

Notice of Meeting and Agenda Environment Policy Board

Date	Time	Venue
Wednesday, 24 August 2016	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Derek Bibby: Councillor John Caldwell: Councillor Margaret Devine: Councillor Audrey Doig: Provost Anne Hall: Councillor James MacLaren: Councillor Kenny MacLaren: Councillor Marie McGurk: Councillor Iain McMillan: Councillor Alexander Murrin: Councillor Will Mylet: Councillor Iain Nicolson:

Councillor Eddie Devine (Convener): Councillor Christopher Gilmour (Depute Convener):

Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at www.renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx

For further information, please either email democratic-services@renfrewshire.gov.uk or telephone 0141 618 7112.

Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

Items of business

Apologies

Apologies from members.

Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

- | | | |
|----------|---|------------------|
| 1 | Revenue Budget Monitoring Report | 5 - 10 |
| | Joint report by the Directors of Finance & Resources and Community Resources. | |
| 2 | Capital Budget Monitoring Report | 11 - 18 |
| | Report by the Director of Finance & Resources. | |
| 3 | Operational Performance Report | 19 - 28 |
| | Report by the Director of Community Resources. | |
| 4 | Public Protection Service Operational Plan 2016/19 | 29 - 92 |
| | Report by the Director of Community Resources. | |
| 5 | Renfrewshire's Local Air Quality Management
(Declaration of Air Quality Management Areas & Review
of Performance Indicator for Reporting on Air Quality) &
Establishment of Environmental Quality Management
Areas | 93 - 120 |
| | Report by the Director of Community Resources. | |
| 6 | Clyde and Loch Lomond Flood Risk Management Area -
Flood Risk Management Plan-Progress Update | 121 - 128 |
| | Report by the Director of Community Resources. | |

EXCLUSION OF PRESS AND PUBLIC

The Board may by resolution exclude the press and public from the meeting during consideration of the following items of business as it is likely, in view of the nature of the business to be transacted, that if members of the press and public are present, there could be disclosure to them of exempt information as defined in paragraphs 8 and 9 of Part I of Schedule 7A of the Local Government (Scotland) Act, 1973.

- 7 Vehicle Maintenance Budget Monitoring Report**

- 8 Roads Trading Budget Monitoring Report**

- 9 Catering Trading Budget Monitoring Report**



To: Environment Policy Board

On: 24 August 2016

Report by: Director of Finance and Resources and Director of Community Resources

Heading: Revenue Budget Monitoring to 24 June 2016

1. Summary

- 1.1 Gross expenditure is £23,000 (0.2%) less than budget and income is £23,000 (1.4%) less than anticipated which results in a net breakeven position for those services reporting to this Policy Board. This is summarised over the relevant services in the table below:

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
Community Resources	Breakeven	-	N/A	-

2. Recommendations

- 2.1 Members are requested to note the budget position
- 2.2 Members are requested to note there have been budget realignments of (£856,311) processed since the budget was approved related to the transfer of Lighting Maintenance to Corporate Landlord, partially offset by the transfer of recreational facilities to Renfrewshire Leisure.
-

3. **Community Resources**

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>N/A</i>

3.1 **Refuse Collection**

Current Position:	Net overspend of (£12,000)
<i>Previously Reported:</i>	<i>N/A</i>

The overspend is mainly due to lower income from trade waste and special uplifts, and a small overspend on employee costs, which is partly offset by an underspend on supplies and services.

3.2 **School Crossing Patrollers**

Current Position:	Net underspend £5,000
<i>Previously Reported:</i>	<i>N/A</i>

The underspend is due to lower than budgeted employee costs.

3.3 **Regulatory Services**

Current Position:	Net underspend £7,000
<i>Previously Reported:</i>	<i>N/A</i>

The underspend is due to a lower than budgeted employee costs

3.4 **Projected Year End Position**

It is currently forecast that Community Resources will break even at year end. This forecast position will be reviewed on an ongoing basis during the financial year, particularly with regard to recycling performance and the level of tonnages received for recycling or disposal, and the costs of roads maintenance throughout the winter maintenance period from October 2016 to March 2017.

Implications of the Report

1. **Financial** – Net revenue expenditure will be contained within available resources.
2. **HR & Organisational Development** – none
3. **Community Planning** – none
4. **Legal** – none
5. **Property/Assets** – none
6. **Information Technology** - none.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** - none

List of Background Papers

None

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RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 24 June 2016

POLICY BOARD : ENVIRONMENT

Description (1)	£000's	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)		
							£000's	%	
Employee Costs		24,214	4,746	4,936	(108)	4,828	(82)	-1.7%	overspend
Property Costs		1,086	141	260	(145)	115	26	18.4%	underspend
Supplies & Services		4,206	907	656	254	910	(3)	-0.3%	overspend
Contractors and Others		16,674	2,583	2,034	463	2,497	86	3.3%	underspend
Transport & Plant Costs		4,926	1,115	998	121	1,119	(4)	-0.4%	overspend
Administration Costs		10,409	83	109	(29)	80	3	3.6%	underspend
Payments to Other Bodies		3,422	845	826	22	848	(3)	-0.4%	overspend
CFCR		0	0	0	0	0	0	0.0%	breakeven
Capital Charges		6,743	0	0	0	0	0	0.0%	breakeven
GROSS EXPENDITURE		71,680	10,420	9,819	578	10,397	23	0.2%	underspend
Income		(17,139)	(1,668)	(1,463)	(182)	(1,645)	(23)	-1.4%	under-recovery
NET EXPENDITURE		54,541	8,752	8,356	396	8,752	0	0.0%	breakeven

£000's

Bottom Line Position to 24 June 2016 is breakeven of

0.0%

Anticipated Year End Budget Position is breakeven of

0.0%

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 24 June 2016

POLICY BOARD : ENVIRONMENT

Description (1)	£000's	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)		
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	%	
MSS		0	519	632	(113)	519	0	0.0%	breakeven
Refuse Collection		4,509	905	963	(46)	917	(12)	-1.3%	overspend
School Crossing Patrol		695	119	114	0	114	5	4.2%	underspend
Regulatory Services		2,239	186	159	20	179	7	3.8%	underspend
Public Conveniences		0	0	0	0	0	0	0.0%	breakeven
Refuse Disposal		7,900	1,144	1,105	39	1,144	0	0.0%	breakeven
Streetscene		6,547	1,182	1,140	42	1,182	0	0.0%	breakeven
Cleaning & Janitorial		7,241	1,273	1,360	(87)	1,273	0	0.0%	breakeven
Catering Client		4,410	862	686	176	862	0	0.0%	breakeven
Parks & Cemeteries		668	(79)	(159)	80	(79)	0	0.0%	breakeven
Transport		1,761	253	222	31	253	0	0.0%	breakeven
Renfrewshire Wardens		2,661	459	428	31	459	0	0.0%	breakeven
Civil Contingencies Service		116	0	45	(45)	0	0	0.0%	breakeven
Maintenance		8,835	665	664	1	665	0	0.0%	breakeven
Flooding		365	23	23	0	23	0	0.0%	breakeven
Structures		307	29	48	(19)	29	0	0.0%	breakeven
Street Lighting		2,071	411	(10)	421	411	0	0.0%	breakeven
Traffic Management		1,635	182	185	(3)	182	0	0.0%	breakeven
Traffic & Transport Studies		0	0	(14)	14	0	0	0.0%	breakeven
Road Safety Training		0	0	0	0	0	0	0.0%	breakeven
Parking of Vehicles		(774)	(218)	(195)	(23)	(218)	0	0.0%	breakeven
Trunk Road		0	0	123	(123)	0	0	0.0%	breakeven
SPTA		3,355	837	837	0	837	0	0.0%	breakeven
NET EXPENDITURE		54,541	8,752	8,356	396	8,752	0	0.0%	breakeven

£000's

0.0%

0.0%

Bottom Line Position to 24 June 2016 is breakeven of

Anticipated Year End Budget Position is breakeven of



To: ENVIRONMENT POLICY BOARD

On: 24 AUGUST 2016

Report by: Director of Finance and Resources

Heading: Capital Budget Monitoring Report

1. Summary

- 1.1 Capital expenditure to 24th June 2016 totals £0.689m compared to anticipated expenditure of £0.696m for this time of year. This results in an under-spend position of £0.007m for those services reporting to this board, and is summarised in the table below:

Division	Current Reported Position	% Variance	Previously Reported Position	% Variance
Community Resources	£0.007m u/spend	1% u/spend	<i>n/a</i>	<i>n/a</i>
Total	£0.007m u/spend	1% u/spend	<i>n/a</i>	<i>n/a</i>

- 1.2 The expenditure total of £0.689m represents 3% of the resources available to fund the projects being reported to this board. Appendix 2 provides further information on the budget monitoring position of the projects within the remit of this board.
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2. Recommendations

- 2.1 It is recommended that Members note this report.

3. **Background**

- 3.1 This report has been prepared by the Director of Finance and Resources in conjunction with the Chief Executive and the Director of Community Resources.
- 3.2 This is the first capital budget monitoring to members in 2016/17 and it details the performance of the Capital Programme to 24th June 2016, and is based on the Capital Investment Programme which was approved by members on 3rd March 2016, adjusted for movements since its approval. Appendix 1 lists the approved projects for information.

