

To: ENVIRONMENT POLICY BOARD

On: 9 NOVEMBER 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: COMMUNITY RESOURCES SERVICE IMPROVEMENT PLAN 2016-2019 MONITORING REPORT

1 Summary

1.1 Community Resources' Service Improvement Plan for 2016-19 was approved by the Environment Policy Board in March 2016. The plan sets out how Community Resources will develop services over the next three years and details the specific measures which will be taken to contribute to the implementation of the Council Plan, Local Outcome Improvement Plan and Community Plan. It also sets out the actions which will be taken to deliver Best Value and ensure that continuous improvement occurs across all service areas. Our service scorecard of core performance indicators ensures that the impact of the actions carried out can be measured.

1.2 This report contains details of performance over the period 1 April 2016 to 30 September 2016. The main purpose of this report is to provide:

- details of the key achievements of the service over this period;
- a progress update on implementing the action plan which is linked to the service improvement plan;
- an assessment of performance in relation to the service scorecard of core performance indicators; and
- an overview of priorities for the service over the next six months.

2 Recommendations

2.1 It is recommended that the Environment Policy Board:

- Notes the progress that has been made on service performance;
- Notes the progress made on actions and performance in the action plan;
- Agrees to review progress on Service Improvement Plan implementation again in Spring 2017.

3 Background

- 3.1 One of the main purposes of the Service Improvement Plan is to enable elected members to take stock of what is happening in the service and to consider and develop policy options which reflect changing circumstances, both in terms of customer needs and resource availability in the context of the Council's priorities and the need to deliver Best Value.
- 3.2 The Service Improvement Plan is a comprehensive statement of what the service intends to achieve. It takes account of the themes, actions, outcomes and targets set out in the Council Plan, Local Outcome Improvement Plan and Community Plan. The Local Outcome Improvement Plan and Community Plan detail how the Council and its partners will work together to deliver the vision, outcomes and targets for Renfrewshire.
- 3.3 Service improvement planning also provides the Board with a mechanism for evaluating the performance of the service in terms of developing and improving services. The action plan lies at the core of the Service Improvement Plan. This lists the priorities being addressed, the key tasks to be implemented over the plan period, the implementation timetable and details performance indicators, against which progress can be measured.
- 3.4 The Council is operating in the most financially challenging period in its history. Achieving the necessary reduction in costs in a financially sustainable manner and in a way which protects the deliverability of key front line services is a significant challenge and one which will continue in future years. However in spite of this, Community Resources has continued to make the best possible use of its resources and, consequently there are significant achievements to report over this period.
- 3.5 Section 5 provides details of the service's achievements over the first six months of the Service Improvement Plan. Further detail is provided in Appendix 1 which provides a summary of progress achieved over the period

April to September 2016 in tackling the key areas set out in the Service Improvement Plan Action Plan. It highlights areas where significant advances have been made and gives clear targets for completing the actions agreed. The report provides the basis for assessing the effectiveness of the service.

- 3.6 Appendix 2 contains the core performance indicators. These are the performance indicators which the service uses to measure how well we are performing in relation to our service priorities. The appendix shows the up to date performance in relation to each core indicator.
- 3.7 The next review of progress will be brought before the Board in Spring 2017, alongside an updated Service Improvement Plan for the period 2017–2020.
- 3.8 This report is a key part of the Public Performance Reporting framework, and it ensures that progress on core performance indicators is reported to the relevant Policy Board for them to note and to approve targets for future years.

4 Role of Community Resources and Key Service Activities

- 4.1 The principal role and purpose of Community Resources is to provide Community Safety, Regulatory Services (consumer protection and environmental strategy), Amenity Services (waste management and refuse collection), StreetScene (street cleansing, grounds maintenance) Land Services (parks & cemeteries), Transport (vehicle maintenance, fleet management and social transport), Roads Services (road system and infrastructure management, road safety, transport strategy, flood prevention and street lighting) and Facilities Management (janitorial, cleaning, catering, building services, repairs & maintenance service and school crossing patrollers).
- 4.2 Community Resources' services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. The service contributes to the development of corporate policies and initiatives and the maintenance of effective working relationships with our partners and other organisations to deliver services throughout Renfrewshire. These services are delivered by approximately 1,600 employees employed on a full-time or part-time basis with a gross expenditure budget of approximately £68 million. These wide ranging and highly visible services are delivered at around 140 Council premises, to over 80,000 households and businesses with more than 840km of roads and transport infrastructure being maintained across Renfrewshire. Community Resources also provides statutory enforcement and related advisory/educational activities. These activities

ensure the safeguarding of public health, and the protection of the environment, consumers, workers and local communities within Renfrewshire.

