







Environment & Infrastructure Service Delivery Plan 2021-2022

Six Monthly Monitoring Report

Action Status			
	Cancelled		Completed
	Overdue; Neglected		Not Started; In Progress; Assigned
	Unassigned; Check Progress		


Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future

Priority Actions

Code	Action	Status	Progress	Due Date	Update
01	Continuing to deliver repairs and emergency out of hours repair service to 12,200 Council housing properties within Renfrewshire		<div><div>50%</div></div>	31-Mar-2022	The volume of non-emergency repairs undertaken by Building Services was restricted due to the Scottish Government Guidelines which halted all non-emergency work for the majority of the 2020/21. The service has continued to carry out all emergency works across all trades throughout the first six months of 2021/22. However, in the instance of gas servicing there were issues due to self-isolating and COVID-19 positive notifications from tenants, and a higher number than normal have gone beyond their anniversary date. The gas servicing catch-up programme has worked










**Council Plan Strategic Outcome 1:
Reshaping our place, our economy and our future**







Priority Actions

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					<p>well with households now having full compliance for their gas appliances.</p> <p>The general repairs service are working their way through the 18 months of non-emergency repairs and are actively working with our Housing colleagues to manage down the number of outstanding repairs. This work is on going taking into account the current resources available.</p>
02	Continuing to deliver repairs and compliance services to all public buildings in Renfrewshire including schools		<div><div>50%</div></div>	31-Mar-2022	<p>The volume of repairs undertaken by both Building Services and our specialist external providers was restricted due to the Scottish Government Guidelines which halted all non-emergency work for the majority of the 2020/21. The service has continued to organise all emergency works during the financial year 20/21 and 21/22. However, there has been an impact with specialist external providers on furlough and a number of Compliance checks have gone beyond their anniversary date. A catch-up programme is underway and prioritised based on the reopening schedule across the Council Estate.</p>

Council Plan Strategic Outcome 1:
Reshaping our place, our economy and our future




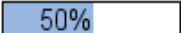




Performance Indicators

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
01	% of reported street lighting faults which were attended within the 7-day timescale				99.4%	95%	98%	95%	100%		95%	100% were attended within the 7 day period against a target of 95%.
02	% of Overall repairs completed within time by building services				94.6%	95%	95%	95%	94%	Not yet available	95%	<p>In the first quarter of 2021/22 the figure for repairs completed on target was 94% which is below the target of 95%.</p> <p>The target value was missed mainly due to the clear up exercise undertaken by Building Services to maximise the number of jobs that were recharged at the end of the financial year in April 2021.</p> <p>COVID still has an impact on the jobs that can be undertaken as the service continues to work within the Scottish Government legislation.</p>
03	% of compliance tasks undertaken per year				New indicator 20/21		76.85%	90%	86%	Not yet available	90%	In the first quarter of 2021/20 the figure for compliance tasks undertaken was 98% which is above the annual target of 90%.

04	% of reactive repairs carried out in the last year completed right first time				82.6%	90%	85.1%	93%	Not measured for Quarters			
05	average length of time taken to complete non-emergency repairs				New indicator 20/21		10.7	15	8	15		<p>Quarter 1 still reflected volume issues surrounding release from lockdown, with a limited number of jobs, 2,800 undertaken.</p> <p>As business operation returned, the volume of works increased in quarter 2, to 7,400.</p> <p>COVID deferments and reopening of more facilities have impacted on the performance. There is now a significant issue with material supply.</p>



Council Plan Strategic Outcome 3:
Tackling inequality, ensuring opportunities for all

