

To: ENVIRONMENT POLICY BOARD

On: 24 AUGUST 2016

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 during the period 1 April 2016 to 24 June 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. Renfrewshire Community Safety Partnership

4.1 Vehicle Emissions Testing

This bi-annual testing event took place in March 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. In total, 356 vehicles were tested (including 52 taxis and private-hire vehicles), with 6 fails resulting in the issuing of Fixed Penalty Notices to the drivers. There were also 5 warnings issued due to minor defects.

4.2 Noise Action Week

Noise Action Week to raise awareness of noise took place on 23-28 May 2016. Noise Action Week was co-ordinated by Environmental Protection UK who assists the work undertaken by professionals in noise management. The Renfrewshire Community Safety Partnership supported the initiative by sending messages via social media to highlight noise legislation, enforcement action and services provided by the Community Safety Partnership. In May 2016, the service received 108 noise complaints that are being followed up.

4.3 Rapid Response Team

The Rapid Response Team has been undertaking daily environmental enforcement patrols within Paisley town centre and the wider Renfrewshire area. Strong links have been established with local businesses and community groups working together to address environmental issues affecting specific areas. Work is ongoing to support local businesses and trades in disposing of trade waste responsibly. Whilst reported incidents of flytipping have not increased overall in the past year, it is clear that the majority of incidents now relate to flytipping of trade and business waste and this is focus for investigation and enforcement by the Community Safety Partnership. Since April 2016 the team have:

- Carried out over 200 investigations of environmental crime including flytipping, backcourt dumping, trade waste, litterbins, flyposting, graffiti and street litter
- Issued 7 Section 34 Notices and 2 FPNs for littering issues;
- Uplifted and disposed of over 4 tonnes of waste.

4.4 Community Clean Ups

The Renfrewshire Community Safety Partnership continue to support community groups and school pupils to do their bit for Renfrewshire by providing the interested groups with litter pickers, graffiti removal kits and by arranging uplift of any rubbish collected. During the period March / April to June 2016, 21 litter picks / clean ups were undertaken across Renfrewshire. The Community Safety Partnership is looking to increase this community activity, looking for all interested groups to get in touch to discuss any local activity and support required.

4.5 Linwood Community Sponsorship initiative

Police Scotland and the Community Safety Youth Team embarked on a new joint working diversionary project with a group of young people from Linwood. The project is attempting to address low-level crime such as vandalism and disorder. A group of 6 teenagers took part in a three week golfing course at the Castle Golf range in Johnstone which was funded by the Police Mutual Assurance Society, 'Force for Good' Community Sponsorship initiative. Each youth who attended the course received individual coaching by a PGA teaching professional and participated in a competition at the end of the week. Following the competition, each participant was presented with a certificate to recognise their efforts during the course. Renfrewshire Community Safety Partnership officers used the event to engage with young people to discuss the importance of community values.

4.6 Street Stuff

The Street Stuff programme continues to be delivered throughout Renfrewshire. To date, 12,907 attendances have been reported for the core programme in 2016/17. This is a 63% increase on the same period last year. These figures were boosted by the introduction of new Dance-Clubbercise and Cheerleading classes at the Paisley 2021 Stadium during May and June 2016. The programme is currently developing 2 new buses to be added to their programme of activities linking in with the bid for City of Culture, Paisley 2021. 300 young people have been consulted on what they would like to see on the buses with activities including: music; DJ decks; song writing; recording; media; broadcasting; and production, as well as traditional gaming scoring high on the list. In addition, young people are working with Street Threads to design the overall wrap combining Street Stuff & Paisley 2021 branding, and including images of new activities that will be available on board. It is anticipated that both the new buses will be operational by autumn/winter 2016.

4.7 Purple Flag

Community Resources is working with 16 partner organisations to support Paisley First's application for Purple Flag status for Paisley town centre. The application is due for submission in October 2016. Purple Flag is an accreditation process similar to the Green Flag award for parks and the Blue Flag for beaches.

5. Regulatory Services

Trading Standards

5.1 Operation Monarda

The Trading Standards & Licensing Team supported the Police Scotland-led bi-annual "Operation Monarda" campaign to tackle doorstep crime. Roadstops were undertaken on arterial routes throughout Renfrewshire, to disrupt and deter rogue traders. Suspected traders were stopped by Traffic Police, and drivers were challenged to provide their identities. Contract paperwork was checked, and advice and guidance was issued where required. Teams consisting of officers from Trading Standards and Police Scotland also patrolled known doorstep crime "hotspot" areas, and tradesmen undertaking work on people's homes were challenged to ensure compliance with consumer protection legislation. Positively, no rogue traders were

found in the course of this work, and traders who were subject to challenge welcomed this approach to regulating their business sector and protecting and supporting legitimate businesses.