- 4.3 Community Resources has an active role in supporting Elected Members and plays a key role within the five local area committees. The service has an important role in the delivery of the outcomes and targets for Renfrewshire as set out in the Local Outcome Improvement Plan, Community Plan and Council Plan. In addition, Community Resources leads on the Community Plan Thematic Boards of Safer and Stronger Renfrewshire and Greener Renfrewshire.
-

5 Performance of Community Resources from 1 April 2016 to 30 September 2016

- 5.1. The main achievements of the service over the first 6 months of the plan are highlighted below. Further detail is provided in Appendix 1 which provides a summary of progress achieved over the period April to September 2016 in tackling the key areas set out in the Service Improvement Plan Action Plan, under the key themes of the Council Plan, A Better Future, A Better Council, which was refreshed in December 2015. It highlights areas where significant advances have been made and gives clear targets for completing actions that have been reviewed or delayed. The main achievements over the first 6 months of the plan are:
- a. partial completion of phase 1 and commencement of phase 2 of the Council's £11m investment programme for LED street lighting across Renfrewshire. The investment programme has three phases and will be completed by Spring 2017. At the end of October 2016 approximately 25% of the Council's lighting stock uses LED technology;
 - b. ongoing works to improve the public realm, supporting the Paisley 2021 City of Culture Bid including: completion of over £1m of bus infrastructure improvements in Paisley town centre; and working with the Business Improvement District (BID) to address trade waste and cleanliness issues across the town centre;
 - c. playing an active role in the Better Council Change Programme (BCCP) and contributing to corporate reviews with senior managers, being involved in Enterprise Resource Planning (the Council's new fully integrated replacement IT system) working groups and BCCP cross-cutting change programmes;

- d.* improving employment opportunities for young people across Renfrewshire through continued participation in the Invest in Renfrewshire youth employability initiatives including the Project Search employability programme for young people with learning disabilities and/or autism;
- e.* through the Loch Lomond & Clyde Flood Risk Management Area Joint Committee, achieved agreement on the area's first Flood Risk Management Plan;
- f.* continuing to support the Renfrewshire Tackling Poverty Strategy through enhanced enforcement activity in the private rented sector with the recruitment of an additional enforcement officer who has developed a strategy for making third party referrals to the Private Sector Housing Panel which can impose sanctions requiring that property conditions are improved;
- g.* continuing to support the Renfrewshire Tackling Poverty Strategy through the provision of employment and training opportunities for identified groups of young people in Renfrewshire including the recruitment of 5 Special Wardens, 4 Street Stuff Coaches and 3 Community Safety Officers;
- h.* continuing to support the Renfrewshire Tackling Poverty Strategy through the Families First project by delivering free school meals during designated holiday periods – more than 10,800 meals were provided over the school summer holiday period as part of this initiative;
- i.* continuing to support the Renfrewshire Tackling Poverty Strategy through further roll-out of morning clubs in targeted schools, now in place in 9 primary schools and one secondary school. These clubs are open to all pupils and provide a healthy breakfast and a programme of activities developed in partnership with the Soil Association and Active Schools;
- j.* continuing to support the Renfrewshire Tackling Poverty Strategy through an expanded Street Stuff programme, delivering activities in the afternoons, evenings, weekends and holiday periods including the provision of healthy meals. In addition, a new Street Stuff bus was delivered in October (designed by the children as part of the summer camps) and a fifth bus will be brought on line at the end of November;
- k.* delivering the project to co-mingle food and garden waste, ensuring operations work efficiently and effectively;

- l.* working with 16 partner organisations to support Paisley First's application for Purple Flag status for Paisley town centre, which was submitted in October 2016;
- m.* as part of the Building Safer and Greener Communities Multi Agency Tasking Group, officers from the group have completed a study within one area of Renfrewshire (Ferguslie Park) and lessons learned from this exercise will be used for other areas;
- n.* completion of the installation of a new leachate treatment plant at Linwood Moss landfill site, ensuring that leachate from the site complies with SEPA quality standards and can be discharged to water courses;
- o.* delivering the roads capital investment programme with over 80% of roads and footways resurfacing projects complete;
- p.* removal of a weight restricted bridge deck on Main Street, Lochwinnoch and commencement of a replacement deck;
- q.* progressing and delivering the approved investment in Renfrewshire's parks;
- r.* delivering funding to community groups through the Stalled Spaces programme to deliver improvements to vacant and derelict sites across Renfrewshire;
- s.* holding a recognition and awards event for Community Resources' employees in June 2016.

6. Performance Against Service Scorecard

6.1. Progress on our service scorecard can be found at Appendix 2 of this report. Some key indicators to highlight are:

- The number of attendances at Street Stuff activities has reached a total 27,882 for the first half of the year, on schedule to achieve the target of 50,000 for the year;
- During 2015/16, no air quality monitoring sites within the Paisley town centre Air Quality Management Area exceeded nitrogen dioxide limits;
- The cumulative recycling rate from January to June 2016 is 48.7%. Recycling increases through the summer due to increased garden waste and the figures for quarter 3 will reflect this;

- The service continues to attend at calls relating to domestic noise complaints within just over half an hour, achieving the one hour target time.

7 **Priorities over the next six months**

7.1 Over the next 6 months, the key actions the service will focus on are:

- a. supporting economic regeneration and improving job creation through the regeneration and revitalisation of town centres and communities and improved transport networks;
- b. continuing to support the City Deal team in delivery on major transport infrastructure projects amongst Glasgow City Region Partnership;
- c. progressing phases 2 and 3 of the Council's £11m investment programme for LED street lighting across Renfrewshire;
- d. continuing to fulfil the requirements of the Flood Risk Management Act to address flooding risk, combined with progressing flood risk studies as required by the Loch Lomond & Clyde Flood Risk Management Plan;
- e. refreshing the Local Transport Strategy in support of the Renfrewshire Economic Strategy/Framework;
- f. continuing to work with customers and community groups to enable a community led approach to service review; asset management and service delivery;
- g. continuing to contribute to Renfrewshire's Tackling Poverty Strategy through the delivery of the Council's Tackling Poverty Action Plan;
- h. delivering safer and stronger communities through the Building Safer Greener Communities Multi Agency Tasking Group;
- i. continuing to lead on the Public Protection Agenda with all relevant partners;
- j. delivery of the Renfrewshire Best Bar None Awards 2016-17;
- k. implementing the Council's new Organisational Development Strategy ensuring all employees are equipped with the skills required to deliver the services of Community Resources;

- l.* managing the four trading operations of Roads Services, Building Services, Catering and Vehicle Maintenance, delivering their financial targets and service outcomes;
 - m.* continuing the delivery of SVQ qualifications across the service.
-

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 works with local communities to encourage participation in service delivery.