4. **Budget Changes**

- 4.1 Since the capital budget was approved budget changes totalling £3.619m have arisen which are detailed in Appendix 1.

Implications of the Report

1. **Financial** – The programme will be continually monitored, in conjunction with other programmes, to ensure that the available resources are fully utilised and that approved limits are achieved.
2. **HR & Organisational Development** – none.
3. **Community Planning** –
Greener - Capital investment will make property assets more energy efficient.
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. 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

- (a). Capital Investment Programme 2016/17 & 2017/18 – Council, 3rd March 2016.

The contact officers within the service are:

- Debbie Farrell (Financial & Resource Services Manager, Community Resources)

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Environment - Appendix 1

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: ENVIRONMENT

Project Title	Approved Programme @03/03/16	Current Programme MR 3
Department: Community Resources		
Cycling, Walking & Safer Streets - Outwith Travel Plans	191	191
Vehicle Replacement Programme	1,500	1,514
Bridge Assessment/Strengthening	1,400	1,439
Roads/Footways Upgrade Programme	3,000	2,978
Lighting Columns Replacement	0	278
Traffic Management	0	5
LED Street Lighting Strategy	11,000	11,003
Parks Improvement Programme	0	2,250
Community Halls & Facilities Improvement Programme	3,000	3,000
Improving Community Safety (CCTV)	0	27
North Renfrew Flood Prevention Scheme	0	298
Free School Meals (Capital)	0	16
Strathclyde Partnership Transport	0	710
Total Community Resources	20,091	23,710
TOTAL ENVIRONMENT BOARD	20,091	23,710

Appendix 2

CAPITAL PROGRAMME 2016/17 - BUDGET MONITORING REPORT TO 24 JUNE 2016 (£000s)

POLICY BOARD Department	Council Approved Programme	Current Programme	Share of Available Resources	Year to Date Budget to 24-Jun-16	Spent to 24-Jun-16	Variance to 24-Jun-16	% variance	Unspent Cash Flow For Year	% Cash Spent
<i>Environment</i> Community Resources	20,091	23,710	23,710	696	689	7	1%	23,021	3%
TOTAL	20,091	23,710	23,710	696	689	7	1%	23,021	3%



To: ENVIRONMENT POLICY BOARD

On: 24 AUGUST 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: OPERATIONAL PERFORMANCE REPORT

1. Summary

- 1.1 Community Resources brings together a range of council services and activities, with both strategic and operational responsibilities. This report provides an operational performance update on the services and key projects delivered by Community Resources during the period 1 April 2016 to 24 June 2016.
-

2. Recommendations

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

3. Background

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

4. Renfrewshire Community Safety Partnership

4.1 Vehicle Emissions Testing

This bi-annual testing event took place in March 2016. Community Safety Wardens, working in partnership with Licensing Officers and Police Scotland, carried out emissions testing on light vehicles entering the Air Quality Management Area in Paisley town centre. In total, 356 vehicles were tested (including 52 taxis and private-hire vehicles), with 6 fails resulting in the issuing of Fixed Penalty Notices to the drivers. There were also 5 warnings issued due to minor defects.

4.2 Noise Action Week

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

4.3 Rapid Response Team

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

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

4.4 Community Clean Ups

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

4.5 Linwood Community Sponsorship initiative

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

4.6 Street Stuff

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

4.7 Purple Flag

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

5. Regulatory Services

Trading Standards

5.1 Operation Monarda

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

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

5.2 Environmental Improvements

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

6 Amenity Services Waste

6.1 Linwood Moss Landfill Site

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

6.2 Changes to Household Waste Recycling Centres

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

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

7. Amenity Services, StreetScene & Land Services

7.1 StreetScene Services

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

7.2 Land Services

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

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

8.1 Roads Capital Programme, 2016/17

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

8.2 Street Lighting – LED Investment Programme

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

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

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

9. Facilities Management

9.1 Facilities Management (Soft Services)

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

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

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

10. Cross Service Activity

10.1 Spring/Summer Events, 2016

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

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

11. Performance Update – Indicators and Targets

11.1 The table below summarises target and actual performance for key performance indicators and benchmarking targets under each of the key change themes for 2016/17.

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

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

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

11.2 Supporting Information

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

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

9 month to a 12 month comingled service provision.

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

12. Quality, Training and Development

- 12.1 Training and development of our workforce is a key priority within Community Resources. It ensures that our workforce is equipped with the appropriate skills and gains the experience necessary to deliver services safely, efficiently and effectively. 12 Community Resources' employees have achieved an SVQ since April 2016.

Implications of the Report

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

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

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

Empowering our Communities – Community Resources is actively working with community groups to encourage participation to help improve local communities.

Greener - working in partnership with the community to deliver a cleaner Renfrewshire. Promoting and encouraging waste minimisation through reducing, reusing and recycling. Reducing carbon emissions, through the implementation of LED streetlights and electric and low carbon vehicles within the council fleet.

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

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

4. **Legal** – None.
5. **Property/Assets** – None.
6. **Information Technology** – None.
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.

List of Background Papers: None

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To: ENVIRONMENT POLICY BOARD

On: 24 August 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: Public Protection Service – Operational Service Plan, 2016-19

1. Summary

- 1.1 The Operational Service Plan attached as Appendix 1 to this report sets out the operational actions and targets for the Public Protection Service as delivered through Community Resources for the 3 year period covering 2016 – 2019. Some of the functions covered under Public Protection include food safety, Health and Safety in the workplace, pollution control, public health, housing disrepair, product safety, consumer complaints, dog warden, pest control, civil contingencies, community safety and the enforcement of parking, littering, dog fouling and commercial waste.
- 1.2 Some of the public protection service activities as provided are statutory functions and in particular the attached Service Plan also incorporates the statutory Business Regulation Service Plan 2016/17 for Food Safety Enforcement and Health & Safety Enforcement. While this Operational Service Plan has been prepared and presented to Policy Board on an annual basis for a number of years, this is the first time it has been incorporated into a wider Public Protection Operational Service Plan in this way.
- 1.3 It is hoped that that new approach will better demonstrate the co-ordinated working that happens across all of the services delivered by Public Protection day to day and give a better and wider context to the work carried out by the statutory services included within Public Protection.
- 1.4 The services covered under Public Protection include:
 - Business Regulation;
 - Environmental Improvements;
 - Trading Standards and Licensing;
 - Civil Contingencies; and

- Renfrewshire Community Safety Partnership.

1.5 The Operational Service Plan is structured into four main sections:

- Introduction and overview;
- Action Plan;
- Performance Indicator Scorecard; and
- Service appendices.

1.6 The indicators within the scorecard will be monitored on a regular basis and will be incorporated within the 6 monthly reporting process for the Public Protection Operational Service Plan.

1.7 Many of the actions are short or medium term actions until the end of the financial year (March 2017). However, it should be noted that many are cyclical and will occur every year and these have been noted in the action dates.

2. Recommendations

2.1 It is recommended that the Environment Policy Board approves the Public Protection Operational Service Plan 2016/17 – 2018/19, incorporating the statutory Business Regulation Service Plan 2016/17 for Food Safety Enforcement and Health & Safety Enforcement.

3. Background

3.1 The Public Protection Service is one of Renfrewshire Council's key services in ensuring the safety and wellbeing of residents, visitors and employees within the Renfrewshire Area.

3.2 The key responsibilities of Public Protection include:

- Protecting public health and community safety through the Renfrewshire Community Safety Partnership;
- Delivering a comprehensive civil contingencies capability across the communities of Renfrewshire, Inverclyde and East Renfrewshire which responds to, prepares for and recovers from disruptive events;
- Providing environmental protection support to improve private sector housing standards and conditions in houses in multiple occupation;
- Implementation of the Council's Contaminated Land Strategy and the maintenance of air quality across Renfrewshire;

- Providing occupational health and safety enforcement and food hygiene inspections in relevant work premises to protect employees, workers and the general public within Renfrewshire;
 - Providing consumer protection through Trading Standards.
- 3.3 The key priorities included within the action plan of the Public Protection Operational Plan are based on the revised Renfrewshire Council Plan 'A Better Future, A Better Council':
- A Better Future: Place
 - Driving physical and economic regeneration
 - Building on our culture and heritage
 - Protecting the public
 - Creating a sustainable Renfrewshire
 - A Better Future: People
 - Reducing the level and impact of poverty
 - Raising attainment and closing the attainment gap
 - Supporting and sustaining people into employment
 - Improving care, health and wellbeing
 - A Better Council
 - Supporting our employees
 - Continuing to be a well-run council
- 3.4 Some of the functions covered under Public Protection include food safety, Health and Safety in the workplace, pollution control, public health, housing disrepair, product safety, consumer complaints, dog warden, pest control, civil contingencies, Community Safety and the enforcement of parking, littering, dog fouling and commercial waste.
- 3.5 There are 39 distinct actions detailed in the Operational Service Plan. Each action is detailed with a due date for delivery, a responsible officer and the desired outcome in meeting this action.
- 3.6 Performance will be measured through a scorecard of indicators. Some of the indicators proposed have been in place for some time, although a number of new indicators are proposed to enhance performance monitoring.
- 3.7 Where possible, the scorecard details the performance over the previous 2 years and the target for 2016/17.
- 3.8 The statutory Business Regulation Service Plan (2016/17) is included as appendix 3.1 and covers Food Safety Enforcement and Health & Safety Enforcement in a format recognised and required by statutory agencies and inspectors.
-

Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** – none
3. **Community Planning**
A Greener Renfrewshire – The Operational Plan will highlight actions/outcomes for Community Resources to continue to improve the environment and contribute to the outcomes of a Greener Renfrewshire.

