



To: ENVIRONMENT POLICY BOARD

On: 26 AUGUST 2015

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: OPERATIONAL PERFORMANCE REPORT

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.
-

2. Recommendations

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

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.
-

4. Operational Updates

4.1 Renfrewshire Community Safety Partnership

4.1.1 Street Stuff

In June 2015, the Youth Bus was reintroduced to the Street Stuff programme following a refurbishment which included the installation of games consoles, TVs and music systems. The bus plays an integral part in engaging with young people in a large number of areas, providing a safe space where they can socialise and meet new people from outside their own communities.

An additional £25,000 funding was awarded to the Street Stuff project from the Local Area Committees which has enabled the programme to be rolled out into areas which are not anti-social behaviour hotspots. This has enabled a comprehensive 7 day summer programme to be delivered in each Local Area Committee area.

4.1.2 Street Stuff Evaluation Follow Up

The University of the West of Scotland undertook an independent evaluation of the Street Stuff programme during 2014. As a follow up in 2015, Social Work students from the University have been undertaking observation placements. In this quarter, 2nd year students visited 2 days per week over a 10 week period. They were shown how Street Stuff links into Social Work in practice. The feedback from students on the Street Stuff programme was very positive:

- *Street Stuff is giving children and young people an opportunity to thrive and develop. They have somewhere to go and something to do without getting themselves into trouble.*
- *The staff team get down to the children's level, having fun with them and building up a positive relationship, which in turn allows the child to feel comfortable to open up and share any concerns or worries.*
- *Issues or concerns can then be linked in with other agencies to get the appropriate support and help for the young person and their families.*
- *We gained more experience and knowledge from attending Street Stuff than we would have at a traditional social care setting due to the amount of partnership working.*

These pilot Social Work student observation placements have been successful, so further placements have been scheduled and will continue on a yearly basis. This will allow us to gain independent evaluation data on the Street Stuff programme on a regular basis.

4.1.3 Integrated Control Room & CCTV System

Construction works for the new integrated control room and CCTV network are progressing and are nearing completion, allowing services to begin moving into the Community Safety Partnership Hub next month. All existing public space cameras on the network, have now been upgraded with the further 10 new cameras installed across Renfrewshire during July 2015. The improved mobile camera functionality is now being provided through the new mobile CCTV vans used within the Wardens Service. The current control room is now operating with upgraded software and functionality, which is producing images of a much higher quality than was previously possible. The CCTV system will continue to operate from Mill Street Police Divisional Headquarters station until migration to the new integrated control room.

4.1.4 Brighter Renfrewshire Alcohol Awareness Week

Renfrewshire Alcohol and Drug Partnership (ADP) and Renfrewshire Community Planning Partnership hosted an alcohol awareness week in June, known as BRAW (Brighter Renfrewshire Alcohol Awareness Week) which was supported by Renfrewshire Community Safety Partnership. The aims of BRAW were to:

- Promote sensible drinking
- Encourage people to seek support
- Change attitudes to alcohol
- Involve communities in tackling alcohol issues
- Prevent or reduce harm caused by alcohol
- Celebrate and support recovery from addiction.

Renfrewshire Community Safety Partnership supported the awareness week with a number of activities including the deployment of the Safe Bus at Bridge Of Weir and Barshaw Gala Days, where the service engaged with the community about the effects of alcohol and the promotion of safe drinking messages. "Alcohol Goggles" were used to simulate the effects of alcohol including navigating and driving remote control cars around a predetermined obstacle route highlighting the serious consequences of drink driving.

4.1.5 Campaign Against Violence, Working with Police Scotland

CAV (Campaign Against Violence) is a joint initiative with Police Scotland and the Renfrewshire Community Safety Partnership. Joint patrols with Renfrewshire Wardens and Police Officers are carried out to hotspot areas where there are high numbers of youth disorder calls. Youths involved in antisocial behaviour are taken to the local police station and their parent/guardians contacted to collect them. On parents' arrival a youth notice is issued and community safety role explained. These initiatives are traditionally delivered during holiday periods when youth disorder and

underage drinking is at its peak. The aim is to target young people, raise awareness of the dangers of alcohol, diverting them into more meaningful activities. This early intervention approach has proven to be very successful with very few of the young people coming back to the attention of services following this initial contact. This is also beneficial to local residents providing public reassurance in delivering high visibility patrols in their communities.