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 for example 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:

Community Resources Service Improvement Plan 2016-2019

Author: Shona MacDougall, Director of Community Resources

Tel: Tel 0141 618 7626

e-mail: shona.i.macdougall@renfrewshire.gcsx.gov.uk

Community Resources Service Improvement Plan 2016-2019 Action Plan

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

1. A Better Future: Place

01: Driving Physical and Economic Regeneration

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.01.01.01	Support community and partnership participation, involvement and ownership of community assets		25%	31-Mar-2019	We are working with community groups who are actively seeking the transfer of community assets to enable a community led approach to asset management and service delivery.
CRSIP16.01.01.02	Facilitate the delivery of City Deal initiatives including: *A link to Glasgow airport; *Investment in roads around Glasgow airport; *A crossing of the Clyde at Renfrew		10%	31-Mar-2019	The service continues to support the City Deal team as transportation analysis of the projects progresses.
CRSIP16.01.01.03	Support economic regeneration and improve job creation through the: *Regeneration and revitalisation of town centres; *Delivery of better transport networks; * Improvements in public transport infrastructure		10%	31-Mar-2019	Close working is being maintained with regard to the Renfrewshire Economic Strategy/Framework and the City of Culture Bid 2021. Key service actions include progressing a refresh of the Local Transport Strategy and the development of traffic and transport plans for Paisley and Johnstone.

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.01.01.04	Deliver the actions of the Paisley Town Centre Environmental Action Plan in order to make the town centre a more attractive place to work, live and visit.		100%	31-Mar-2017	Community Resources continue to work in partnership with Paisley First to deliver the key priorities of the joint plan.
CRSIP16.01.01.05	Engage in a strategic partnership with Clyde Valley Roads Alliance - potential collaboration to deliver improved roads and transport infrastructure		10%	31-Mar-2019	City Deal continues to deliver on major transport infrastructure projects amongst the eight partners. Initial exploratory decisions have taken place on potential wider collaboration with North Lanarkshire taking the lead in line with their wider City Deal lead role on connectivity.

1. A Better Future: Place 02: Building on our Culture and Heritage

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.01.02.06	Lead on the works to improve the public realm and support Renfrewshire's City of Culture bid		20%	31-Mar-2019	Delivery of over £1m of bus infrastructure improvements in Paisley has been completed. Various high profile events such as the Paisley 10K have been supported by the service. Partner working continues with the Business Improvement District to address trade waste and improve cleanliness across Paisley town centre.

1. A Better Future: Place

03: Protecting the Public

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.01.03.07	Fulfil the requirements of the Flood Risk Management Act and develop action plans to address flooding risk		20%	31-Mar-2019	The Renfrew Flood Scheme has been completed. The Loch Lomond & Clyde Flood Risk Management Plan was published in June and the priorities attached to Renfrewshire were reported to the Environment Policy Board.
CRSIP16.01.03.08	Lead on the public protection agenda, working with partners to improve the delivery of adult and child protection arrangements		20%	31-Mar-2019	Community Resources continue to lead on the public protection agenda with all relevant partners. This includes disposals and referrals from Daily Tasking, the now well established MARAC and the proposal to introduce the monthly Community Safety Case Review. All partners have a critical role to play in this process and Community Resources will continue to work with them all.
CRSIP16.01.03.09	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub		40%	31-Mar-2018	Work progresses on the detailed implementation plan. A trial of 24 hour CCTV will be undertaken in late 2016/early 2017. A working group is being set up to assess what services can use the Community Safety Hub under Phase 2.
CRSIP16.01.03.10	Deliver safer and stronger communities through improved intelligence sharing and provision of the Street Stuff youth diversionary programmes, through the Renfrewshire Multi-Agency Tasking Group and as part of the Building Safer Greener Communities programme		35%	31-Mar-2018	The Building Safer Greener Communities Multi Agency Tasking Group continues to meet on a 2 weekly basis as the Group plan to move into Gallowhill in Sep/Oct 2016. Ferguslie Park was used as the first area with signal interviews undertaken and this has been assessed.

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.01.03.11	Ensure all Council services have business continuity plans in place and that incident response guides are in place for key businesses and assets, so that we can react and recover quickly when things go wrong.		50%	31-Mar-2018	Currently all services have business continuity plans in place. A number of them require updating due to structural and personnel changes, but this is an ongoing process and falls under the remit of the CRMT which has it as a standing item on its agenda and action log. A number of key commercial assets across the area already have "Incident Response Guides" in place and these are being rolled out to other businesses and Council premises as we identify those whose loss would most severely impact on the Council.
CRSIP16.01.03.12	Develop and deliver a strategy for how the Council will respond locally to the risks posed by serious organised crime		40%	31-Mar-2018	Renfrewshire Council's Integrity Group sets the Council's strategy on reducing the threat posed internally from Serious Organised Crime and Corruption. This group is based on a holistic approach to risks of fraud, corruption and organised crime; acting as a forum for a coordinated corporate approach. Group membership has recently been expanded with a view to include organisations that deliver services on the Council's behalf, such as Renfrewshire Leisure. The Integrity Group established an internal assessment of the risks posed to the Council and its services by fraud, corruption and organised crime at an early stage of its life. Police Scotland's Counter Corruption Unit has recently conducted an assessment of the risks faced by the Council. Coupled with the initial areas for action identified by the group, the recommendations will form a Renfrewshire Action Plan, setting out our approach to minimising risks of fraud, corruption and organised crime. The focus is on the highest risks identified or areas of significant vulnerability.