Safer and Stronger – the Public Protection Service contributes towards Renfrewshire being a safe and secure place for those living, working or visiting the area, using intelligence-led joint tasking arrangements. It addresses anti-social behaviour & crime and supports youth diversionary and educational programmes.
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.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** - none

List of Background Papers - None

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Public Protection

Operational Service Plan

**Community
Resources**

2016-2019

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Section 1: Introduction & Overview

1.1 Purpose of the Operational Plan

- 1.1.1 This plan sets out the operational actions and targets for the Public Protection Service of Community Resources covering the period 2016-2019 and outlines what the service intends to achieve based on the resources available.

1.2 Strategic Context

- 1.2.1 It does this in support of the Council's strategic priorities which are established in the:
- Community Plan/ Local Outcome Improvement Plan (LOIP), and
 - The Council Plan.
- 1.2.2 The Community Plan and Council Plan share a vision for Renfrewshire which is: "Working together to make Renfrewshire a fairer, more inclusive place where all our people, communities and businesses thrive".
- 1.2.3 The Community Plan/LOIP was formally approved by the Council in June 2013 and sets out an ambitious vision for Renfrewshire. Six community planning thematic boards have been formed to deliver the commitments made by the community planning partners under each of the six themes:
- Children and young people;
 - Jobs and the economy;
 - Community care, health and well-being;
 - Safer and stronger Renfrewshire;
 - Greener Renfrewshire; and
 - Empowering our communities.
- 1.2.4 The Council Plan, *A Better Future, A Better Council* was refreshed in December 2015 and the new priorities outline how Renfrewshire Council will contribute to delivering improved outcomes for local people, communities and businesses. These priorities are embedded in Community Resources' strategic planning framework with the activities as detailed in the Service Improvement Plan, aligned to the Council Plan to ensure we are delivering the Council's priorities.
- 1.2.5 This Operational Plan for the Public Protection Service of Community Resources covers the year 2016/17. It outlines the operational priorities that the service will deliver to achieve the wider service outcomes outlined in the 2016-2019 Service Improvement Plan.

1.3 Operational Plan Structure

1.3.1 The Plan is structured around four main sections:

1. Introduction and Overview;
2. An Action Plan;
3. A Performance Indicator Scorecard;
4. Service Appendices.

1.3.2 The Introduction and Overview section covers the strategic context of the plan, the structure of the plan, how the plan will be monitored and a brief service overview.

1.3.3 The Action Plan is the core of the operational plan. It sets out the priorities being addressed, the key tasks to be implemented, the officers responsible for achieving the key tasks, the implementation timetable, and the outcomes against which progress will be measured. The action plan can be found in Section 2.

1.3.4 The Performance Indicator Scorecard sets out the framework for how the operational plan will be monitored. It links performance indicators to actions and desired outcomes and includes the previous 3 year performance values and the 2016/17 performance target. The scorecard can be found in Section 3.

1.3.5 The performance indicator scorecard and the action plan are both monitored using the Council's performance management system, Covalent.

1.3.6 The Service Appendices section of the plan provides useful supplementary information relevant to the service.

1.3.7 The appendices can be found in Section 4.

1.4 Monitoring the Plan

- 1.4.1 A six monthly monitoring report, showing the progress achieved on the plan will be delivered to the Public Protection Service Management Team in November 2016 and summarised to the Community Resources Senior Leadership Team as part of an overall operational planning progress report. A final outturn report on the plan will be prepared as part of the refresh of the Operational Plan early in 2017/18.

1.5 Service Overview

- 1.5.1 The Public Protection Service of Community Resources has responsibility for delivering many of the enforcement and regulatory activities required of the Council. The service also has responsibility for civil contingency arrangements and the Renfrewshire Community Safety Partnership which delivers services from the new Community Safety Hub in Paisley. Key responsibilities include:

Business Regulation

- 1.5.2 Community Resources Business Regulation Team is responsible for the provision of statutory Regulatory services on behalf of the Council in relation to Food Safety, Food Standards and Health & Safety at Work. These areas of work are delivered under guidance issued by Food Standards Scotland (FSS) and the Health and Safety Executive (HSE). In addition to statutory functions, the team offer guidance and support to local businesses and consumers. The team also carry out port health functions at Glasgow Airport. The Business Regulation Team also carry out work on behalf of Scotland Excel as Renfrewshire Council acts as the servicing Authority for them. A separate Food Service Plan requires to be prepared for approval by the Environment Policy Board as part of the Council's Framework Agreement with Food Standards Scotland. The Food Service Plan is attached as an appendix to this document.

Environmental Improvements

- 1.5.3 The Environmental Improvements Team meet the statutory duties placed upon the council by public health based legislation, covering such areas as statutory nuisances including: commercial noise; insects; odours; defective drainage; housing disrepair; licensing for houses in multiple occupation; and regulation of private water supplies. The team are also involved in undertaking the Council's duties regarding local air quality management, contaminated land and enforcement duties associated with the registration of private landlords.
- 1.5.4 The Environmental Improvements team are also extensively involved with redevelopment works on brownfield land undertaken through the planning process and work closely with developers to ensure that sites are remediated to a level which is suitable for their intended use. This is evident through redevelopment of the former ROF site at Bishopton. Many of the tasks undertaken by the team contribute to minimising corporate risks as well as meeting Community Planning and Council Plan objectives.

Trading Standards and Licensing

- 1.5.5 The Trading Standards and Licensing Team fulfil the statutory obligations imposed upon the Council by a wide variety of criminal consumer protection legislation, covering areas such as: weights and measures; product safety; product descriptions and counterfeiting; pricing; age-restricted products; animal health; and animal feeding stuffs. In addition, the team contributes to a number of non-statutory Council and Community Planning objectives, such as supporting local businesses through the Best Bar None scheme and protecting vulnerable people from scams.

- 1.5.6 Trading Standards advise Renfrewshire businesses on changes in legislation, and support them in meeting their responsibilities to ensure Renfrewshire businesses flourish. Officers also provide civil advice to Renfrewshire residents on their consumer rights and assist them in resolving complaints.

Civil Contingencies

- 1.5.7 The Civil Contingencies team delivers a comprehensive civil contingency capability across the communities of Renfrewshire, Inverclyde and East Renfrewshire which responds to, prepares for and recovers from disruptive events. The service also ensures that business continuity arrangements are in place to ensure continuation of service delivery in emergency situations.

Renfrewshire Community Safety Partnership

- 1.5.8 The Renfrewshire Community Safety Partnership delivers services from the new Community Safety Hub in Paisley to make Renfrewshire a safer and cleaner place for people to live in, work in and visit, working with a range of partners, including:

- Police Scotland
- NHS Greater Glasgow and Clyde
- The Procurator Fiscal
- St Mirren Football Club
- Scottish Fire and Rescue Service
- The Children's Reporter
- Engage Renfrewshire

- 1.5.9 The partnership deals with complaints about anti-social behaviour, such as:

- Neighbour disputes
- Domestic noise
- Vandalism
- Dog nuisance
- Drug dealing
- Youth disorder
- Graffiti
- Pest control

- 1.5.10 The service also investigates complaints and issues fixed-penalty fines, where appropriate, in relation to:

- Littering
- Breaches of the smoking ban
- Fly-tipping
- Abandoned vehicles
- Dog fouling
- Fly-posting
- Vehicle engine idling and illegal emissions

- 1.5.11 Renfrewshire Community Safety Partnership also helps local groups to organise litter clean-ups and advises schools and community groups about issues such as litter, dog fouling and fly-tipping. The partnership provides residents and businesses with graffiti clean-up kits and advises them about disposing of their waste properly. During the winter months, the partnership assists local residents and groups to clear snow and to grit pavements.

Section 2: Action Plan

- 2.1 The action plan, which follows, is integral to the success of the Public Protection Service Operational Plan and details: the priorities being addressed; the key tasks to be implemented over the plan period; the implementation timetable and the outcomes against which progress can be measured. The structure of this action plan mirrors the Community Resources Service Improvement Plan, demonstrating how operational plans help deliver the priorities of the Service Improvement Plan, which in turn help achieve the priorities of the Council Plan and Renfrewshire's Community Plan. This forms part of the process of cascading the Council's priorities throughout the organisation. It also provides the means to integrate the various other operational plans and action plans.
- 2.2 A six monthly monitoring report, showing the progress achieved on the plan will be delivered to the Public Protection Service Management Team in November 2016 and summarised to the Community Resources Senior Leadership Team as part of an overall operational planning progress report. A final outturn report on the plan will be prepared as part of the refresh of the Operational Plan early in 2017/18.

A Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
Outcome: Driving Physical and Economic Regeneration				
1	Update the approach to community safety to support the Business Improvement District (BID) action plan for the aspiration to achieve Purple Flag status	31 Mar 2017	Environmental Enforcement Manager	A raised profile and an improved public image in Paisley town centre through: <ul style="list-style-type: none"> • Wider patronage • Increased expenditure • Lower crime and anti-social behaviour • A more successful mixed-use economy
2	Investigate further funding opportunities for the Stalled Spaces programme	31 Mar 2017 (Annual)	Environmental Enforcement Manager	Improved health, well-being and community engagement by supporting community groups to be proactive in achieving improvements within their town or local centre
3	Provide support to new traders in Renfrewshire (Partners: Economic Development; SCOTSS; CTSI)	31 Mar 2017 (Annual)	Trading Standards, Environmental Improvements, Business Regular and Environmental Enforcement Managers	New businesses will be compliant with relevant legislation and provide a quality service to Renfrewshire's residents.
4	Introduce new categories to Best Bar None Renfrewshire to reinvigorize local interest (Partners: SBRC; SCOTSS)	31 Jan 2017	Trading Standards Manager	Standard of licensed venues in Renfrewshire is raised. Local venues which show best practice are recognised
5	Review and update the Council's contaminated land strategy for 2015-2021	31 Mar 2017	Environmental Improvements Manager	Contaminated land within Renfrewshire is dealt with through a methodical, risk based approach.

Public Protection Operational Service Plan 2016-2019 - Action Plan

A Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
Outcome: Building on our Culture and Heritage				
6	Work in partnership with UWS and the Paisley 2021 Bid Team to carry out community engagement through the conversion of one of the existing Street Stuff buses to a culture bus	31 Oct 2016	Community Safety Manager	Wider engagement across Renfrewshire for the 2021 Bid
Outcome: Protecting the Public				
7	Maximise the benefits achieved from the establishment of Renfrewshire Community Safety Partnership including the review of procedures and protocols.	31 Mar 2017	Community Safety, Community Hub and Environmental Enforcement Managers	Updated management arrangements and protocols are in place for Renfrewshire Community Safety Partnership, ensuring services are delivered effectively and efficiently and adaptable to change.
8	Deliver Building Safer Greener Communities programmes across identified hotspot locations	31 Mar 2017 (Regular)	Public Protection Management Team	Communities are safer and more pleasant environments.
9	Maximise the benefits of having the digital Radiolink system with connectivity to the CCTV control room	31 Mar 2017	Community Hub Manager	Contributes to the public's perception of safety across Renfrewshire, whilst contributing to the Purple Flag application process
10	Implement the Renfrewshire Responsible Dog Ownership Strategy.	30 Sept 2016	Environmental Enforcement Manager	Increase the uptake of micro-chipping of dogs in Renfrewshire. Issues relating to dog fouling are reduced.
11	Promote the Trusted Trader scheme to hard to reach groups (Partners: Dundee City Council; East Renfrewshire Council)	31 Mar 2017	Trading Standards Manager	More consumers have access to the Trusted Trader scheme

A Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
12	Carry out market surveillance to ensure safe products being sold in Renfrewshire Particular focus will be given to children's furniture, electrical adaptors, carbon monoxide detectors and products imported at Glasgow Airport (Partners: AGS Ltd; GSS; SCOTSS)	31 Mar 2017 (Annual)	Trading Standards Manager	Improve consumer confidence and create a level playing field for business in Renfrewshire
13	Ensure all businesses can trade fairly through investigation of sectors which require high value deposits to secure contracts and offer advice and support to ensure compliance (Partners; CTSI; CMA; SCOTSS)	31 Mar 2017 (Annual)	Trading Standards Manager	A level playing field will be established for businesses in Renfrewshire
14	Carry out visits to advise businesses where lone work is undertaken	31 Mar 2017	Business Regulation Manager	Reduce the risk of violence/incidents involving lone workers
15	Carry out special interventions to businesses in the 'at risk' category of premises regarding occupational asthma	31 Mar 2017	Business Regulation Manager	Reduce the risk of occupational illness due to asthma
16	Carry out special interventions to tackle issues regarding falls from height in business premises	31 Mar 2017	Business Regulation Manager	Reduce the risk of injury to workers from falls
17	Carry out special interventions for safety in swimming pools and spas where Health & Safety enforced by Local Authority	30 Nov 2016	Environmental Improvements and Business Regulation Managers	Reduce the risk to employees and the public from Health & Safety and Public Health incidents at swimming pools and spas.
18	Promote awareness of carbon monoxide and fire detection systems in private rented premises	31 Mar 2017	Environmental Improvements Manager	All privately rented properties have satisfactory detection systems for carbon monoxide and fire.

Public Protection Operational Service Plan 2016-2019 - Action Plan

A Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
19	Produce a progress report on the Paisley Town Centre 2013 Air Quality Action Plan. This will include a review of progress with existing measures within the Plan and consideration of potential new measures where it is necessary to further improve air quality within the Air Quality Management Area.	31 Mar 2017	Environmental Improvements and Environmental Enforcement Managers	Improved air quality within the Paisley Town Centre Air Quality Management Area.
20	Promote private landlord registration and ensure HMO standards are met within licensed premises. (Partners: Legal Services; SFRS; Police Scotland)	31 Oct 2016 (Annual)	Environmental Improvements and Trading Standards Managers	Reduce the number of unlicensed private landlords within Renfrewshire, improving living standards within HMO accommodation
21	Create and deliver a Council Incident Officer training programme for chief officers	30 June 2016 (Annual)	Senior Civil Contingencies Officer	Organisational Resilience - All officers with a resilience role are equipped with the means to carry out the role effectively and efficiently
22	Create packs that contain emergency management support materials to meet the needs of CMT and distribute to all chief officers	30 Sept 2016 (Annual refresh)	Senior Civil Contingencies Officer	Organisational Resilience - All officers with a resilience role are equipped with the means to carry out the role effectively and efficiently
23	Deliver to the Corporate Management Team an overview version of the current elected members' training to ensure an understanding of their role during incidents	31 Mar 2017	Senior Civil Contingencies Officer	Organisational Resilience - Services/Departments are aware of their duties during disruptive events
24	Facilitate a media training event for chief officers, including live interaction in simulated interviews and press conferences etc.	31 Aug 2016	Senior Civil Contingencies Officer	Organisational Resilience - Services/Departments are aware of their duties during disruptive events
25	Facilitate strategic exercise	31 Oct 2016 (Annual)	Senior Civil Contingencies Officer	Organisational Resilience - Services/Departments are aware of their duties during disruptive events












A Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
26	Develop Procedures for Activation and Maintenance of Major Incident Coordination Centre	31 Dec 2016	Senior Civil Contingencies Officer	Organisational Resilience - Councils and their partners are confident that they have the means to deal with disruptive events
27	Deliver Council marauding terrorist firearms attack exercise	31 Mar 2017	Senior Civil Contingencies Officer	Organisational Resilience - Councils and their partners are confident that they have the means to deal with disruptive events
28	Deliver Corporate Communications Exercise	31 Oct 2016	Senior Civil Contingencies Officer	Organisational Resilience - Effective communication links across the Council are developed and maintained
29	Develop Council Incident Officer Site Liaison Arrangements	31 Mar 2017	Senior Civil Contingencies Officer	Business resilience - Effective links with businesses are developed and maintained
30	Develop Community Recovery Guidance	31 Jan 2017	Senior Civil Contingencies Officer	Community Resilience - Communities are aware of the role of the Council and our partner organisations during disruptive events
Outcome: Creating a Sustainable Renfrewshire				
31	Develop community engagement and articulate how the community can 'Do Your Bit' across Renfrewshire	31 Mar 2017	Environmental Enforcement Manager	Building community capacity to take action in problem areas

A Better Future: People				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
Outcome: Reducing the Level and Impact of Poverty				
32	Implement a process for third party applications to the Private Rented Housing Panel where Repairing Standard failures are identified within the private rented housing sector (Partners: Private Rented Housing Panel).	30 Nov 2016	Environmental Improvements Manager	The physical standards of property within the private rented sector are improved and landlords comply with legal obligations
A Better Council				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
Outcome: Supporting our Employees				
33	Support the Council's new Organisational Development Strategy including: recruitment; training and development; and performance appraisal	31 March 2017	Public Protection Management Team	Employees have the skills and knowledge to carry out their roles efficiently and effectively
34	Further improve absence management performance to deliver a sustained absence level of under 4% through continued use of the Council's Supporting Attendance policy.	31 March 2017 (Annual)	Public Protection Management Team	Our employees are healthy, safe and well.
Outcome: Continuing to be a Well Run Council				
35	Introduce revised procedures for debt recovery for fixed penalty fines	31 March 2017	Environmental Enforcement Manager	Income is maximised.
36	Review and improve the quality of the information available on the Renfrewshire Council website relating to the work and service delivery of the Public Protection service and encourage better community engagement	31 Mar 2017 (Regular)	Public Protection Management Team	The public are better informed of the services we deliver

A Better Future: People				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
37	Work in partnership with the Improvement and Development team to ensure a robust customer satisfaction policy is in place, including using the Public Services Panel	31 Mar 2017	Public Protection Management Team	Customer feedback is used to improve service delivery
38	Develop a business case for the future development of the Community Safety Partnership Hub	31 Mar 2017	Head of Public Protection	Improved public protection arrangements are in place for Renfrewshire
39	Develop systems and processes for making better use of technology using mobile solutions and enhanced production of reporting management information	31 Mar 2017	Public Protection Management Team	Services are delivered more efficiently and effectively

Section 3: Scorecard

- 3.1 This scorecard of performance indicators for the Public Protection Service ensures that the impact of the actions carried out can be measured. As with the action plan, the structure of this scorecard reflects the Community Resources Service Improvement Plan, demonstrating how operational plans help deliver the priorities of the Service Improvement Plan, which in turn help achieve the priorities of the Council Plan and Renfrewshire's Community Plan. This forms part of the process of cascading the council's priorities throughout the organisation. It also provides the means to integrate the various other operational plans and scorecards.
- 3.2 The indicators within the scorecard will be monitored on a regular basis and will be incorporated within the 6 monthly reporting process of the Public Protection Service Operational Plan. The status indicator within the plan reflects performance on the indicator when last reported in relation to 2015/16 data.

