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**To: ENVIRONMENT POLICY BOARD**

**On: 11 NOVEMBER 2015**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: OPERATIONAL PERFORMANCE REPORT**

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**1. Summary**

- 1.1 Community Resources brings together a range of Council services and activities, with both strategic and operational responsibilities. This report provides an operational performance update on the services and key projects delivered by Community Resources during the period 1 April 2015 to 18 September 2015.
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**2. Recommendations**

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

- 3.1 Community Resources provides essential services to every household in Renfrewshire and works in partnership with the local community, other services and community planning partners to deliver key Council priorities and initiatives. A progress update on the main projects and activities delivered by Community Resources, together with key performance indicators is detailed below.

## **4. Operational Updates**

### **4.1 Renfrewshire Community Safety Partnership**

#### **4.1.1 Street Stuff**

In August 2015, the annual international match between Street Stuff and Football Beyond Borders London was held at St Mirren Park. The London team comprised of young people experiencing difficulties in school. The match was organised by the Scottish Football Partnership and Football Beyond Borders (an international organisation that uses the sport to engage with young people). The Street Stuff team are scheduled to play a return match in London next year at the Football Beyond Borders tournament.

#### **Dance Sessions Extended Renfrewshire wide**

The University of the West of Scotland's 2014 evaluation report of Street Stuff identified that girls wanted more choice in the activities available from the programme. In response, Street Stuff piloted a new dance class in January 2015. In September, Street Stuff rolled out the dance format to other LAC areas due to its popularity.

#### **Girls Development Programme**

Street Stuff with 'St Mirren in the Community' started a new football initiative in September 2015, the Girls Development Programme. This initiative creates more choice for girls and gives them an opportunity to enhance and develop their footballing skills. The classes are every Wednesday for girls in the age groups of 8-10 and 11-14.

#### **4.1.2 Integrated Control Room & CCTV System**

The construction of the new Community Safety Hub & Integrated Control Room at Mill Street, Paisley was completed in September 2015. A programme has been developed for the moves of employee groups that will be based in the new facility, from Clark Street and Renfrewshire House, with the moves planned in 3 phases between late September and December 2015. Trade Union and employee briefing sessions have been arranged in advance of the moves to provide employees with all required information before moving to their new location. Multi-agency daily tasking meetings are now held there, with the hub staff, CCTV operators and Police Scotland operatives being located within the facility. The building will contribute to the developing of the town centre festive safety and events programmes with launch events, marketing and publicity being carried out over a six month period providing examples of the partnership services and functions it delivers.

#### 4.1.3 **Stalled Spaces**

Stalled Spaces Scotland is an initiative managed by Architecture & Design Scotland (A&DS) on behalf of the Scottish Government to tackle vacant and derelict land sites. Following the submission of an application to A&DS, Renfrewshire Council was awarded £10,000. This award was matched via funding available from the Council's 2015/16 Local Green Network budget.

Community groups within Renfrewshire have been invited to apply for funding to tackle vacant and derelict land sites within their local communities.

Applications are open for grants of between £250 and £5,000, although it is anticipated that the majority of awards will be for approximately £2,000.

A&DS stipulate that 75% of funding must be within town centre locations, and emphasise that projects must be of a temporary nature. Examples of projects include growing grounds, art displays or theatre performances.

Almost half of the Stalled Spaces funding has already been allocated to four community groups:

- (i) Reaching Older Adults in Renfrewshire (ROAR): £2,400 sought for a vacant plot beside the West End Community Centre. The vacant site has been subject to fire raising and antisocial behaviour. ROAR is looking to restore the site to enable use by the local community.
- (ii) I Am Me Scotland: £2,000 sought for a filming project on a derelict mill site in the Johnstone area which has been subject to fire raising and youth disorder.
- (iii) Loud n Proud, Paisley: £2,007 sought for a series of pop up interactive music events in un-used space in the centre of Paisley.
- (iv) West End Community Council, Paisley: £1,900 for the clearance and improvement of two derelict sites.

Renfrewshire Council and Engage Renfrewshire are currently working with a number of other organisations on their applications.