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.01.03.13	Ensure all relevant council officers have received appropriate civil contingencies training to ensure they can carry out their incident response roles in an emergency		50%	31-Mar-2017	Council incident officer training, along with refresher training, has been delivered. A number of workshops/exercise events are programmed to test officers' training in specialist areas and to look at interdependencies between key Council groups.
CRSIP16.01.03.14	Support Paisley First to achieve Purple Flag status for Paisley Town Centre and deliver similar standards of community safety in all town centres across Renfrewshire		85%	31-Dec-2016	A working group has been established with several workshops taking place. An action plan has been prepared and submission will be completed by October 2016. A self assessment was undertaken by the project group in August 2016 and, wherever gaps have been identified partners are working to ensure these are rectified. A formal assessment by Purple Flag accreditors will then be undertaken prior to end 2016.

1. A Better Future: Place

04: Creating a Sustainable Renfrewshire

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.01.04.15	Ensure that CO2 emissions are minimised through the management of our fleet and street lighting assets		40%	31-Mar-2017	The Council currently have 24 electric vehicles (EVs), which comprises over 5% of the existing fleet. As part of the fleet strategy, light fleet vehicles are continuing to be replaced by EVs where appropriate and where they provide best value. A minimum of 5 more electric vehicles will be procured in financial year 2016/17. The Council's £1.1m investment programme for LED street lighting across Renfrewshire 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.

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.01.04.16	Ensure a residual waste treatment and disposal facility is fully operational by 2019 as part of the Clyde Valley Waste Management solution, to ensure that all waste collected by the partner authorities is diverted from landfill		75%	31-Mar-2019	Contract has been finalised and plant build has commenced. Discussions are now taking place regarding delivery of commissioning tonnage to the new plant prior to the formal contract commencing.
CRSIP16.01.04.17	Review the delivery of the waste and recycling service to minimise waste and optimise recycling		50%	31-Mar-2017	Council has signed up to the Charter for Household Waste and plans are being prepared to submit future funding bids to Zero Waste Scotland.
CRSIP16.01.04.18	Engage with the community to encourage behavioural change to ensure recycling opportunities are maximised and contamination is minimised		30%	31-Mar-2017	A focus on progressing awareness of recycling will be progressed in 2017 following planned implementation of co-mingled food and garden waste in October 2016.
CRSIP16.01.04.19	Deliver the project to replace all street lighting in Renfrewshire with LEDs		30%	31-Mar-2017	The second phase of the Council's £11m investment programme for LED street lighting across Renfrewshire commenced in September 2016, for completion by end January 2017. At the end of October 2016 approximately 25% of the Council's lighting stock was using LED technology.

2. A Better Future: People

05: Reducing the Level and Impact of Poverty

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.02.05.20	Contribute to the Tackling Poverty Action Plan through the Families First project by delivering free school meals during designated holiday periods		50%	31-Mar-2017	Community Resources provide hot meals for children participating in Families First camps during school holiday periods. Over the summer around 10,800 meals have been provided as part of this initiative.

Action Code	Description	Status	Progress	Due Date	Update
					As part of the Council's Tackling Poverty initiative, morning clubs have been established in 9 Primary schools and 1 High School. Uptake of the morning clubs has been encouraging to date with nearly 10,000 meals served and feedback from pupils, parents and teachers has been very positive. The morning clubs in St Catherine's Primary School, Gallowhill Primary School, St David's Primary School, Cochrane Castle Primary School, St Mary's Primary School, St Margaret's Primary School, West Primary School, Brediland Primary School and Our Lady of the Peace School are open to all pupils and include a healthy breakfast and a programme of activities developed in partnership with the Soil Association and Active Schools. Pupils eligible for a free school meal at Castlehead High School can also receive a free healthy breakfast in the cafe area before school starts.
CRSIP16.02.05.21	Contribute to the Tackling Poverty Action Plan through the Families First Project by delivering breakfast clubs in targeted areas		75%	31-Mar-2017	
					The expanded Street Stuff programme has been delivering in the afternoons, evenings, weekends and holiday periods for the last year. Street Stuff recorded attendances rose to over 37,000 during 2015/16 and is on target to match/exceed attendances during 2016/17. Over 10,000 of the recorded attendances during this period included the provision of a healthy meal. New activities added over the last year include: additional games buses, cheerleading, clubbercise as well as designing the new culture buses.
CRSIP16.02.05.22	Contribute to the Tackling Poverty Action Plan through enhanced StreetStuff activities including meals and transport		70%	31-Mar-2017	
CRSIP16.02.05.23	Contribute to the Tackling Poverty Action Plan through the provision of employment and training opportunities for identified groups of young people in Renfrewshire		50%	31-Mar-2017	12 trainees have been recruited in the last year 5 Special Wardens, 4 Street Stuff Coaches and 3 Community Safety Officers, who have received extensive training and experience during their time with the services. Continual support and assistance is being provided to create pathways into positive destinations.