4.2 Regulatory Services

4.2.1 Business Regulation

Officers from the Business Regulation Team attended the recent Coloursfest event at Braehead arena, as part of the operational health and safety intervention for crowd control. Asbestos awareness interventions were carried out at a number of trade supply companies in Renfrewshire. Officers from the team were joined by Trading Standards' colleagues to give advice on asbestos safety and to promote participation in the Renfrewshire Trusted Trader Scheme.

Officers undertaken a series of evening visits to hot food takeaway premises, where a trend of declining standards had been identified. The purpose of these visits was to observe practices during the businesses' busiest periods. This exercise led to the voluntary closure of four businesses to allow them to bring their premises up to standard and to correct poor food hygiene practices.

4.2.2 Trading Standards

Officers from the Council's Trading Standards and Licensing Teams have been working in partnership with Police Scotland to investigate product safety matters in certain premises licensed under the Civic Government (Scotland) Act 1982. Visits were made to a number of sunbed premises to establish if the UV tubes used were emitting radiation within the legal irradiance limit. Where the legal limits were being exceeded, business operators were instructed not to use the sunbeds until they were re-fitted with compliant ultraviolet tubes. Part worn tyre retailers were also visited and checks were carried out to ensure tyres being sold comply with the relevant legislation. One retailer was found to have numerous part worn tyres that were unsafe. These were removed from sale and a formal warning letter issued.

4.2.3 Environmental Improvements

The Environmental Improvements Team have been assisting in delivering the Council's commitment to Tackling Poverty, with a particular focus on living conditions within the private rented sector. Actions which are progressing aim to have a positive impact on improving the standard of rented accommodation

within Renfrewshire and tackle landlords who fail to maintain appropriate standards for their tenants.

The team has also been continuing to support the Renfrewshire Wardens' Service in dealing with the storage and disposal of trade and domestic waste within Paisley Town Centre, the appearance of which, has improved significantly since this initiative commenced. There is a commitment to continue this work to ensure that the raised standards are maintained.

4.3 Amenity Services Waste

4.3.1 Improved Management of Waste in Erskine

A further 300 properties in the Erskine area have now been provided with wheeled bins for both residual waste and dry recyclate and have been incorporated into the managed weekly collections scheme.

4.3.2 Garden Waste Collection Service

Significantly higher levels of garden waste have been collected over the past few months due to the mild and wet weather which has made ideal growing conditions. This should assist in the delivery achievement of the Zero Waste Scotland recycling target.

4.4 Amenity Services, StreetScene & Land Services

4.4.1 StreetScene

More than 100 seasonal operatives are operating alongside core staff to undertake:- the planting out of the bedding displays in town centres; grass cutting; street cleaning; and general grounds maintenance activities.

Operational support has been provided to community groups and the council's events team for a number of events including:- Barshaw Gala Day; Sma' Shot Day; the British Cycling Youth National Circuit Race Championships; and the Paisley Pipe Band Championships.

4.4.2 Land Services

Land Services continue to work with the Friends of Knockhill Park to build community capacity, following the completion of the capital works in the regeneration of the park, funded by a £1.1 million Big Lottery Fund grant. This included: the inaugural event held by the Friends' group, attended by around 400 people; the recruitment of volunteers; application for charitable status; and delivery of play/taster events during school holidays.

Land Services continue to provide advice and technical assistance to local play area improvement groups and other 'Friends of' groups to enhance their local facilities.

4.5 Amenity Services, Roads & Transportation (Fleet and Infrastructure)

4.5.1 Roads Capital Programme, 2015

The Capital Resurfacing Programme, to upgrade and improve the road network throughout Renfrewshire, is ongoing with a number of road resurfacing projects completed. This investment continues to support the Council's aim of improving local roads and supporting economic development by ensuring that Renfrewshire maintains a strong transport network.

4.5.2 Roads & Transportation, Infrastructure

Paisley High Street was re-opened to traffic in the evenings from 13th July 2015. Monitoring will continue over the next 6 months to ensure no traffic issues arise.