5.2 Environmental Improvements

As reported to the Housing & Community Safety Policy Board on 17th May 2016, new powers introduced by the Housing (Scotland) Act 2014 are now available to deal with private sector landlords who are not maintaining the physical condition of their property. Landlords who do not meet appropriate standards and conditions can be reported to the Private Rented Housing Panel (PRHP) who can impose sanctions and require that the property condition is improved. This is key to improving the standards of accommodation within the private rented sector, an area where there is a disproportionate degree of disrepair relative to other tenures and a sector which houses residents most affected by poverty. This has been recognised by the Council's Tackling Poverty Strategy which has funded the appointment of a temporary enforcement officer to work specifically in relation to this agenda.

6 Amenity Services Waste

6.1 Linwood Moss Landfill Site

Planned maintenance works at Linwood Moss to scarify the top lagoon and increase its capacity have now been completed. This has resulted in a significant decrease in the water being stored in the lagoon as it is percolating effectively through the landfill prior to treatment. Preparatory works for the installation of a new leachate treatment plant have been completed and the new plant is being commissioned early August 2016 and will shortly thereafter be fully operational. This new plant will accommodate for the change in leachate composition which has resulted due to exceptionally high rainfall on site and rising water tables in the area i.e. the leachate has become too dilute to treat using conventional methods of treatment.

6.2 Changes to Household Waste Recycling Centres

The planned service changes to the Council's 5 Household Waste Recycling Centres were implemented on 30 June 2016. The infrastructure & operational changes at the 4 neighbourhood facilities were in place for the 30th June 2016 but the staffing changes will not be implemented until end August; allowing a period of additional support.

As specific to the Council's main Household Waste Recycling Centre at the Underwood Road depot, Paisley a longer period of implementation is progressing. Support is being given to all customers, as they familiarise themselves with the site layout. Traffic flow and monitoring of traffic arrangements continues to be actively supported and monitored. At peak times the average waiting time is now 5 to 6 minutes. Close monitoring of the revised site and traffic flow will remain in place until end August 2016, with any required site changes being quickly addressed. The Council's website details the services and operating hours, as well as helpful information regarding peak and quiet times for all 5 HWRCs.

7. Amenity Services, StreetScene & Land Services

7.1 StreetScene Services

Seasonal operatives (approximately 90 employees) have been operating alongside core staff to undertake key activities during the late spring / early summer season. These activities include: the planting of summer bedding displays in town centres; grass cutting in parks and open spaces; cleaning our streets; garden assistance for approximately 2,500 council tenants and maintaining cemeteries.

7.2 Land Services

On 18 June 2016, a highly successful annual gala day was held at Barshaw Park. Approximately 10,000 people visited the park during the day, which was well supported by Renfrewshire Leisure, Police Scotland, StreetStuff and community groups from across Renfrewshire

8. Amenity Services, Roads & Transportation (Fleet and Infrastructure)

8.1 Roads Capital Programme, 2016/17

The capital resurfacing programme for 2016/17 commenced in April 2016 and will run until mid-October 2016 approximately, with works being delivered through the council's roads workforce and also in partnership with local contractors. All works so far have progressed on time and within budget and have already made a noticeable improvement to the local road network.

8.2 Street Lighting – LED Investment Programme

The first phase of the Council's £11m investment programme for LED street lighting across Renfrewshire commenced in May 2016, for completion by end September / early October. The contractor for the second phase of the planned investment programme has been appointed and will mobilise to start at the end of September. This second phase will encompass: The areas included in this phase are:

- Johnstone (excluding town centre)
- Linwood
- Kilbarchan
- Lochwinnoch
- Houston
- Howwood
- Bridge of Weir
- Crosslee
- Brookfield.

The investment programme has three phases and will be completed by Spring 2017, with all of the Council's street lighting stock then utilising LED technology. This will deliver a significant reduction in energy usage for street lighting of approximately 60 to 65%, and will make a substantial contribution towards the Council's carbon reduction targets. At end of June 2016, following commencement of the investment programme in May 2016, 13% of the Council's lighting stock was using LED technology.

9. Facilities Management

9.1 Facilities Management (Soft Services)

Facilities Management (Soft Services) is participating in the Project Search programme providing work placements for young people with additional support needs. There were seven young people working across the service, one in Renfrewshire House and six in schools and social work establishments. Placements are offered on a rotational basis giving young people opportunities to gain vital work experience.

9.2 Schools catering, Free School Meals uptake is reflecting an overall uptake for the period April to June 2016 of 68.2%, which has improved from same period in 2015. The period April to June typically shows a seasonal trend of lower uptake of free school meals, due to pupils within secondary schools being on exam leave.