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.02.05.24	Contribute to the Tackling Poverty Action Plan through enhanced enforcement activity in the private rented sector		80%	31-Mar-2017	Focus in this area has increased through the additional funding from the Tackling Poverty Action Plan with the recruitment of an additional enforcement officer. The Strategy has now been presented to Housing and Community Safety Policy Board with 5 referrals now having been made to the Private Rented Housing Panel.

2. A Better Future: People

07: Supporting and Sustaining People into Employment

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.02.06.25	Actively participate in the Invest in Renfrewshire strategy to support young people into work		50%	31-Mar-2017	Community Resources continues to participate in the Invest in Renfrewshire youth employability initiatives including the Project Search employability programme for young people with learning disabilities and/or autism.

2. A Better Future: People

08: Improving Care, Health and Wellbeing

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.02.07.26	Achieve Sustainable Food Cities Status to help tackle food poverty and promote healthy eating		25%	31-Mar-2017	Discussions have commenced with the Soil Association to progress Sustainable Food Cities status and integrating this process with the Sustainable Food Strategy.
CRSIP16.02.07.27	Lead and implement Renfrewshire's Sustainable Food Strategy		50%	31-Mar-2017	Community Resources has led on the implementation of Renfrewshire's Sustainable Food Strategy and delivering food education programmes with partners.

3. A Better Council

09: Supporting our Employees

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.03.08.28	Improve absence performance across Community Resources		50%	31-Mar-2017	Fortnightly meetings are held with service managers to ensure supporting attendance procedures are being adhered to, with quarterly meetings taking place with Trade Unions to address any concerns raised by employee groups.
CRSIP16.03.08.29	Ensure effective management arrangements are in place for overtime levels		50%	31-Mar-2017	Overtime reports are discussed with managers on a four weekly basis, to identify areas of concern and agree action to be taken.
CRSIP16.03.08.30	Maintain effective communications with employees including regular engagement with trade unions		50%	31-Mar-2019	Meetings with the Trade Unions are held regularly through the established forums and the outcomes of these meetings are being communicated to staff at team meetings.
CRSIP16.03.08.31	Implement the Council's new Organisational Development Strategy, ensuring all employees are equipped with the skills required to deliver our services		50%	31-Mar-2017	Individual Training Needs Analysis and Team Training Needs Analysis have been implemented ensuring development plans are reviewed and monitored by Improvement and Development Team and Managers.

3. A Better Council

10: Continuing to be a Well Run Council

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.03.09.32	Manage the four trading operations of Roads Services; Catering; Vehicle Maintenance; and Building Services and achieve their financial and operational targets		50%	31-Mar-2017	Reports in the trading operations are submitted to each cycle of the Environment and Housing and Community Safety Policy Boards. The 4 trading operations are on schedule to achieve their financial and operating targets for 2016/17
CRSIP16.03.09.33	Support corporate reviews as part of the Phase 2 of the Better Council Change Programme, including: Enterprise Resource Planning Model and the Corporate Support Model		50%	31-Mar-2019	Community Resources continue to play an active role in the Better Council Change Programme and are contributing to corporate reviews with senior managers being involved in the ERP working groups and BCCP cross-cutting change programmes.
CRSIP16.03.09.34	Involve our customers more in the design and review of our services and actively seek their ideas for improvement		20%	31-Mar-2019	The service is working with customers and community groups to enable a community led approach to service review and delivery.
CRSIP16.03.09.35	Further develop asset management plans to ensure that whole life costs are understood and annual investment is sustained at the most efficient level for: * Roads and infrastructure; * Parks, cemeteries and open spaces; * Fleet		50%	31-Mar-2019	A road asset management plan (RAMP) supports the management and investment within the road network. This will be used to ensure that investment is optimised to ensure the most effective outcomes. An investment strategy has been developed for our parks, as approved at the meeting of the Council in September 2016.
CRSIP16.03.09.36	Continue to monitor the schools PPP contract and make preparations for the benchmarking of cleaning and catering services during 2017		50%	31-Mar-2017	The schools PPP contract continues to be monitored robustly to ensure services are delivered to a high standard and to specification. Regular meetings are held at an operational level as well as with the Renfrewshire Schools Partnership to ensure contract performance.
CRSIP16.03.09.37	Plan effective communication activities to support the service's priorities and outcomes, using the most appropriate method		50%	31-Mar-2017	All communication activities within Community Resources are co-ordinated centrally to ensure they support the service's priorities and outcomes.

Action Code	Description	Status	Progress	Due Date	Update
CRSIP16.03.09.38	Review and maintain: * quality assurance and self evaluation frameworks; * health and safety accreditations; * staff and customer service national accreditations		70%	31-Mar-2017	Community Resources continue to maintain ISO9001, ISO22000 and OHSAS18001 accreditations. FM (Hard Services) have retained their Investors in People Gold accreditation.
CRSIP16.03.09.39	Ensure that Renfrewshire Council buildings are compliant with all relative legislative requirements		20%	31-Mar-2019	We are working to utilise the CAMIS system to provide planned programmed maintenance schedules and act as a central location for all certification. A full review of all certification across the public buildings is being carried out and an action plan developed to ensure full compliance across the whole estate

Community Resources Service Improvement Plan 2016-2019 Scorecard

PI Status		Long Term Trends			Short Term Trends		
	Alert		Improving			Improving	
	Warning		No Change			No Change	
	OK		Getting Worse			Getting Worse	
	Unknown						
	Data Only						

