
To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

On: 7 June 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: OPERATIONAL PERFORMANCE REPORT

1. Summary

- 1.1 This report provides an overview of key service activities over the last 3 periods of 2016/2017, namely 7 January 2017 to 31 March 2017. The report also highlights the annual performance position for 2016/2017 for performance indicators reported regularly throughout the year and taken from the 2016-2019 service improvement plan.
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2. Recommendations

- 2.1 It is recommended that the Infrastructure, Land and Environment Policy Board notes the operational performance update detailed 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 the services within Community Resource in respect of the areas of activity delegated to this Policy Board, together with key performance indicators are detailed below.
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Operational Updates

4. Amenity Services

Land Services – Park Regeneration

- 4.1 The advanced works at Barshaw Park started on site at the beginning of February and were completed by 31 March 2017. The construction work for both Barshaw & Robertson Parks commenced on 20 March 2017. The play area provision is currently being assessed and works will start mid summer 2017. A programme of communications is being developed with the assistance of the corporate communications team to ensure community groups and local communities are kept fully informed of progress. This will include social media and Council website updates. Notice boards within both parks will also provide updates on progress.

StreetScene

- 4.2 The service is currently undertaking planting of seasonal bedding for floral displays within town centres. Recruitment and training of a seasonal workforce has been completed to ensure support for the summer growing season. The further integrated seasonal workforce will undertake work for StreetScene during the summer period and Roads during the winter maintenance months. This addition to the core workforce is a flexible resource and will provide operational teams with greater resilience to address the seasonal nature of front-line duties within both StreetScene and Roads activities. A programme of chewing gum removal, testing new equipment, is currently underway on the north side of High Street, Paisley.

Roads Capital Programme, 2017/18

- 4.3 The roads capital investment programme for 2017/18 was agreed by Council in February 2017 and will deliver an increased capital investment of £6.7m in Renfrewshire's roads and pavements. The programme focuses on investment in strategic routes as well as providing improvement on a significant number of rural and residential areas. This will bring noticeable benefit to all road users and pedestrians.

Street Lighting – LED Investment Programme

- 4.4 Renfrewshire's £11m LED Street Lighting Investment Programme has made significant progress on the delivery of LED Street Lighting conversions across Renfrewshire. The programme will be delivered within the planned 12 to 15 month period, completing in summer 2017.
- 4.5 The programme was split into 3 tranches and at present tranche 1 is fully complete with the exception of snagging, and tranche 2 completed in May 2017. Tranche 3 is underway and at present more than 82% of street lights are now lit with LED technology. The overall Street Lighting Investment Programme will replace approximately 1,356 columns and 28,613 lights, which will see a total of 30,756 street lights converted to LED's across Renfrewshire.
- 4.6 The £11million LED Street Lighting Investment Programme will also deliver over 60% savings on energy and some further savings in maintenance costs.

4.7 As reported to the former Environment Policy Board on 25th January 2017 on completion of the LED street lighting investment programme the Council has committed to review areas where design assessments may require some adjustment. This review will be undertaken during the summer period, allowing any identified actions to be taken prior to the winter months. These adjustment works have been allowed for within the investment programme and will be met from the overall £11million capital investment.

4.8 Street Lighting Repairs – improved performance within the in house Street Lighting Repair team has been sustained, with repairs being undertaken within the performance target of 7 days from the date reported, with overall performance exceeding 98.77%.

Roads and Infrastructure

Road Safety Improvements

4.9 A number of road safety improvements have been carried out in the Linwood area in recent months using Scottish Government, Safer Streets funding.

4.10 New traffic signals have been installed on Clippens Road at Stirling Drive, Linwood. These signals have been installed to control traffic at this junction which has been subject to a number of road traffic accidents. The traffic signals include pedestrian facilities which will improve road safety as there is a school, shops and public houses all located at this junction. In addition, a toucan crossing has been installed on the A761 Kashmir Road, Linwood to provide a safe crossing on this busy road.

4.11 The new infrastructure will complete a cycling route from Barrhead round the South of Paisley to Linwood Toll and onto the Onyx Centre in Linwood.

Lochwinnoch Bridge

4.12 Lochwinnoch Bridge was subject to a weight restriction which has now been removed through a bridge strengthening investment project. The works involved building new parapet walls and a bridge deck. This is the main access road to Lochwinnoch from the west and during construction new pedestrian facilities were included to make it easier for pedestrians to access the nearby leisure facility.

5. Renfrewshire Community Safety Wardens

Vehicle Emissions Testing

5.1 This bi-annual event took place during March 2017. The Renfrewshire Community Safety Partnership's Wardens worked in partnership with the Council's Licensing Officers and Police Scotland to carry out emissions testing on light vehicles entering the Air Quality Management Areas in the town centres of Johnstone (15 & 16 March) and Renfrew (23 & 24 March). 696 vehicles were tested (including 35 taxis and private-hire vehicles) with only 1 vehicle failing, resulting in the issuing of a fixed penalty notice to the driver. Failure detection was noted to be extremely low for emissions, however, a small number of other offences were identified.