9.3 Building Services is currently providing on-site training to 3 gas engineers. These trainees are self funded and are looking for a career change. They are paired with one of Building Services' gas engineers and are given the opportunity to monitor and carry out visual inspections but also have hands on experience on non - Gas Safe work to provide an understanding of industry standards.

10. Cross Service Activity

10.1 Spring/Summer Events, 2016

During the period April to June 2016, StreetScene services, the Street Stuff programme, and the Renfrewshire Community Safety Partnership supported various major spring/summer events throughout Renfrewshire. This included national events like the British Pipe Band Championship and local events such as Paisley Food Festival, Building Safer Greener Communities events in Ferguslie Park, local gala days, Sma' Shot Day; and Armed Forces Day.

10.2 StreetScene's operational involvement focused on event preparation, support during the events and post event re-instatement activities. The Renfrewshire Community Safety Partnership provided the Safe Bus as well as CCTV vehicle support at many of these events. Street Stuff provided football and dance activities for young people to participate in.

11. Performance Update – Indicators and Targets

11.1 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 3	Actual to Period 3
A Better Future - Place			
% of household waste which is recycled	55%	55%	43.27% **
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.55
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	97%	97%	97% (to quarter 1 2016/17)
Trading Standards – Consumer Complaints completed within 14 days	82%	82%	84.5%
Number of incidents of anti-social behaviour reported to Renfrewshire Community Safety Service	1,700	Annual target	725
A Better Future - People			
% uptake of free school meals in primary and secondary schools	73%	73%	68.2%
A Better Council			
Land Audit Management System - % of areas assessed as acceptable	90%	90%	97% (quarter 1 2016/17)
Percentage of front line resolutions dealt with within timescale by Community Resources	100%	100%	87%
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%
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	100%
% of reported street lighting faults which were repaired within the 7 day timescale	95%	95%	See note below
Community Resources – Overtime as a % of total employee costs	7%	7%	6.4%
Community Resources – Sickness Absence	4%	4%	5.1%
Grounds Maintenance - Sickness Absence	4%	4%	2.4%
Street Cleansing - Sickness Absence	4%	4%	8.3%
Refuse Collection - Sickness Absence	4%	4%	8.7%
Building Cleaning and Janitorial - Sickness Absence	4%	4%	4.3%

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 3	Actual to Period 3
Renfrewshire Community Safety Partnership - Sickness Absence	4%	4%	8.9%
Roads and Transportation – Sickness Absence %	4%	4%	9.4%
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	Annual target	12
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	100%	84%
% of pothole repairs completed within timescales	66%	66%	72%
Building Services - % of overall repairs completed within target	95%	95%	95% (quarter 1 2016/17)

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

11.2 Supporting Information

- Absence** – sickness absence at the end of Period 3, across Community Resources, was 5.1%, this is slightly above the challenging target of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health. The figure of 8.9% for the Community Safety Partnership is high due to several employees being on long-term sick leave. Two of these employees have now returned to work with another having left the employment of Renfrewshire Council. This should see a marked improvement over the next reporting period.
- Land Audit Management System - % of areas assessed as acceptable** – 97% of all areas inspected during the first quarter of 2016/2017 were assessed to be of acceptable standard. This is above the 90% target set.
- Percentage of household waste which is recycled** - Waste performance data is measured on a calendar year basis. The 43.27% performance detailed above reflects the first quarter of the calendar year ie January to March 2016. This first period reflecting a seasonal low level of recycling. The 43.27% compares with a 41% performance level for the same calendar quarter / period of previous year. A provisional performance level for period April to June 2016, ie calendar quarter 2, is reflecting 53.5% household waste recycling. Albeit 53.5% is as yet an unaudited figure, it represents an improvement over 2015 (45.8%).

The Council's recycling performance will also benefit from the planned service change for October 2016, which moves the garden / green waste service from a

9 month to a 12 month comingled service provision.

- **Percentage of reported street lighting faults which were repaired within the 7 day timescale** – As reported previously to this Policy Board, the performance of street lighting repairs and maintenance has, in the early part of 2016, been affected by the failure of the previous contractor. This failure affected performance during the first 3 periods of financial year 2015/16 ie April to May 2016, with a 78% repaired performance level. The street lighting repairs and maintenance service was subsequently brought in house and is being delivered by Building Services. The performance repaired level improving to 95% in May 2016 and 100% in June 2016. Achieving a sustained level of 100% performance is challenging, as cable faults can result in repairs going beyond the 7 day target timescale.

12. Quality, Training and Development

- 12.1 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. 12 Community Resources' employees have achieved an SVQ since April 2016.

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.

List of Background Papers: None

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