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





- 3.8 A number of the indicators provide contextual information upon which performance is based. These indicators do not have a target and simply record the value in terms of numbers of instances of occurrences. These indicators are:

CR.PP.14 a-c; CR:PP.25a-c; SOA.13.CR.04; SOA.13.CR; 05a-b;
SOA.13.CR.006; and CR.PP.04a-b.







CR - Public Protection Operational Plan 2016-2019 PI Scorecard

1. A Better Future: Place 03: Protecting the Public



Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Target	Target
SOA08.09o	Percentage of adults who agree that Renfrewshire is a safe place to live.		80%	83%	86%	83%		84%
SOA09.121 8a	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".		79%	83%	79%	85%		86%
CR.PP.07	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service		1,887	2,200	2,407	1,800		1,700
CR.PP.14	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site		0.46	1	0.53	1		1
CR.PP.03a	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating		New from 2015/16		97.3%	97%		97%
CR.PP.03b	Food Safety - % of broadly compliant food premises based on food business risk assessment scores		85.7%	90%	83.3%	86%		86%
CR.PP.01a	% of air quality monitoring sites which exceed nitrogen dioxide limits		24%	22%	Data not yet available	22%		22%
CR.PP.01b	Air quality - average nitrogen dioxide value of monitoring sites exceeding limits		44.9	46	Data not yet available	46		45
CR.PP.01	Air Quality - Annual average PM10 value across all continuous monitoring sites		New from 2016/17					18ug/m³

Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
CR.PP.01d	Maintain frequency of air quality monitoring across Renfrewshire in line with Scottish Government guidance		100%	100%	100%	100%	100%	100%
CR.PP.05a	% of cases referred to the mediation service which are assessed within 10 working days		100%	100%	100%	100%	100%	100%
CR.PP.05b	% of Community Safety Investigators' covert/overt surveillance assessments completed within 3 working days		100%	100%	100%	100%	100%	100%
CR.PP.05d	% of mediation agreements maintained after 12 week monitoring period		43.75%	75%	100%	75%	75%	75%
CR.PP.13a	% of low priority pest control calls where initial contact is made within timescale		99%	100%	98%	100%	100%	100%
CR.PP.13b	% of high priority pest control calls where initial contact is made within timescale		98%	100%	98.4%	100%	100%	100%
CR.PP.14a	Number of domestic noise complaints settled without the need for attendance on site		631	n/a	608	n/a	n/a	n/a
CR.PP.14b	Number of domestic noise complaints requiring attendance on site.		492	n/a	594	n/a	n/a	n/a
CR.PP.14c	Total number of domestic noise complaints dealt with - under Part V of the Anti-Social Behaviour etc (Scotland) Act 2004		1,123	n/a	1,202	n/a	n/a	n/a
CR.PP.25a	Number of minor assaults in Renfrewshire		1,699	n/a	1,754	n/a	n/a	n/a
CR.PP.25b	Number of drug crimes in Renfrewshire		1,992	n/a	1,993	n/a	n/a	n/a
CR.PP.25c	Number of crimes of vandalism in Renfrewshire		1,397	n/a	1,480	n/a	n/a	n/a
CR.PP.26a	Civil Contingencies - % of Business Impact Analyses updated per Directorate		New from 2016/17				100%	

Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
CR.PP.26b	Civil Contingencies - % of Directorate Business Continuity Plans updated		New from 2016/17				100%	
CR.PP.26c	Civil Contingencies - % of officers identified in the Incident Management Contacts Directory trained in a resilience role		New from 2016/17				100%	
CR.PP.26d	Civil Contingencies - % of CRMT members and deputies trained to undertake the 'Council Incident Officer' role		New from 2015/16		89%	100%	100%	
CR.PP.26e	Civil Contingencies - % of participating officers achieving 'pass' criteria in 6-monthly Call-Cascade Communications Exercise		New from 2015/16		81%	100%	100%	
CR.PP.26f	Civil Contingencies - % of identified businesses engaged with, to develop resilience arrangements		New from 2015/16		100%	100%	100%	
CR.PP.26g	Civil Contingencies - % of Multi-Agency Incident Response Guides updated in line with agreed timescales		New from 2015/16		100%	100%	100%	
CR.PP.26h	Civil Contingencies - % of Multi-Agency Incident Response Guides developed for newly identified sites		New from 2015/16		100%	100%	100%	
CR.PP.26i	Civil Contingencies - % of Community Councils actively engaged with, in the furtherance of community resilience initiatives		New from 2015/16		100%	100%	100%	
CR.PP.26j	Civil Contingencies - % of members trained in 'the role of an Elected Member during an incident' within the last two years		New from 2016/17				100%	
HPCHART ER19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.		91.6%	n/a	92.1%	n/a	n/a	
CR.PP.07a	Antisocial Behaviour: % of cases passed to Community Safety Investigators where contact is made within 3 working days		99.43%	100%	99.4%	100%	100%	
CR.PP.07b	Antisocial Behaviour: % of cases passed to Community Safety Investigators where contact is made with neighbours within 5		98.68%	100%	99%	100%	100%	



Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
	working days							
CR.PP.07c	Antisocial Behaviour: % of cases passed to Community Safety Investigators where other agencies were consulted within 5 working days		100%	100%	100%	100%	100%	100%
CR.PP.07d	Antisocial Behaviour: % of cases passed to Community Safety Investigators where the person being complained about is contacted within 10 working days		95.45%	100%	96%	100%	100%	100%
CR.PP.07e	Antisocial Behaviour: % of cases passed to Community Safety Investigators which are monitored for 12 weeks		100%	100%	100%	100%	100%	100%
SOA09.091 4a	Number of crimes of violence		257	390	250	252	245	245
SOA13CR. 01	% reduction in one year reconviction frequency rate		45%	46%	43%	45%	43%	43%
SOA13CR. 02	% reduction in the perception of the local drug dealing/use in neighbourhoods		16%	12%	Data not yet available	11%	11%	11%
SOA13CR. 03	% of residents stating they feel 'very safe' or 'fairly safe' when at home alone at night and when walking alone in the neighbourhood after dark		88%	84%	Data not yet available	84%	85%	85%
SOA13CR. 04	Number of reported incidents of anti-social behaviour (combined Council and Police data)		12,177	17,553	12,616	11,489	16,277	16,277
SOA13CR. 05a	Total number of reported incidents of domestic abuse		2,230	2,431	2,145	2,431	2,400	2,400
SOA13CR. 05b	Number of reported incidents of domestic abuse per 100,000 of population		1,280	1,432	1,229	1,432	1,400	1,400

	2016-2019
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Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
SOA13CR.06	Number of complaints regarding vandalism and youth disorder		2,627	2,750	3,244	2,614	2,575	
SOA13CR.07a	Detection rates for hate crimes and offences		86%	85%	79.9%	86%	86%	

	2016-2019
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1. A Better Future: Place **04: Creating a Sustainable Renfrewshire**

Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
CR.PP.27	% of flytipping incidences investigated and uplifted by the Rapid Response Team within one working day.		New from 2016/17					100%
CR.PP.29	No. of community clean-up events supported by Community Resources		New from 2016/17					150






2. A Better Future: People **06: Raising Attainment and Closing the Attainment Gap**

Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
CR.PP.06c	Number of recorded attendances at Street Stuff activities		25,163	n/a	37,269	32,000		50,000
CR.PP.06a	Number of volunteers assisting with Street Stuff activities		14	n/a	23	n/a		30
CR.PP.06b	Number of employment opportunities created through Street Stuff activities		13	n/a	16	n/a		20

	2016-2019
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3. A Better Council














09: Supporting our Employees

Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
CR.PP.15a	Renfrewshire Community Safety Partnership - absence %		6.7%	4%	7%	4%	4%	4%
CR.PP.15b	Regulatory Services - % absence		1.3%	4%	0.4%	4%	4%	4%
CR.PP.15d	% of Renfrewshire Community Safety Partnership employees having completed IDPs (from MDP/MTIPD)		New from 2015/16		76.1%	100%	100%	100%
CR.PP.15e	% of Regulatory Services employees having completed IDPs (from MDP/MTIPD)		86.9%	100%	92%	100%	100%	100%
CR.PP.30	Public Protection Service - overtime costs as a % of budgeted basic employee costs		New from 2016/17					


3. A Better Council

10: Continuing to be a Well Run Council

Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
CR.PP.02a	Trading Standards - consumer complaints completed within 14 days		81.1%	82%	87.4%	82%	82%	82%
CR.PP.02b	Trading Standards - business advice requests completed within 14 days		100%	100%	100%	100%	100%	100%

Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
CR.PP.04a	Cost of Trading Standards per 1,000 of population		£2,898	n/a	Data not yet available	n/a	n/a	n/a
CR.PP.04b	Cost of Environmental Health per 1,000 of population		£21,179	n/a	Data not yet available	n/a	n/a	n/a
CR.PP.01c	% of service requests concerning air quality related issues responded to within 3 working days of receipt		100%	95%	95.77%	95%	95%	95%
CR.PP.16a	Customer satisfaction rating for Trading Standards - Business Advice Service		Being developed	Being developed				
CR.PP.16b	Customer satisfaction rating for Business Regulation Inspections		Being developed	Being developed				
CR.PP.16c	Customer satisfaction rating for Environmental Improvements		Being developed	Being developed				
CR.PP.16d	Customer satisfaction rating for Renfrewshire Community Safety Partnership		Being developed	Being developed				
CR.PP.16e	Customer satisfaction rating for the noise complaints service		Being developed	Being developed				
CR.PP.16f	Customer satisfaction rating for the pest control service		Being developed	Being developed				
CR.PP.17	% of programmed food hygiene inspection visits carried out within target		n/a	100%	99%	100%	100%	100%
CR.PP.19	% of notified cases of infectious diseases responded to within 2 working days		n/a	100%	100%	100%	100%	100%
CR.PP.20	% of Food and Health and Safety complaints and service requests responded to within 2 working days of receipt		100%	100%	100%	100%	100%	100%
CR.PP.21	% of service requests in relation to public health and housing responded to within 3 working days		97%	96%	98.7%	96%	96%	96%

	2016-2019
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Code	Short Name	Status	2014/15		2015/16		2016/17	
			Value	Target	Value	Target	Value	Target
CR.PP.22	% of service requests relating to Houses in Multiple Occupation and Private Landlord Registration responded to within 3 working days		100%	98%	96%	98%	98%	98%
CR.PP.31a	Public Protection Service - % of front line resolutions dealt with within timescale		100%	100%	75%	100%	100%	100%
CR.PP.31b	Public Protection Service - % of complaint investigations dealt with within timescale		75%	100%	100%	100%	100%	100%

Section 4: Appendices

Information provided in the Service Appendices section of the plan provides useful supplementary information relevant to the service.

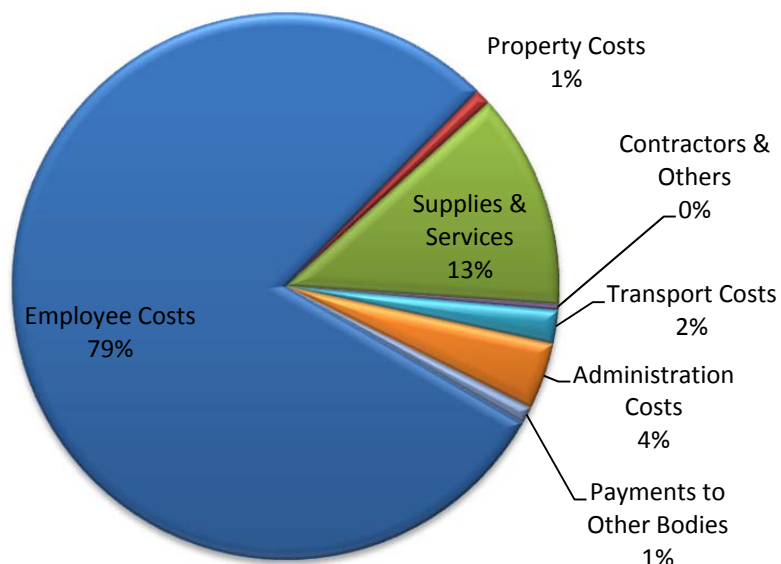
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Appendix 1: Glossary

GLOSSARY	
Acronym	Full Name
AGS	Aberdeen, Glasgow, Southampton Ltd (Glasgow Airport)
APHA	Animal & Plant Health Agency
BAES	BAE Systems
BIS	Department for Business, Innovation and Skills
CAS	Citizens Advice Scotland
CMA	Competition and Markets Authority
CTSI	Chartered Trading Standards Institute
FSS	Food Standards Scotland
GSS	Glasgow Scientific Services
HMO	Houses in Multiple Occupation
HSE	Health & Safety Executive
IPO	Intellectual Property Office
RCSP	Renfrewshire Community Safety Partnership
REHIS	Royal Environmental Health Institute of Scotland
SBRC	Scottish Business Resilience Centre
SFELC	Scottish Food Enforcement Liaison Committee
SFRS	Scottish Fire & Rescue Service
SOCOEHS	Society of Chief Officers of Environmental Health in Scotland
SCOTSS	Society of Chief Officers of Trading Standards in Scotland
TSS	Trading Standards Scotland

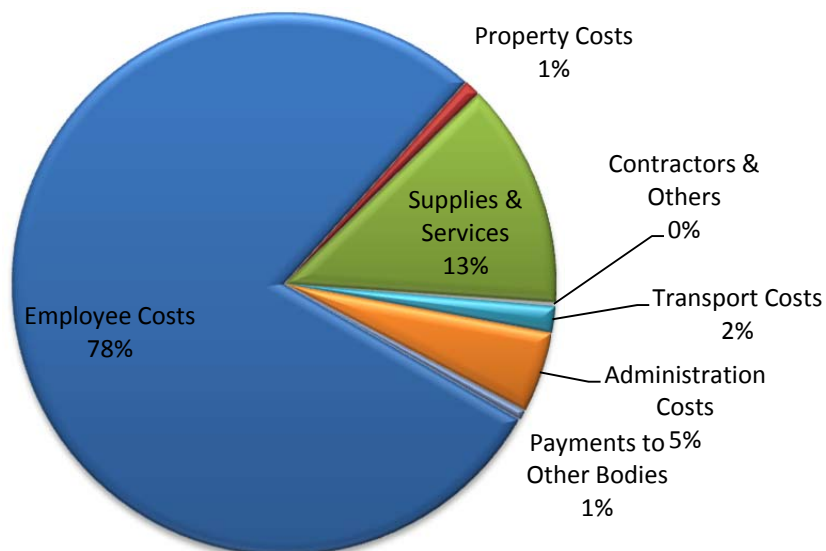
Appendix 2: Financial Data

Public Protection Actual Expenditure 2015/16



Public Protection Actual Expenditure 2015/16		
Expenditure Type	Actual Spend Gross Revenue Expenditure	
Employee Costs	£3,333,127	79.0%
Property Costs	£38,764	0.9%
Supplies & Services	£538,928	12.8%
Contractors & Others	£13,790	0.3%
Transport Costs	£83,636	2.0%
Administration Costs	£166,772	4.0%
Payments to Other Bodies	£42,298	1.0%
Total	£4,217,316	100.0%

Public Protection Estimated Expenditure 2016/17



Public Protection Forecast 2016/17

Expenditure Type	Estimated Spend Gross Revenue Expenditure	
Employee Costs	£3,315,420	78.3%
Property Costs	£40,370	1.0%
Supplies & Services	£570,020	13.5%
Contractors & Others	£9,216	0.2%
Transport Costs	£66,848	1.6%
Administration Costs	£204,211	4.8%
Payments to Other Bodies	£26,300	0.6%
Total	£4,232,385	100.0%

Appendix 3.1: Business Regulation Service Plan



COMMUNITY RESOURCES

BUSINESS REGULATION SERVICE PLAN

2016/17

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BUSINESS REGULATION SERVICE PLAN 2016/17**1. SERVICE AIMS AND OBJECTIVES****1.1 Aims and Objectives**

1.1.1 The Food and Health & Safety Service is provided by Public Protection, within Renfrewshire Council's Community Resources service. With the exception of feed controls, the service is delivered by the Business Regulation Team. The aim is to provide an effective regulatory service for food safety, food standards, and occupational health and safety at work on behalf of Renfrewshire Council, ensuring the Council's statutory responsibilities are met. The objective of the service is to improve the quality and effectiveness of these regulatory activities, and in doing so ensure public health and safety are maintained. The Trading Standards & Licensing Team is responsible for the enforcement of feeding stuffs legislation.

1.1.2 In order to achieve this aim, Community Resources will:

- Apply the relevant legislation at premises regulated by the Local Authority in line with the Scottish Regulators Code of Practice,
- Work in partnership with agencies such as Food Standards Scotland (FSS) and the Health and Safety Executive (HSE) to achieve nationally agreed strategic aims,
- Ensure that all staff undertaking enforcement activity are properly qualified and competent to undertake their duties,
- Operate a risk based approach to inspection and regulation,
- Carry out a programme of specific, targeted and appropriate interventions in order to improve food safety and health & safety standards,
- Work with local businesses in an open and transparent manner,
- Investigate and take appropriate action upon receipt of accident notifications, service requests, food poisoning notifications and complaints.

1.2 Links to Corporate Objectives and Plans

1.2.1 The Business Regulation Service Plan 2016-17 contributes to Community Resources service outcomes as well as Renfrewshire Council's Corporate Objectives and Plans. In particular the service has a critical role to play in supporting sustainable economic development, ensuring the health and safety of the public, addressing the impact of poverty and the protection of both the public and legitimate businesses from criminal activities.