Priority Actions

Code	Action	Status	Progress	Due Date	Update
01	Provide healthy meals that meet the requirements of the Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 by analysing the school menus to comply			31-Mar-2022	New school menus were introduced at the beginning of term in August 2021, in line with the new Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020. These menus have been analysed to ensure all nutritional and dietary guidelines have been met.
02	Support the expansion of free school meals to all primary schools			August 2022	The expansion of the Universal Free School Meal entitlement to primary 4 pupils commenced in August 2021. The Soft FM service has been delivering these additional free meals across the school estate. Planning work is underway to prepare for the roll-out of the service to primary 5 pupils in January 2022 and to primary 6 & 7 pupils and all ASN pupils by August 2022. Surveys are being carried out in schools to plan for the required capital works to ensure schools are equipped for this new service delivery and plans are being developed for the revised staffing arrangements which will require to be introduced for the delivery of the service.
03	Support the delivery of the 1140 hours early years provision			31-Aug-2022	The 1140 hours early years provision has now been rolled out across the authority with all 3 and 4 year-olds and eligible 2 year olds being provided with a hot, healthy, nutritious lunch.
04	Deliver a programme of engagement with schools, parents and pupils, encouraging participation in the			31-Mar-2022	The Soft FM service has appointed a new officer leading on menus and nutrition who will lead on menu development. Now that Covid-19 rules have







**Council Plan Strategic Outcome 3:
Tackling inequality, ensuring opportunities for all**

Priority Actions

Code	Action	Status	Progress	Due Date	Update
	development of school meal menus, COVID-19 guidelines permitting				been relaxed, engagement and consultation events in schools are being planned for the coming months, to provide opportunities for pupils and parents to participate in menu development.
05	Provide employment and training opportunities for identified groups of young people in Renfrewshire		<div><div>50%</div></div>	31-Mar-2022	<p>Building Services working in partnership with Housing Services have been recruiting new youth apprentices. 7 youth apprentices been offered positions: 3 Painters, 2 Electricians and 2 Plumbers.</p> <p>We are very pleased to be in a position to offer these apprenticeship opportunities within Renfrewshire. This builds on our existing complement of apprentices.</p> <p>Soft FM are in the process of working to employ 3 Modern Apprentices within the service.</p>
06	Work with CoSLA to ensure the provision of free sanitary products within education premises across Renfrewshire as part of the of the Period Products (Free Provision) (Scotland) Bill		<div><div>50%</div></div>	31-Mar-2022	The Soft FM service continues to work with Cosla and Children's Services to ensure that free sanitary products are always available in Renfrewshire's schools.







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					Value	Target	Value	Target	Value	Value	Target	
01	% uptake of free school meals in primary schools				61%	75%	47.2% %	75%	53.4 %	Not yet available	75%	<p>The percentage uptake for quarter 1 in 2021/22 was 53.4% which was an improvement on the annual performance in 2020/21.</p> <p>A new approach for gathering school meal uptake is being developed in conjunction with Parent Pay.</p>
02	% uptake of free school meals in secondary schools				48.4%	75%	49.6%	49%	46.3 %	Not yet available	49%	<p>The percentage uptake for quarter 1 in 2021/22 was 46.3% which was slightly down on the annual performance in 2020/21 of 49.6%.</p> <p>A new approach for gathering school meal uptake is being developed in conjunction with Parent Pay.</p>





Council Plan Strategic Outcome 5: Working together to improve outcomes

Priority 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>50%</div></div>	31-Mar-2021	Environment & Infrastructure Services and officers from HR & Organisational Development continue to meet regularly to monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work.
02	Implement the Council's People's Strategy		<div><div>50%</div></div>	31-Mar-2022	Facilities Management is working towards implementing a strategy to ensure that the People's Strategy is embedded within the service for all employees.
03	Active participation in Council's Right for Renfrewshire Transformational Programme		<div><div>50%</div></div>	31-Mar-2022	Facilities Management has been part of the Right for Renfrewshire programme from Phase One. The service has already delivered some of the identified savings and is working towards the balance.
04	Better use of data and technology to improve services performance and delivery		<div><div>50%</div></div>	31-Mar-2022	The data analytics SharePoint site continues to be developed and rolled out across the service. This provides performance and management data dashboards to support service improvement.
05	Provide an integrated FM service across the Council for public building and housing repairs and compliance		<div><div>50%</div></div>	31-Mar-2022	Soft FM underwent a remodel across the service within schools during 2020/21. A further review across the other service areas is underway and will focus on ensuring an integrated FM service is achieved across the Council.
06	Support the Council to implement the Business World system		<div><div>50%</div></div>	31-Mar-2022	Environment & Infrastructure continue to participate in user briefing sessions and staff training to support the implementation of Business World. During the first half of