Priority 1. A Better Future: Place Local Outcome 01: Driving Physical and Economic Regeneration

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14			2014/15			2015/16			Q1 2016/17			Q2 2016/17			Explanation of Performance
					Value	Target		Value	Target		Value	Target		Value	Target		Value	Target		
01	(Maintenance) Carriageway Condition: % of road network considered for treatment (v) Overall				38.8%	34%		37.54%	36%		34.8%	36%		Not measured for Quarters			35%	35%		Performance has improved from 37.5% in 2014/15 to 34.8% in 2015/16 and has exceeded the 2015/16 target of 36%. This level of performance reflects the significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
02	(Maintenance) Carriageway Condition: % of road network considered for treatment (i) A Class Roads				25.8%	24%		26.34%	26%		22.4%	26%		Not measured for Quarters			25%	25%		Performance has improved from 26.34% in 2014/15 to 22.4% in 2015/16 and has exceeded the 2015/16 target of 26%. This level of performance reflects the significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target			
03	(Maintenance) Carriageway Condition:% of road network considered for treatment (ii) B Class Roads				28.8%	24.0%	29.6%	26.0%	27.5%	26.0%	Not measured for Quarters	25.0%	Performance has improved from 29.6% in 2014/15 to 27.5% in 2015/16. Although slightly above the 2015/16 target of 26% this level of performance reflects the significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.		
04	(Maintenance) Carriageway Condition:% of road network considered for treatment (iii) C Class Roads				39.2%	34.0%	39.5%	35.0%	36.9%	35.0%	Not measured for Quarters	35.0%	Performance has improved from 39.5% in 2014/15 to 36.9% in 2015/16. Although slightly above the 2015/16 target of 35% this level of performance reflects the significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.		
05	(Maintenance) Carriageway Condition:% of road network considered for treatment (iv) Unclassified Roads				41.5%	35.0%	39.3%	32.0%	36.6%	36.0%	Not measured for Quarters	36.0%	Performance has improved from 39.3% in 2014/15 to 36.6% in 2015/16. Although slightly above the 2015/16 target of 36% this level of performance reflects the significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.		

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
12	Number of recorded attendances at Street Stuff activities				n/a	n/a	25,163	n/a	37,269	32,000	12,907	14,975	50,000	The target for this indicator is an annual target which the service is on schedule to achieve. The additional provision of afternoon and school holiday activities with healthy meals served, as part of the Council's Tackling Poverty Strategy, has contributed to the increase in attendances in 2016/17.	

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013		2014		2015		Q1 2016		Q2 2016		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
13	Number of people killed in road traffic accidents in Renfrewshire				5	n/a	9	n/a	1	n/a	Not measured for Quarters		n/a		The reported road casualty figures for 2015 published by Transport Scotland show a decrease in the number of people killed on Renfrewshire's roads but with a slight increase in the number of children seriously injured. The service continues to work with partners towards achieving the Scottish Government's targets to reduce road deaths and serious injuries by 2020.
14	Number of people seriously injured in road traffic accidents in Renfrewshire				33	n/a	37	n/a	43	n/a	Not measured for Quarters		n/a		
15	Number of children killed in road traffic accidents in Renfrewshire				0	n/a	0	n/a	0	n/a	Not measured for Quarters		n/a		
16	Number of children seriously injured in road traffic accidents in Renfrewshire				4	n/a	4	n/a	5	n/a	Not measured for Quarters		n/a		

Priority 1. A Better Future: Place Local Outcome 04: Creating a Sustainable Renfrewshire

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
17	Air Quality - Annual average PM10 value across all continuous monitoring sites				New from 2015/16		13.8		n/a		Not measured for Quarters		Not measured for Quarters		18		Average of the PM10 values across the 3 automatic monitors in Renfrewshire is within the 2016/17 target value of 18.
18	% of air quality monitoring sites within AQMA(s) which exceed nitrogen dioxide limits				n/a	n/a	24%	22%	0%	22%	Not measured for Quarters		Not measured for Quarters		22%		During 2015/16 no air quality monitoring sites within the Paisley Town Centre AQMA exceeded nitrogen dioxide limits.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
19	Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits			n/a	n/a	n/a	44.9	46	N/A	46	Not measured for Quarters	45			During 2015/16, no monitoring sites within the Paisley Town Centre AQMA exceeded nitrogen dioxide limits.
20	Street Cleanliness Score - % of areas assessed as clean				87.4%	90%	88.2%	90%	87.9%	90%	Not measured for Quarters	90%			The percentage of Renfrewshire's street assessed as clean has declined from 88.2% in 2014/15 to 87.9% for 2015/16. This score represents the percentage of areas assessed as acceptably clean (categories A and B) using Keep Scotland Beautiful's Local Environmental Audit and Management System (LEAMS) methodology.
21	% of the vehicle fleet which uses alternative fuels, such as electricity				1%	2%	3.6%	2.25%	5.5%	5%	Not measured for Quarters	5%			The percentage of the vehicle fleet which uses alternative fuel such as electricity was 5.5% at the end of 2015/16. This is up from 3.6% in 2014/15. This figure is based on a total of 24 electric vehicles. Around 7% of all diesel used is bio-diesel.
22	Amount of CO ₂ emitted by the public vehicle fleet				3,523	n/a	3,570	3,450	3,535	3,170	Not measured for Quarters	3,060			This indicator reflects the tonnes of CO ₂ emitted from Renfrewshire Council vehicle fleet based on the fuel usage with a slight reduction in the amount of CO ₂ emitted by the public fleet in 2015/16. Although there has been an increase in the number of electric vehicles in the Council fleet, these are small vehicles which do not significantly impact the overall amount of fuel used.
23	Reduce the amount of CO ₂ emitted from public space lighting.				7,854	7,240	7,778	6,980	6,482	6,720	Not measured for Quarters	6,451			There has been a significant reduction in CO ₂ emissions from public space lighting in 2015/16. This figure is likely to show a significant improvement over the coming year with the implementation of the LED replacement programme.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
24	% of street lighting lanterns in Renfrewshire which are LED				0.3%	n/a	0.3%	n/a	6.01%	5%	Not measured for Quarters		Not measured for Quarters		50%		The second of 3 phases of the project for the installation of 11,000 LED lights has commenced, with the all phases due for completion by Spring 2017. At the end of October 2016 approximately 25% of the Council's lighting stock is using LED technology.
Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013		2014		2015		Q1 2016		Q2 2016		2016		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
25	% of Household Waste Recycled (Calendar year data)				44.3%	51%	46.6%	52%	43.9%	52%	43.27%	52%	53.4%	55%	55%		The cumulative recycling rate from January to June 2016 is 48.7% Recycling increases through the summer due to increased garden waste and the figures for quarter 3 will reflect this.
26	% of Household waste collected which is landfilled (Calendar year data)				50.02%	36%	31.49%	36%	31.96%	36%	Not measured for Quarters		Not measured for Quarters		35%		The percentage of household waste which is landfilled has again achieved the target set. A strategic approach to encourage behavioural change to tackle contamination of recycling and to improve presentation levels of all recyclates has helped to reduce the amount of waste which is landfilled.

