team Up to Clean Up’s targeted enforcement approach to dog fouling, which incorporates positive advertising, zero-tolerance enforcement and education,

continues to deliver across Renfrewshire with mixed success. Signage is erected in identified streets, street art messages are sprayed on the ground and daily patrols are deployed. 643 targeted patrols have taken place in streets identified as having confirmed issues with dog fouling.

9. Service Developments

Respectful Funeral Service

- 9.1 The Council recognises the emotional and financial pressures placed on individuals and families during a time of bereavement. It wishes to promote a fixed price, dignified and affordable funeral service which would be known as the Renfrewshire Council Respectful Funeral Service.

Renfrewshire Council believes that by providing the Renfrewshire Council Respectful Funeral package, in conjunction with local and national Funeral Directors, that the partnership will offer residents an affordable, respectful and dignified bereavement service.

There has been ongoing communication with local Funeral Directors who have expressed an interest in the scheme. A copy of the specification was forwarded at the end of 2018, to the interested parties for their comment.

Interested parties were asked to complete a pricing schedule and register with Public Contracts Scotland. This was completed in April 2019 with 6 local directors registering their interest. A formal evaluation process is currently being carried out to ensure that those interested parties meet the requirements of the of the new service. This is likely to be complete in June 2019.

Cemeteries Investment

- 9.2 The Council currently operates nine cemeteries (Hawkhead, Bishopton, Inchinnan, Arkleston, Lochwinnoch, Broomward, Houston, Abbey and Kilbarchan), serving communities throughout Renfrewshire. Each cemetery requires investment in the infrastructure to provide an appropriate setting for the services provided. Previous asset condition surveys carried out within the cemeteries have identified improvements which could be made to the infrastructure, focussing upon works to roads, paths, walls and drainage.

At its meeting on 2 March 2018, the Council agreed to provide £1 million of revenue funding to deliver improvements in the cemetery estate. Priority areas for improvement have already been identified within Hawkhead, Bishopton and Inchinnan cemeteries. Investment priorities for the remaining cemeteries currently being developed.

The focus within Hawkhead is in relation to improving the drainage, path and road infrastructure. The main works are in relation to installation of new drainage to address the problem of flooding in areas of the cemetery. The tender for the contract to carry out the works is currently being evaluated with an anticipated contract start date of 15 July 2019 with the completion date currently expected of 31 October 2019.

Bishopton and Abbey Cemetery works are now nearing completion.

Parks Investment Project

- 9.3 £250K was allocated to improve infrastructure and play equipment in five community parks across Renfrewshire. Discussions are ongoing with communities in relation to improvements that could be made at:

- **Houston Road Public Park, Bridge of Weir**
Consultation has taken place with the Tenants and Resident Association and Community Council and the procurement of new play equipment has started. Seven new items of play equipment are scheduled to be installed by Summer 2019. Repair work has been completed which will improve the drainage.
- **Thomas Shanks Park, Johnstone**
Consultation has taken place with the 'Friends of Thomas Shanks' group. The intention is to improve the paths and drainage within the park by the end of this summer. Installation of new equipment for the play area is currently out to consultation with the local community and updates will be provided at a future policy board.
- **Howwood Public Park, Howwood;**
Consultation with the Community Council has taken place and procurement for a new fence is underway. The intention is to improve the paths and drainage within the park and progress with this is ongoing. The Community Council have applied for Green Space funding which they will use to install new play equipment and an outdoor gym.
- **Kilbarchan Public Park, Kilbarchan**
Consultation with the Community Council has taken place. Again, the intention is to improve the infrastructure within the park by improving the paths and drainage with installation expected to be complete by the end of this summer. The retaining wall around the toddler play area will also be replaced following consultation with the local community.
- **Barwood Park, Erskine**
Discussions have started with community groups in Erskine in relation to improvements that could be made within Barwood Park.



Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None

3. **Community & Council Planning –**

Our Renfrewshire is thriving / Reshaping our place, our economy and our future - the service is actively involved in the Invest in Renfrewshire scheme and investing in road network to support and facilitate economic growth.

Creating a sustainable Renfrewshire for all to enjoy - 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 LED streetlights and electric and low carbon vehicles within the council fleet.

Our Renfrewshire is well - the services encourages use of our parks and open spaces to promote a healthy and active lifestyle.

4. **Legal – None.**

5. **Property/Assets –** The Council's roads, fleet and open space infrastructure is maintained and enhanced.

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. 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.**

12. **CoSLA Policy Position - none**

List of Background Papers: None

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