2017 School Parking Safety and Idling Initiative

- 5.2 This campaign aims to make drivers aware of the dangers of parking illegally or inconsiderately near schools and the threat that idling engines can potentially pose to children's health.
- 5.3 Following on from a similar campaign in 2015-16, a further 10 schools were identified to be part of the 2017 School Parking Safety and Idling Initiative. Banners highlighting the issues relating to engine idling and dangerous parking were erected outside these schools and wardens patrolled during key times to reinforce the messages. These actions will continue until June 2017. Information was also communicated through the Council website, text alerts, school newsletters, leaflets and local media. This action supported wider activities relating to road safety carried out at schools across Renfrewshire.

Secondary Schools, Litter Initiative

- 5.4 Community Resources has received multiple enquiries regarding the issue of litter generated by the pupils from local secondary schools at lunchtimes and after school. A variety of shops near the schools offer hot foods to take away and the pupils use them regularly. The Renfrewshire Community Safety Partnership together with local schools put a joint action plan in place during March 2017:
- Areas surrounding the schools were cleaned by Streetscene and the Community Payback Team;
 - The Renfrewshire Community Safety Partnership's Youth Team addressed school assemblies regarding pupils' behaviour outside school grounds at St Andrew's Academy, Johnstone and St Benedict's High Schools;
 - Litter picks by the school pupils were arranged by the Youth Team with equipment supplied by the Wardens;
 - Wardens regularly patrolled the local areas and challenged unacceptable behaviour they observed involving pupils and captured the interaction using body worn video. Footage was forwarded to the schools for follow up action.

6. Regulatory Services

6.1 Trading Standards - Best Bar None Awards

Best Bar None is an awards scheme which raises standards in the licensed trade, and rewards excellence for those venues that attain the award standard. The scheme is based on core national standards relating to the five licensing objectives, which are:

- preventing crime and disorder;
- securing public safety;
- preventing public nuisance;
- protecting and improving public health; and
- protecting children from harm.

- 6.2 Community Resources' Trading Standards & Licensing Team have been responsible for the local co-ordination and assessment of the scheme from 2013 to date. This year, 12 venues attained either gold or silver awards at the local Awards Ceremony

held in January 2017. Four venues were short-listed as national finalists for the Best Bar None Scotland Awards, held on 30 March 2017. The Tartan Rose, Paisley was the joint winner of the "Heart of the Community" Award. This is the first Renfrewshire venue to win a national accolade at the Awards since the inception of the scheme.

Environmental Improvements

6.3 Air Quality

Following declaration of 2 additional Air Quality Management Areas within Renfrew and Johnstone at the August 2016 Environment Policy Board, work has been ongoing to consider actions to improve air quality in these areas and in Paisley, the first Air Quality Monitoring Area. Work is now progressing to develop a Renfrewshire wide Air Quality Action Plan which will be published during 2017 and will include action measures to improve the quality of air within all of the areas covered by the plan. This action plan will be brought back for consideration and approval at a future meeting of the Infrastructure, Land and Environment Policy Board.

- 6.4 Through Scottish Government funding, Community Resources has opened up access for local companies to sign up to Ecostars. This is a fuel management and operational efficiency support programme aimed at operators of goods vehicles, vans, buses, taxis and coaches, with its core objective to encourage commercial fleet operators based (or with significant operations) within Renfrewshire to adopt operational and environmental best practice.

- 6.5 The Council's own fleet was the first member to join the scheme with an inspection of the Council fleet undertaken in November 2016. The Council was awarded a 4 star rating (out of a maximum of 5 stars) which is an excellent rating to achieve, particularly due to the size and diversity of the fleet.

Tackling Poverty Strategy- Improving accommodation standards within the private rented sector

- 6.6 The Environmental Improvements Team has been undertaking investigations into unregistered landlords and inspecting privately rented property to help improve standards within this expanding sector. Many landlords have now registered and had their fitness and propriety to act as a landlord reviewed. Other landlords have received sanctions to prevent them from collecting rent where they have failed to complete their registration.
- 6.7 Physical accommodation standards are also being addressed with landlords where defects/poor conditions are brought to the service's attention. Some landlords who have poor physical standards of rental accommodation have been reported to the Housing and Property Chamber 1st Tier Tribunal for Scotland and subsequent enforcement actions has been taken against these landlords.

7 Awards

- 7.1 Between September 2016 and March 2017 Community Resources successfully participated in several external audit exercises which have demonstrated conformance to standards set out by the accreditation body, British Standards Institution (BSi)
- 7.2 BSi assessed Community Resources' through the following audits:
- Quality Management System, and
 - Occupational Health and Safety Management.
- 7.3 All audits received very positive continuing assessment reports which demonstrated the mature and well managed systems run across Community Resources.

8 Performance Update – Indicators and Targets

- 8.1 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	Outturn 2016/17	Comments
A Better Future – Place			
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	97%	97%	Of the 1,400 premises in Renfrewshire, 1,361 achieved a 'Pass' rating. This reflects a very high level of performance where 97% of food premises inspections meet or exceed compliance at any given point in time.
Trading Standards – Consumer Complaints completed within 14 days	82%	89%	This performance was above the 2016/17 target of 82%. The service dealt with 677 consumer complaints, 601 of which were completed within the 14 day timescale.