#### 4.1.4 **Litter and Antisocial Behaviour Initiative, Renfrew**

Renfrew Community Council previously raised issue of litter and antisocial behaviour generated by the pupils from local high schools at lunchtimes and after school in 2014. A variety of shops in the Town Centre offer hot foods which pupils use regularly. Confrontations with pupils and the local community happen on occasion. Many of the pupils were under 16 and therefore could not be subject to a Litter Fixed Penalty Notice. The Community Safety Partnership together with local schools put an action plan

in place:

- Renfrew High School designed correspondence through the schools Eco group which is pupil led.
- The Community Safety Youth Team addressed school assemblies regarding pupils' behaviour outside school grounds.
- Two Wardens patrolled the local area on planned weeks of action.
- These Wardens challenged unacceptable behaviours they observed involving pupils and captured the interaction using body worn video. Footage was forwarded to the schools for follow up action.

#### 4.1.5 **Seedhill Educational Awareness Initiative**

Through analysis of complaints received by Community Safety from both residents and elected members it became apparent that the Seedhill area was identified as a hotspot area for antisocial behaviour and environmental issues. In September, the Community Safety Partnership introduced a multi agency Educational Initiative in the area. The initiative was designed to deliver information around reporting of antisocial behaviour / environmental issues and giving general advice on home safety prevention, health and wellbeing. The initiative was run on the 9-11 and 14-16 September 2015 from noon to 4pm:

- The Safe Bus was located at a different street in the Seedhill area everyday of the initiative. NHS Health and Improvement practitioners and the wardens were available at the bus to give advice. The NHS distributed leaflets covering a range of health topic and gave advice to the local residents on cancer, falls and prevention and nutrition. NHS children service practitioners promoted the current "active children eating smart" (ACES) and advised of the importance of healthy eating and the benefits of physical activities (age group 5 – 15 year olds). The Wardens Service promoted community safety and offered local residence assistance on antisocial behaviour, environmental issues, parking and estate management issues.
- The Seedhill area has a mixed tenure, which is predominantly owned by Williamsburgh Housing Association. All tenements were visited by officers. A perspex information holder was erected to the front & back close doors at McKerrell Street and Seedhill Road as a trial and will hopefully be rolled out to the rest of the area. This allowed residents easy access to all relevant information within their building.
- Housing Officers carried out door to door visits to speak directly with tenants to identify hotspot areas including dog fouling. These visits

focused on furnishing residents with information on services available to them to address these issues.

- Scottish Fire & Rescue Service Officers carried out fire home safety checks to the identified vulnerable adults from the Housing providers and offered fire prevention advice.
- Community Services promoted advice and literature to local residents about the restorative justice service.
- Waste Advisers provided information on segregation of waste to prevent contamination of domestic and recycle wheelie bins providing food bags where required and offering assistance to residence around bin sharing services.

Following on from the initiative, a satisfaction survey was carried out to determine its the impact. Early feedback shows that the initiative was a successful. For example, the Safe Bus was well attended by residents seeking advice on all 6 days of the initiative.

## **4.2 Regulatory Services**

### **4.2.1 Business Regulation**

Officers from the Business Regulation Team attended and assisted in hosting the Gas Safety Week event at Braehead Shopping Centre in September. 300 catering businesses from across Renfrewshire were invited to the event hosted by INTU Braehead in association with Business Regulation Team and partners from; Scottish Fire and Rescue Service; Scottish Gas Networks; and Gas Safe.

Food Standards Scotland (FSS) carried out a three day audit of Renfrewshire council's food enforcement service in September. FSS are responsible for overseeing local authority food law enforcement activities to ensure appropriate local services are in place. The auditors' final report is yet to be published; however, indications are that they were satisfied with the level of competence and knowledge of officers involved and the arrangements in place for delivering food controls in Renfrewshire.

### **4.2.2 Trading Standards**

The Trading Standards and Licensing Team recently launched the 2015-16 Best Bar None Awards and applications have been received from licensed premises across Renfrewshire. Best Bar None is an accreditation scheme which aims to raise safety standards and recognise best practice in the licensed trade. Venues will be visited and assessed against national

standards relating to the licensing objectives. Scores will be allocated and a panel of judges will award premises who meet the standard - either a Gold, Silver or Bronze Award. Overall winners will be selected from each category and may go on to represent Renfrewshire at the national Best Bar None Awards in March 2016.