1.3 Overview

- 1.3.1 In terms of food law enforcement, Renfrewshire Council is a statutory food authority under the Food Safety Act 1990 for all food and feed businesses within Renfrewshire. The Council is also an enforcing authority in terms of Section 18 of the Health & Safety at Work etc. Act 1974, the Service is the enforcing authority for health & safety legislation in certain types of premises within Renfrewshire. This is determined by the main activity being undertaken at the premises as laid down in the Health and Safety (Enforcing Authority) Regulations 1998.
- 1.3.2 Section 18 of the Health and Safety at Work etc Act 1974 puts a duty on the HSE and Local Authorities (LAs), as Enforcing Authorities, to make adequate arrangements for enforcement. The Section 18 Standard sets out the arrangements that LAs and HSE's Field Operation Directorate should put in place to meet this duty.

2. BACKGROUND

2.1 Organisational Structure

The Food Safety and Health & Safety service is delivered by suitably qualified officers within the Business Regulation Team operating in Public Protection within Community Resources.

2.1.1 Role of Public Protection

Public Protection consists of the Business Regulation, Community Safety, Environmental Improvements and Trading Standards teams. Their combined role is to protect the health, safety and welfare of the local community and to safeguard public health, the quality of the local environment and to enhance economic, social and environmental welfare by improving and maintaining standards of fair trading in terms of safety, quality, quantity and price.

2.1.2 Public Protection

The Service is based at:

Community Resources
Renfrewshire House
Cotton Street
Paisley
PA1 1BR

The Service can be contacted by:

email - b-serv.es@renfrewshire.gov.uk, or

phone – 0300 300 0380

2.2 Scope of the Service

- 2.2.1 The main role of Business Regulation is to undertake regulatory functions of relevant legislation in terms of Food Safety, Food Standards and Occupational Health and Safety at Work on behalf of Renfrewshire Council. The aim is to secure compliance with the standards laid down in primary legislation, associated regulations and codes of practice. Regulatory work is complemented by the work carried out by a Health Promotion Officer. The key activities of Business Regulation are based on the implementation of inspection, survey and sampling programmes and other appropriate monitoring and investigative activities, including responding to, and learning from food complaints, accidents and incidents at work.
- 2.2.2 Under Section 5 of the Food Safety Act 1990, Renfrewshire Council is a statutory Food Authority, responsible for delivery of official controls under the Act and associated Regulations. Statutory appointments of Head of Food Service and Lead Officer for Food Safety are detailed in the Council's Scheme of Delegated Functions.
- 2.2.3 Enforcement of the legislation, under Section 6 of the Food Safety Act 1990, includes food hygiene and food standards covering the safety, quality, presentation and labelling of food. To this end, a programme of food business inspections and the surveillance of food is carried out by co-ordinated food sampling and a food standards inspection programme.
- 2.2.4 Food and premises hygiene complaints are investigated. The investigation and control of food-borne infections within food premises is carried out in conjunction with NHS Greater Glasgow and Clyde. The Service acts as the originating authority to those large scale food manufacturers within the area, co-ordinating and assisting in complaints and enquiries from other Food Authorities within the UK and Europe.
- 2.2.5 As an Enforcing Authority, the Service also has responsibility for the provision of health & safety enforcement services in a range of business activities covering approximately 2600 premises and an estimated 10,000 employees. The enforcement of health & safety legislation is split between the Local Authority (Renfrewshire Council) and the HSE, depending on the main activity being undertaken at the premises as laid down in the Health & Safety (Enforcing Authority) Regulations 1998. The HSE are responsible for the more traditional "factory" or industrial premises. The premises within the remit of the Council include: offices, shops, warehouses, leisure, hotel and catering premises.
- 2.2.6 The principal activities of the service, outlined above, have relevance to the Planning, Building Standards, Civic Licensing and Alcohol Licensing services of the Council. The service also delivers official controls in relation to food safety in all Renfrewshire Council food operations.
- 2.2.7 The Service provides advice and guidance to all businesses to ensure compliance with statutory requirements and assists in sourcing appropriate training and educational support. The Health Promotion Officer is also involved in the provision of food hygiene training for Community Resources Facilities Management soft Services.

- 2.2.8 The Trading Standards & Licensing Team is responsible for enforcement of animal feeding stuffs legislation.

2.3 Demands on the Service

Table 1: Profile of food businesses in Renfrewshire as at 1 April 2016:

Premises	Number
Primary Producers	17
Manufacturers and Packers	54
Importers/Exporters	7
Distributors/Transporters	19
Supermarket/Hypermarket	32
Smaller Retailers	244
Retailers, Other	54
Restaurant/ Cafe/Canteen	273
Hotel/Guest House	22
Pub/Club	171
Take Away	175
Caring Establishment	181
School/College	80
Mobile Food Unit	65
Restaurants & Caterers, Other	139
Total	1532

Table 2: Profile of Businesses for Health & Safety Enforcement as at 1 April 2016:

Premises	Number
Retail	774
Wholesale	131
Offices	326
Catering	715
Hotels etc	23
Residential Care	19
Leisure	209
Consumer Services	424
Others	72
Total	2625

Table 3: No. of approved and registered feeding stuffs premises as at 1 April 2016:

Premises	Number
Registered Feeding Stuffs Premises	126
Approved Feeding Stuffs Premises	0
Total	126

2.3.1 The Food Safety and Health & Safety Services provided by Renfrewshire Council operate solely from Renfrewshire House, Cotton Street, Paisley, PA1 1BR. The Service's standard working day is 8.45am - 4.45pm Monday to Thursday, and 8.45am - 3.55pm on Friday, with an out of hour's service also being provided in cases of emergency. The Service works in a number of complex areas, which include:

2.3.2 Glasgow International Airport

As Glasgow International Airport lies within the Authority, this adds further elements of work to the Business Regulation Team. At present there are regular imports of consignments of fish, fruit and vegetables through Glasgow Airport that are subject to controls administered by Business Regulation. The Service is also involved in the surveillance of exports from the Airport. The Team also have a Port Health role. This was originally to prevent all diseases entering the country. Although this can still occur, if a person is patently unwell, it is now more realistically aimed at contacting and monitoring persons who may be carrying a communicable disease and preventing further cases arising from environmental contamination of aircraft. There are also currently 2 businesses which operate flight catering within the airport estate.

2.3.3 EHOs operate on a rota basis, with one officer allocated for each day of the working week. The officer carries out all imported food functions at the airport on his/her allocated day. In addition, on weekends and public holidays an emergency call out service is in place to deal with port health incidents.

2.3.4 **Communication and Language**

The Council area has a number of food businesses operating for whom English is not a first language. This can introduce communication challenges during the course of inspection and enforcement visits. In order to address this issue, information leaflets translated into other languages have been produced. The service has organised food hygiene training in foreign languages and a translation service is available to officers if required during inspections and other meetings.

2.3.5 **Council Operated Food Businesses**

The control of food enforcement in Local Authority catering operations provided by Community Resources is a complex and sensitive area of work. These premises include catering in residential establishments such as those run by the Council's Social Work Services as well as schools and nurseries. The service employs the same approach to enforcement in these premises.

2.3.6 **Approved Premises**

There are 10 approved premises (2 meat and fishery products, 6 meat products, and 2 meat, fish & dairy products) operating within Renfrewshire, all of which are approved under Regulation (EC) 853/2004.

2.3.7 **Events**

A significant number of 1 day events such as Fetes, agricultural shows, food festivals and markets are held throughout Renfrewshire on an annual basis, particularly, but not exclusively, during the summer months. These events require a food law enforcement presence in response to the level of external food retailers and caterers providing food for the large number of visitors and this can result in a minor short term impact on the food service. The events do however; provide an opportunity for health promotion activities, which the team attend throughout the year.

2.3.8 Health & Safety Enforcement

The review of Health & Safety enforcement activities by the UK Government has influenced our approach in this area. HSE priority planning guidance directs the work of Local Authorities in relation to Health & Safety, with an emphasis on targeting resources on higher risk activities and reducing the number of routine inspections.

2.3.9 An Intervention Plan based on this guidance has been developed which takes into account local conditions and priorities.

2.3.10 The Waste (Scotland) Regulations 2012

From 1 January 2014, all businesses in Scotland were legally required to take all reasonable steps to segregate metal, plastic, paper, card and glass for recycling. In addition, food businesses in urban areas, producing more than 50Kg of food waste per week, were required to segregate their food waste and arrange for its collection and disposal.

2.3.11 From 1 January 2016 the quantity of food waste requiring segregation and disposal reduced to more than 5Kg.

2.3.12 It is anticipated that inspections under food law will now include a check on the business's compliance with the requirements of the Waste (Scotland) Regulations 2012.

2.4 Performance Management

2.4.1 The percentage of food businesses who receive a "pass" in terms of the food hygiene information scheme is used the Indicator for performance. This figure is reported on a quarterly basis to the Environment Policy Board, with the current target set at 97%.

2.4.2 Elected Members receive quarterly reports on performance in key areas including Food Safety and Health & Safety enforcement and Managers provide an operational update at a monthly Public Protection Management Meeting. Certificates of Compliance and formal notices are reported to elected members via the Regulatory Functions Board and Information Bulletin reports.

2.4.3 Performance reviews are carried out on a six monthly basis with staff involved in Food Safety and Health & Safety enforcement, in order to maintain performance.

2.5 Enforcement Policy & Procedures

2.5.1 The Regulatory Services Integrated Enforcement Policy is in place to ensure the consistency of enforcement across all areas of Public Protection. The Policy sets standards clearly outlining the level of service which the public and businesses can expect to receive. It encourages fair and open regulation and commits the Service to ensuring our enforcement service works with businesses to assist them in complying with the law. The Policy has recently been reviewed to ensure it is consistent with the Scottish Regulators' Strategic Code of Practice.