Performance Indicators and Benchmarking Targets	Target for 2016/17	Outturn 2016/17	Comments
% of household waste which is recycled	55%	48.4%	<p>This indicator is published on a calendar year basis by SEPA.</p> <p>The recycling rate for 2016 was 48.4%. Although below target this was an increase of 4.5% on the 2015 performance of 43.9%</p>
A Better Council			
Land Audit Management System - % of areas assessed as acceptable	90%	97%	Performance in 2016/17 exceeded the annual target of 90%.
% of front line resolutions dealt with within timescale by Community Resources	100%	84%	4,911 front line resolutions have been received in 2016/17, of which 4,126 (84%) were responded to within timescale.
% of complaint investigations dealt with within timescale by Community Resources	100%	91%	The service dealt with 33 complaint investigations in 2016/17, 30 (91%) of which were dealt with within the agreed timescale. This is an improvement on that reported to last Policy Board of 85%.
% of Freedom of Information requests completed within timescale by Community Resources	100%	100%	<p>All FOIs were responded to on time, achieving the annual target.</p> <p>550 FOI requests were received, 427 of which were departmental specific and the other 123 were cross-departmental.</p>

Performance Indicators and Benchmarking Targets	Target for 2016/17	Outturn 2016/17	Comments
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	94%	The percentage of traffic light repairs completed within 48 hours in 2016/17 is 94.1%. 288 of the 306 reported traffic lighting faults were repaired within the timescale.
Community Resources – Overtime as a % of total employee costs	7%	7.3%	In 2016/17 the level of overtime was slightly above target reflecting operational requirements, emergency responses and some areas of additional service provision during Council events.
Community Resources – Absenteeism	4%	5.8%	<p>The absence level for 2016/17 was 5.8% compared to the target of 4%.</p> <p>The absence level of 5.8% is due to a number of long term absences, with the overall absence rate consisting of :-</p> <ul style="list-style-type: none"> - 73.1% long-term absences - 26.9% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Grounds Maintenance - Sickness Absence	4%	3.0%	<p>Absence level for grounds maintenance employees was 3.0% at the end of 2016/17, remaining within target.</p> <p>Overall absence rate is made up of:-</p> <ul style="list-style-type: none"> - 61.0% long-term absences - 39.0% short-term absences. <p>Absence continues to be within target.</p>

Performance Indicators and Benchmarking Targets	Target for 2016/17	Outturn 2016/17	Comments
Street Cleansing - Sickness Absence	4%	4.5%	<p>Absence levels for street cleansing employees was 4.5% in 2016/17. This is due to an increase in long term absence.</p> <p>The absence level of 4.5% consisted of:-</p> <ul style="list-style-type: none"> - 61.3% long-term absences - 38.7% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Refuse Collection - Sickness Absence	4%	8.6%	<p>Absence levels for refuse collection employees showed further improvement from 8.9% in period 10 to 8.6% for 2016/17.</p> <p>This consisted of:-</p> <ul style="list-style-type: none"> - 63.4% long term absence - 36.6% short term absences. <p>Absence has reduced since the period 10 rate and continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>

Performance Indicators and Benchmarking Targets	Target for 2016/17	Outturn 2016/17	Comments
Renfrewshire Community Safety Partnership - Sickness Absence	4%	8.2%	<p>The absence level in 2016/17 is 8.2%. This is due to a number of long term absences, with the overall absence rate made up of:-</p> <ul style="list-style-type: none"> - 62.3% long-term absences - 37.7% short-term absences. <p>Absence has decreased since the period 10 rate of 8.7%, and focus to reduce absence is addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Roads & Transportation – Sickness Absence %	4%	5.4%	<p>Roads & Transportation absence has decreased from 5.9% from the end of period 10 to 5.4% at year end. Overall absence is made up of:-</p> <ul style="list-style-type: none"> - 87.4% long-term absence - 12.6% short-term absence. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	39	<p>39 employees have successfully completed SVQ awards in 2016/17. Following early retirement of the SVQ Co-ordinator, the service has not met its annual target of 50 employees being trained.</p>

Performance Indicators and Benchmarking Targets	Target for 2016/17	Outturn 2016/17	Comments
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	84%	<p>The percentage of Community Resources employees who have completed an IDP in 2016/17 was 84%.</p> <p>There are 1,573 employees in the IDP programme with 1,323 having a completed IDP.</p> <p>The MDP/MTIPD process is ongoing across the service with personal development plans being established for individuals and teams. The process will continue throughout the year and take cognisance of the council's Organisational Development programme.</p>
% of pothole repairs completed within timescales	66%	66%	66% of pothole repairs were completed within target at the end of 2016/17.

*** Waste data is now published by SEPA on a calendar year basis – this is the data for 2016 calendar year and has still to be verified by SEPA.*

Implications of the Report

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

Children and Young People – Renfrewshire Community Safety Wardens and the Youth Team work with schools regarding the issue of litter generated by pupils from Secondary schools.

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 and investing in road network to support and facilitate economic growth.

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** – 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 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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