Officers in the Trading Standards team have attended training in relation to the consumer legislation which came into force on 1 October 2015. The Consumer Rights Act 2015 has changed consumer rights to redress, as well as some changes to the powers which Trading Standards Officers have at their disposal to carry out their enforcement functions. Citizens Advice Scotland are the lead agency for providing information to consumers on their new rights and the Chartered Trading Standards Institute are the lead agency for providing information to businesses.

#### **4.2.3 Environmental Improvements**

Work continues to support the remediation of the former Royal Ordnance Factory at Bishopton, with many of the final verification reports for sites in phase 2 of the development currently being submitted to the specialist contaminated land officers for assessment.

### **4.3 Amenity Services Waste**

#### **4.3.1 Improved Management of Waste in Erskine**

The next phase of the waste and recycling containerisation has been delivered with some households moving on to an individual wheeled bin service for residual waste and comingled recycle. The waste and recycling service in a number of flatted properties has also improved through the introduction of new shared wheeled bins. The new collections commenced in the week beginning 28 September.

### **4.4 Amenity Services, StreetScene & Land Services**

#### **4.4.1 StreetScene**

##### **Employability Initiative**

Community Resources have been working in partnership with Development and Housing Services to support the council's Youth Employability Scheme. In April 2014, as a result of this partnership approach, a project was initiated to offer a comprehensive work experience and training programme to the unemployed within Renfrewshire. This project offered opportunities within environmental improvement initiatives in the Howwood Road area of Johnstone and in Paisley town centre.

Opportunities have since been created for individuals aged between 16 and 25 to gain life skills, training and work experience to allow them to enter the job market, whilst delivering environmental improvements in Paisley town centre and neighbourhoods in Johnstone and Renfrew

The success of these projects has led to a new initiative which is aimed at offering opportunities to the long term unemployed, and particularly younger people, to provide experience, and skills and knowledge to enable them to gain longer term employment. Some of these young people are now on a programme offering a preliminary 6 week training period through the Employability Fund followed by 26 weeks of paid work experience on a council traineeship.

### **Paisley Town Centre Deep Clean**

A planned operational “deep clean” of Paisley town centre was carried out in September with activities including:

- street washing;
- chewing gum removal;
- painting of utility boxes;
- cleaning up of orphan sites and car parks;
- cleaning of shop fronts;
- enhanced mechanical sweeping;
- washing of street furniture; and
- clearance of fly tipping, particularly trade waste.

Social media is being used to publicise the good work being undertaken, including schedules of work and its contribution to the council’s wider objectives

An implementation team has been established which will monitor progress and address any issues arising

#### **4.4.2 Barshaw and Robertson Parks**

Projects aimed at developing two of the Council’s main parks, namely Barshaw and Robertson Parks have recently commenced. An appraisal of redevelopment opportunities is being undertaken which will contribute to the council’s strategic objectives, namely:-

- the economic regeneration of Paisley;
- the cultural economy and links with the City of Culture bid;
- health and wellbeing; and
- community engagement.

These options will be developed in partnership with local communities, and will be designed to appeal to as wide a range of funders as possible. Focus will be on the principal attractions in each park, with a view to resolving long term asset condition, improving amenity for local residents and increasing visitor attraction potential including:

- play facilities;
- walled garden in Barshaw Park;
- ponds;
- nature corners;
- BMX Track in Barshaw Park; and
- skatepark in Robertson Park.

Master plans will be developed and agreed through partnerships including:-

- The Friends of Barshaw Park Group
- Renfrew Development Trust and Community Council
- Renfrewshire Effort to Empower Minorities
- Sport Scotland
- Creative Scotland
- Other external funders

These master plans will be a component of the overall development strategy for the principal parks in Renfrewshire.

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

### **4.5.1 Roads Capital Programme, 2015**

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

### **4.5.2 Roads & Transportation, Infrastructure and Development**

Preliminary work has been completed for the Smarter Choices, Smarter Places funded Wayfinder project to encourage better use of the National Cycle Network and the Paisley South Cycle Link. The next phase of the project is underway including erection of signage and the preparation of a marketing scheme for launch in spring 2016.



#### 4.5.3 Street Lighting

The design contract for the replacement of all Renfrewshire's street lighting with LED has been awarded and the installation contract is due to be approved by Board in November 2015. The works are scheduled to commence in January 2016, for completion in March 2017, a public communications strategy for the project is currently being developed.