Priority 2. A Better Future: People

Local Outcome 05: Reducing the Level and Impact of Poverty

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		2016/17 Target	Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target		
27	% uptake of free school meals in primary and secondary schools				68.7%	68%	68.7%	71%	69.5%	72%	68.2%	67.1%	67.1%	73%		School meal uptake is in line with the same stage last year. The cumulative uptake to the end of Period 6 is 67.4%. The first part of the financial year includes the end of the school year when school meal uptake is generally lower due to seasonal trends e.g exam leave and school trips

Priority 3. A Better Council

Local Outcome 09: Supporting our Employees

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		2016/17 Target	Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target		
28	% of CR managers in the 360 process with a completed 360 report				76%	100%	82%	100%	88%	100%	88%	88%	88%	100%		The 360 assessment process for 2016/17, for all Community Resources managers, is continually being progressed.
29	% of CR employees having completed IDPs (from MDP/MTIPD)				62%	100%	87%	100%	84%	100%	84%	84%	84%	100%		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
30	Improve SVQ levels across the front line workforce - number of staff obtaining SVQ qualifications				73	50	43	50	49	50	12	4	50	50		The target for SVQ qualifications is an annual target – a total of 16 employees achieved qualifications in the first half of the year

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
33	Community Resources - Absence %				4.9%	4%	5.2%	4%	4.9%	4%	5.1%	4%	5.3%	4%	The cumulative absence to the end of quarter 2 is 5.2% which is in excess of the challenging target set of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
34	Grounds Maintenance - absence %				2.4%	4%	3.3%	4%	3.7%	4%	2.4%	4%	2.6%	4%	The cumulative absence to the end of quarter 2 is 2.5% which is within the challenging target set of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
35	Street Cleansing - absence %				4.9%	4%	3.2%	4%	7.2%	4%	8.3%	4%	1.2%	4%	The cumulative absence to the end of quarter 2 is 4.7% which is in excess of the challenging target set of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
36	Catering Trading Operation - absence %				6.5%	4%	6.1%	4%	4.6%	4%	5.6%	4%	7.2%	4%	The cumulative absence to the end of quarter 2 is 5.9% which is in excess of the challenging target set of 4%. The majority of absence is due to a number of long term illnesses. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
37	FM (Soft Services) - % absence of building cleaning staff				5.5%	4%	7.1%	4%	6.1%	4%	4.6%	4%	4%	4%	The cumulative absence to the end of quarter 2 is 4.5% which just misses the challenging target set of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
38	Vehicle Maintenance Transport - absence %				4.8%	4%	3%	4%	2.9%	4%	3%	4%	2.3%	4%	The cumulative absence to the end of quarter 2 is 2.5% which is within the challenging target set of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
39	Refuse Collection - absence %				4.9%	4%	4.1%	4%	8.5%	4%	8.7%	4%	12.7%	4%	The cumulative absence to the end of quarter 2 is 9.9% which is in excess of the challenging target set of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
40	Renfrewshire Community Safety Partnership - absence %				8.9%	4%	6.7%	4%	7%	4%	8.9%	4%	6.8%	4%	The cumulative absence to the end of quarter 2 is 7.6% which is in excess of the challenging target set of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
41	Roads Trading Operation - absence %				7%	6.5%	4.2%	4%	7.4%	4%	7.2%	4%	13.5%	4%	The cumulative absence to the end of quarter 2 is 11.4% which is in excess of the challenging target set of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
42	Building Services' Trading Operation - % absence				2.5%	4.9%	4.8%	4.9%	4.5%	4.6%	3.9%	4.6%	3.7%	4%	The cumulative absence to the end of quarter 2 is 3.8% which is within the challenging target set.