Council Plan Strategic Outcome 5: Working together to improve outcomes

Priority Actions

Code	Action	Status	Progress	Due Date	Update
					2021/22 the service moved its absence reporting onto Business World.
07	Embed new approaches to staff communication and engagement across all areas of the service		<div><div>50%</div></div>	31-Mar-2022	The service's staff panel and newsletter is still being impacted by the COVID-19 restrictions and guidelines. Staff have kept up to date through the Staff Weekly news and letters which have been the main vehicles for communicating with staff during the pandemic.
08	Ensure robust and up to date business continuity arrangements are in place		<div><div>50%</div></div>	31-Mar-2022	The service's Resilience Management Team continue to hold meetings chaired by Head of Operations and Infrastructure to review recent incidents and lessons learned, business continuity exercises and any training required.
09	Review and maintain continuous improvement frameworks		<div><div>50%</div></div>	31-Mar-2022	Following a review of the service's continuous improvements framework the Senior Leadership Team agreed that Facilities Management would no longer participate in ISO 9001 Quality Management. The service will continue to explore appropriate improvement frameworks during 2021/22.
10	Review Health & Safety and Risk Assessments in line with COVID-19 requirements		<div><div>50%</div></div>	31-Mar-2022	The review of Health and Safety risk assessments has progressed in the first six months of this financial year. A working group has been established and meets on a regular basis to take forward the review.










**Council Plan Strategic Outcome 5:
Working together to improve outcomes**

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Code	Action	Status	Progress	Due Date	Update
11	Ensure robust financial monitoring is in place to support the COVID-19 recovery		<div><div>50%</div></div>	31-Mar-2022	The Senior Leadership Team and service managers meet on a period by period basis with Finance to monitor budgets to ensure the service is provided with the most up to date information to ensure robust financial systems are in place to support the service in the Covid-19 recovery phase.







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Performance Indicators

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					Value	Target	Value	Target	Value	Value	Target	
01	Average number of work days lost through sickness absence per employee (FTE) (cumulative)				16.5	13.7	17.02	13.7	4.01	Not yet available	13.7	The absence performance for the first quarter of 2021/22 was 4.01 days lost per FTE employee and was above the Q1 target of 3.50. Officers from the service monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work.
02	% of members enquiries completed within timescale by Environment & Infrastructure				85%	85%	86.4%	85%	80%	Not yet available	85%	Environment & Infrastructure received 1,187 members enquiries in the first quarter of 2021/22, of which 946 (79%) were responded to within timescale.
03	% of FOI requests completed within timescale by Environment & Infrastructure				96%	100%	97%	100%	99%	Not yet available	100%	Environment & Infrastructure dealt with 101 Freedom of Information requests in the first quarter of 2021/22, of which 93 (99%) were responded to within timescale. 38 of these requests were cross departmental and 63 were departmental.

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Performance Indicators

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					Value	Target	Value	Target	Value	Value	Target	
04	% of front line resolutions dealt with within timescale by Environment & Infrastructure				85%	100%	75%	100%	85%	Not yet available	85%	Environment & Infrastructure received 4,184 front line resolutions in the first six months of 2021/22, of which 3,333 (80%) were responded to within timescale. In the first two quarters of 2021/22 the service dealt with 468 complaint investigations, 217 (46%) of which were dealt with within the agreed timescale. Performance improved between quarter 1 and quarter 2.
05	% of complaint investigations completed within timescale by Environment & Infrastructure				85%	95%	58%	95%	31%	Not yet available	95%	<p>The performance related predominately to challenges experienced by the waste service over the spring and early summer.</p> <p>To give members assurance with increased management resilience, no supply issues and an overall change in the process of managing enquires the enquiry and complaints performance for quarter 3 is in line with the performance indicator targets set.</p>