#### 4.5.4 Paisley, Improvements to Bus Facilities

Works are progressing on the improvement of bus facilities around Paisley Town Centre with new shelters being installed in October and November.

#### 4.5.5 North Renfrew Flood Prevention Scheme

The scheme is still on target to be fully operational in December 2015. Initial staff training and familiarisation has taken place and work is ongoing with Scottish Power to connect electricity to the site.

### 5. Performance Update – Indicators and Targets

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

Performance Indicators and Benchmarking Targets	Target for 2015/16	Target to Period 6	Actual to Period 6
<b>A Better Future</b>			
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	91.8%
(Lighting) Street Lighting Indicators - % repaired within 7 days: combined faults	95%	95%	99.6%
Percentage of household waste which is recycled	52%	52%	43.6%**
% of all waste collected which is landfilled	36%	36%	27%**
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.6
Street Cleanliness Score - % of areas assessed as clean	90%	90%	Annual Indicator
Food Safety - % of broadly compliant food premises based on food business risk assessment scores	86%	86%	85.5%

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2015/16</b>	<b>Target to Period 6</b>	<b>Actual to Period 6</b>
Food Safety - % of premises which currently achieve a Pass rating	97%	97%	97.8%
Trading Standards – Business Advice Requests completed within 14 days	100%	100%	100%
Trading Standards – Consumer Complaints completed within 14 days	82%	82%	87%
<b>A Better Council</b>			
Community Resources – Overtime as a % of total employee costs	8%	8%	7.5%
Community Resources – Sickness Absence	4%	4%	4.7%
Grounds Maintenance - Sickness Absence	4%	4%	2.3%
Street Cleansing - Sickness Absence	4%	4%	2.4%
Refuse Collection - Sickness Absence	4%	4%	7.0%
Building Cleaning and Janitorial - Sickness Absence	4%	4%	6.5%
Renfrewshire Community Safety Partnership - Sickness Absence	4%	4%	7.9%
Roads and Transportation – Sickness Absence %	4%	4%	1.7%
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	n/a	19
<b>A High Performing Council</b>			
Land Audit Management System - % of areas assessed as acceptable	90%	90%	92.3%
Percentage of front line resolutions dealt with within timescale by Community Resources	100%	100%	96%
Percentage of complaint investigations dealt with within timescale by Community Resources	100%	100%	100%
% of Freedom of Information requests completed within timescale by Community Resources	100%	100%	100%
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	100%	84%

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

## Supporting Information

- **Street Lighting repairs** – there has been a significant improvement in our Contractor's performance in relation to street lighting repairs resulting in an improvement from an average of 62.4% in 2014/15 to 99.6% in quarter 2 of 2015/16.
- **Absence** – sickness absence at the end of Period 6, across Community Resources, was 4.7%. This is above the target set of 4.0% and shows no change since performance was previously reported to board at the end of Period 3. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
- **Trading Standards business advice** – all requests for business advice have been completed within the 14 day target.
- **Land Audit Management System** - % of areas assessed as acceptable – during the first half of 2015/16, 92.3% of all grounds maintenance areas inspected were assessed to be of acceptable standard.

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## 6. Quality, Training and Development

- 6.1 Training and development of our workforce is a key priority within Community Resources. It ensures that our workforce is equipped with the appropriate skills and gains the experience necessary to deliver services safely, efficiently and effectively. 18 Community Resources' employees have achieved an SVQ since April 2015.
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## Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – None.

3. **Community Planning**

**Children and Young People** – the Catering Service promotes the uptake of healthy and nutritious school meals.

**Community Care, Health & Well-being** – the services encourages use of our parks and open spaces to promote a healthy and active lifestyle.

**Empowering our Communities** – Community Resources is actively promoting the “Do your bit” strategy with the local community to encourage participation.

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

**Jobs and the Economy** – the service is actively involved in the Invest in Renfrewshire scheme.

**Safer and Stronger** - by working with the local community and through enforcement activities, to improve the appearance of local areas and to help reduce anti-social behaviour.

4. **Legal** – None.

5. **Property/Assets** – None.

6. **Information Technology** – None.

7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None.

9. **Procurement** – None.

10. **Risk** – None.

11. **Privacy Impact** – None.

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**List of Background Papers:** None

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