Priority 3. A Better Council

Local Outcome 10: Continuing to be a Well Run Council

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		2016/17 Target	Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target		
43	(Traffic & Transportation) Traffic Light Failure % of Traffic Light Repairs completed within 48 hrs				98.03%	95%	97.05%	95%	94%	95%	100%	95%	87.5%	95%		The cumulative % of repairs completed within 48hrs for the year to date is 95%. In quarter 2 a total of 64 traffic signals repairs were required, 56 of which were carried out within the 48 hour target. Damage caused by a number of road traffic accidents during the quarter contributed to the late repairs.
44	% of reported street lighting faults which were repaired within the 7 day timescale				82.76%	95%	62.43%	95%	68.65%	95%	78.1%	95%	95.2%	95%		The % of street lighting faults which were repaired within the 7 day timescale, in the first 6 months of 2016/17 was 84.6%. There was significant improvement in Quarter 2 at 95.2% which achieved the target set. This reflecting the service provision being brought in house.
45	Community Resources - Overtime as a % of total employee costs (cumulative)				n/a	n/a	n/a	n/a	7.3%	8%	6.4%	7.34%	7%			Overtime costs to the end of Period 6 were 7.3% of total employee costs which, although just outside the target set, has shown a slight improvement from the 7.5% for the same period last year.
46	Cost of Maintenance per Kilometre of roads				£6,547	n/a	£6,263	n/a	Data not yet available	n/a	Not measured for Quarters	n/a	n/a			This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. The 2015/16 data is due to be published late in 2016.
47	% of adults satisfied with parks and open spaces				84%	n/a	86%	n/a	Data not yet available	n/a	Not measured for Quarters	n/a	n/a			This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey - Renfrewshire's ranking improved from 20th in 2013/14 to 17th in 2014/15

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
48	Cost of parks and open spaces per 1,000 of the population				£31,737	n/a	£33,898	n/a	Data not yet available	n/a	Not measured for Quarters	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 18th in 2013/14 to 21st in 2014/15.
49	% of adults satisfied with refuse collection				85%	n/a	85%	n/a	Data not yet available	n/a	Not measured for Quarters	n/a	n/a	n/a	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey- Renfrewshire's ranking moved from 16th in 2013/14 to 19th in 2014/15.
50	Net cost of waste collection per premise				£43.81	n/a	£44.97	n/a	Data not yet available	n/a	Not measured for Quarters	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 4th in 2013/14 to 6th in 2014/15.
51	Net cost of waste disposal per premise				£77.09	n/a	£83.61	n/a	Data not yet available	n/a	Not measured for Quarters	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 13th in 2013/14 to 14th in 2014/15.
52	% of adults satisfied with street cleaning				71%	n/a	67%	n/a	Data not yet available	n/a	Not measured for Quarters	n/a	n/a	n/a	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey. Renfrewshire's ranking moved from 24th in 2013/14 to 27th in 2014/15.
53	Net cost of street cleaning per 1,000 of the population				£15,520	n/a	£13,258	n/a	Data not yet available	n/a	Not measured for Quarters	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking improved from 18th in 2013/14 to 15th in 2014/15.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Value	Value	Target	
54	Cost of Trading Standards per 1,000 of population				£2,645	n/a	£2,898	n/a	Data not yet available	n/a	Not measured for Quarters		n/a		This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking improved from 3rd in 2013/14 to 1st in 2014/15.
55	Cost of Environmental Health per 1,000 of population				£22,369	n/a	£21,179	n/a	Data not yet available	n/a	Not measured for Quarters		n/a		This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking improved from 25th in 2013/14 to 24th in 2014/15.
56	Land Audit Management System - % of areas assessed as acceptable				n/a	n/a	93.2%	90%	92.7%	90%	97%	95.4%	90%		In quarter 2, the percentage of areas which were assessed as being of an acceptable standard was 95.4%, which is well in excess of the target set.
57	% of pothole repairs completed within timescales				n/a	n/a	63%	80%	62%	80%	72%	60%	66%		In the first half of 2016/17, 67% of pothole repairs were completed within the agreed timescales.
58	% of FOI requests completed within timescale by Community Resources				99%	100%	99%	100%	100%	100%	100%	100%	100%		In the first half of the year the service dealt with 248 Freedom of Information requests, all of which were completed within the statutory timescale.
59	% of front line resolutions dealt with within timescale by Community Resources				91%	88%	80%	100%	87%	100%	87%	86%	100%		In quarter 2 the service dealt with 1,358 front line resolutions, 86% of which were dealt with within the agreed timescale. The cumulative performance to the end of Period 6 was 87%.
60	% of complaint investigations completed within timescale by Community Resources				100%	88%	84%	100%	94%	100%	100%	67%	100%		In Quarter 2 the service dealt with 9 complaint investigations, 6 of which were dealt with within the agreed timescale. The cumulative performance to the end of Period 6 was 81%.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2013/14		2014/15		2015/16		Q1 2016/17		Q2 2016/17		Explanation of Performance
					2013/14		2014/15		2015/16		2016/17		2016/17		
					Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
61	Building Services - % of overall housing repairs completed within target				n/a	n/a	n/a	n/a	91%	95%	95%	95%	95%	The overall performance for quarter 2 remains on target at 95%. The majority of failures relate to work that requires specialist items to be purchased and items that require to be manufactured. For external trades the weather has an impact on when these jobs can be carried out e.g. roof repairs and external roughcasting.	