4.5.3 Street Lighting

A programme to replace 1,800 conventional street lights in the Erskine area with LEDs has been completed. The Street Lighting Investment Strategy, which was approved by Council in June 2015 as part of the Better Council Change Programme, will see the roll-out of LED street lighting across Renfrewshire by Spring 2017.

4.5.4 Paisley, Improvements to Bus Facilities

Works are progressing on the improvement of bus facilities around Paisley Town Centre. The area around Weir Street and Old Sneddon Street has now been completed, with Gauze Street, Smithhills Street and St Mirren Street to follow. The works include: lengthening bus bays; adjusting kerblines; addressing drainage issues; and the installation of new bus shelters.

5. Performance Update – Indicators and Targets

- 5.1 The table below summarises target and actual performance for key performance indicators and benchmarking targets under each of the key change themes for 2015/16.

Performance Indicators and Benchmarking Targets	Target for 2015/16	Target to Period 3	Actual to Period 3
A Better Future			
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	84%
(Lighting) Street Lighting Indicators - % repaired within 7 days: combined faults	95%	95%	93%
Percentage of household waste which is recycled	52%	52%	40.9%**
% of all waste collected which is landfilled	36%	36%	23.7%**
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.61
Street Cleanliness Score - % of areas assessed as clean	90%	90%	Annual Indicator
Food Safety - % of broadly compliant food premises based on food business risk assessment scores	86%	86%	86%
Food Safety - % of premises which currently achieve a Pass rating	97%	97%	97%
Trading Standards – Business Advice Requests completed within 14 days	100%	100%	100%
Trading Standards – Consumer Complaints completed within 14 days	82%	82%	86%
A Better Council			
Community Resources – Overtime as a % of total employee costs	8%	8%	8.8%
Community Resources – Sickness Absence	4%	4%	4.7%
Grounds Maintenance - Sickness Absence	4%	4%	2.7%
Street Cleansing - Sickness Absence	4%	4%	1.3%
Refuse Collection - Sickness Absence	4%	4%	6.0%
Building Cleaning and Janitorial - Sickness Absence	4%	4%	7.1%
Renfrewshire Community Safety Service - Sickness Absence	4%	4%	8.0%
Roads and Transportation – Sickness Absence %	4%	4%	2.7%

Performance Indicators and Benchmarking Targets	Target for 2015/16	Target to Period 3	Actual to Period 3
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	n/a	1
A High Performing Council			
Land Audit Management System - % of areas assessed as acceptable	90%	90%	91%
Percentage of front line resolutions dealt with within timescale by Community Resources	100%	100%	97%
Percentage of complaint investigations dealt with within timescale by Community Resources	100%	100%	100%
% of Freedom of Information requests completed within timescale by Community Resources	100%	100%	100%
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	100%	84%

*** Waste data is now published by SEPA on a calendar year basis – this is the data for the first quarter of 2015 and has not yet been verified by SEPA.*

Supporting Information

- **Street Lighting repairs** – there has been a significant improvement in our Contractor's performance in relation to street lighting repairs resulting in an improvement from 46% in quarter 4 of 2014/15 to 93% for the first quarter of 2015/16.
- **Absence** - absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health. In addition, absence management arrangements are being reviewed to reflect our work within the Council's revised absence management policy and as specific to Community Resources.
- **Trading Standards business advice** – all requests for business advice have been completed within the 14 day target.
- **Land Audit Management System** - % of areas assessed as acceptable – during the first quarter of 2015/16, 91% of all grounds maintenance areas inspected were assessed to be of acceptable

standard.

- A new performance indicator measuring the percentage of pothole repairs completed against a pre determined target is being further developed and will be reported to the future policy board.

6. Quality, Training and Development

- 6.1 Training and development of our workforce is a key priority within Community Resources. It ensures that our workforce is equipped with the appropriate skills and gains the experience necessary to deliver services safely, efficiently and effectively.

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 promoting the “Do your bit” strategy with the local community to encourage participation.

Greener - working in partnership with the community to deliver a cleaner Renfrewshire. Promoting and encouraging waste minimisation through reducing, reusing and recycling.

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.

List of Background Papers: None

Author: Debbie Farrell, Finance and Resource Services Manager
Tel: 0141 618 7536
e-mail: debbie.farrell@renfrewshire.gov.uk