2.6 Information Systems

- 2.6.1 Premises records are held on the Authority Public Protection (APP) system, which is used to manage the inspection programme and record details of inspections, accidents, complaints and enquiries. The database is regularly reviewed and updated to facilitate the planning of inspection programmes and production of management reports.
- 2.6.2 Progress towards local, regional and national outcomes is monitored on a monthly basis using the reporting functions of the system. Statutory returns are made using data from the APP system.

3. SERVICE DELIVERY

3.1 Food, Feeding Stuffs and Health & Safety Premises Inspections

- 3.1.1 In accordance with the Food Law Code of Practice (Scotland), all food premises are risk-assessed, both for food hygiene and food standards. Risk assessments are entered in the Services database, which generates "a target inspection date". A report is generated from the database of visits due for each officer. The Service undertakes a full inspection programme based on the risk category of premises. Regulatory activity in relation to Health and Safety at Work is determined in accordance with the HSE priority planning guidance.
- 3.1.2 The tables below illustrate the number of premises in Renfrewshire in each risk category for Food Hygiene, Food Standards, Feeding Stuffs and Health & Safety as at April 1 2016.

Table 4: Food Hygiene Premises per Risk Category

Risk Band	Number of Premises
A	12
B	192
C	465
D	404
E	428
Unrated	20
Total	1521

- 3.1.3 In the year, there has been an increase in the number of category C and E risk rated premises with higher risk A & B risk premises remaining around the same. The spread of food premises by risk category for Renfrewshire is generally in line with the national picture.

Table 5: Food Standards Premises per Risk Category

Risk Factor Band	Number of Premises
High	8
Medium	500
Low	998
Unrated	22
Total	1528

Table 6: Feeding Stuffs Premises per Risk Category

Risk Factor Band	Number of Premises
High	3
Upper Medium	11
Lower Medium	114
Low	197
Unrated	5
Total	330

- 3.1.4 It should be noted that premises risk ratings for feeding stuffs are currently under review. Questionnaires have been sent to relevant premises and responses will be used as the basis for initial risk rating and the programming of inspections during 2016/17.

Table 7: Profile by Health & Safety risk category rated at 1 April 2016:

Risk Category	Total number in category
A	1
B1	28
B2	742
C	1524
Unrated	417
Total	2712

- 3.1.5 The tables below illustrate the number of inspections programmed for 2016/17 in each risk category for Food Hygiene, Food Standards and Feeding Stuffs.

Table 8: Food Hygiene Programmed Inspections for 2016/17

Risk Band	Number of Inspections
A	12
B	191
C	312
D	239
E	139
Unrated	20
Total	913

Table 9: Food Standards Programmed Inspections for 2016/17

Risk Band	Number of Inspections
4	8
142	159
27	14
18	22
Total	203

Table 10: Health & Safety Inspections for 2016/17

- 3.1.6 Since 2013, the service has refined the intervention strategy for businesses by further improving the targeting of relevant and effective interventions in line with LAC 67/2. The refinement preserves inspections for higher risk premises and has led to a reduced number of proactive Health & Safety inspections. This has subsequently allowed capacity for more effective outcome focussed interventions whilst protecting people in the workplace and wider society.
- 3.1.7 There is one proactive inspection (Risk Category A premises) in the health & safety programme for 2016/17 and the themed inspections programmed are detailed in the table below:

Date	Special Intervention
June-September 2016	Carry out special interventions for safety in swimming pools and spas where Health & Safety is enforced by the Local Authority to reduce the risk to employees and the public from Health & Safety and Public Health incidents.
June-September 2016	Carry out special interventions to businesses in the 'at risk' category of premises where there is a risk of occupational asthma
June-October 2016	Carry out special interventions to tackle issues regarding falls from height in business premises to reduce the risk of injury.
October-December 2016	Planned special intervention for Lone working in premises such as: all night garages, grocers' shops and bookmakers in an effort to reduce violence/incidents involving lone workers.

- 3.1.8 The inspection programme for 2016/17 has been developed to comply fully with the Food Law Code of Practice (Scotland) and LAC Circular 67/2 (Rev 4) Health & Safety priority planning. Therefore, in addition to the programmed Food Standards Inspections detailed above, this Authority continues to exercise the facility afforded to combine Food Standards Inspections with programmed Food Hygiene Inspections where appropriate.
- 3.1.9 So far as the inspection of premises outwith normal working hours is concerned, our policy is to ensure that, where premises are only open outwith normal hours, then appropriate provision is made for them to be visited in accordance with at least the minimum number of visits determined by their risk rating.
- 3.1.10 In addition to the inspection programmes, a number of revisit inspections; estimated for 2016/17 to be in the region of 250 visits, are predicted to be required in accordance with the Service's Enforcement Policy.
- 3.1.11 Eight full time equivalent officers carry out the work of the Business Regulation team, including the Business Regulation Manager and Health Promotion Officer (0.5 FTE). The staffing allocation to food law enforcement is 75% of 7.5 FTE's, with the other 25% allocated to Health & Safety enforcement. Officers are allocated premises within specific geographical areas. A Trading Standards Officer, from the Trading Standards and Licensing team (0.25 FTE) undertakes functions relating to feeding stuffs.
- 3.1.12 It is considered that the Service has adequate expertise to provide a competent and full portfolio of enforcement and educational roles in relation to Food Safety and Health & Safety. However; where necessary, we are able to draw on expertise from Food Standards Scotland, Glasgow Scientific Services – the Public Analyst, Health Protection Scotland, the Director of Public Health, Animal and Plant Health Authority (APHA), The Health & Safety Executive and other local authorities.

3.2 Food, Feeding Stuffs and Health & Safety Service Requests

- 3.2.1 The Service has documented policies relating to the investigation and handling of complaints and service requests which ensure that all complaints are investigated in accordance with the appropriate Code of Practice. The numbers of complaints and service requests, detailed by category, received during the last year (April 2015 - March 2016) are shown in the table below:

Table 11: Complaints and Service Requests 2015/16

Category of Complaint/Service Request	Number of enquiries 2014/15
Food Hygiene	75
Food Standards	28
Hygiene of Food Premises	25
Feeding Stuffs (animals)	2
Health & Safety	273*
Advice to Business	136
Advice to Consumers	24
Total	

*Figure includes accident notifications.

- 3.2.2 Complaints and Service Requests are dealt either by the duty Business Regulation Officer or by the officer responsible for the premises which are the subject of the complaint/request. All service requests are logged in the APP database against the premises implicated, with visits and actions being recorded when undertaken.
- 3.2.3 All complaints are recorded and their risk evaluated to distinguish between those which require an on-site investigation and others which may be resolved by telephone or written advice.

3.3 Investigation of Accidents

A procedure is in place for the investigation of notified accidents designed to ensure consistency and quality of the accident investigation service. It is not possible or appropriate to investigate all incidents and a systematic approach has been adopted to ensure that the more serious incidents are investigated.

3.4 Enforcement Management Model (EMM)

- 3.4.1 The Guidance in the LAC22/18 along with detailed guidance that was issued for use by EHOs is used to promote consistency of enforcement between individual officers, LAs and with HSE.
- 3.4.2 All officers in the team have been trained in the use of the Enforcement Management Model. The model is used by officers when considering the most appropriate action

to take in more complex situations which are occasionally encountered, including serious accident investigations. It is also used as a monitoring tool by the Business Regulation Manager/ Regulatory and Enforcement Manager.

3.5 Home Authority Principle & Primary Authority Scheme

- 3.5.1 For companies operating under two or more local council jurisdictions, Primary Authority provides reliable and consistent regulatory advice from a single source when dealing with key aspects of environmental health, trading standards, health & safety, and licensing services. Renfrewshire Council currently operates a Primary Authority partnership with M&Co in relation to Health & Safety advice and enforcement.
- 3.5.2 The Regulatory Reform (Scotland) Act 2014 creates a legal framework for implementation of Primary Authority arrangements relating to the devolved regulatory responsibilities of Local Authorities in Scotland. A process to introduce the scheme for food businesses is currently going through the consultation process.
- 3.5.3 The Primary/Home authority principle is applied when dealing with food complaint investigations and also routinely in relation to food standards and labelling issues. It is considered to be an aid to good enforcement practice.
- 3.5.4 The Council has no formal agreements in place to act as a Home Authority with any specific business, but has listed the following significant establishments as ones which are considered as home authority/originating authority premises:-

A&A Bakers	Moss Road	Linwood	PA3 3HR
Alice Cairns Butchers Ltd	Moss Road	Linwood	PA3 3HR
Alpha LSG Sky Chef's Ltd	Arran Avenue	Paisley	PA3 2AY
Alpha LSG Sky Chef's Ltd	Arran Avenue	Paisley	PA3 2AY
Aulds Delicious Desserts	Barnsford Avenue	Inchinnan	PA4 9RG
Big Bear Bakery	15 Edison Street	Hillington Park	G52 4JW
Buon Giorno	11A Queen Street	Renfrew	PA4 8TR
Chivas Brothers Limited	111-113 Renfrew Road	Paisley	PA3 4DY
Craigton Packaging	Scott's Road	Paisley	PA2 7AN
Davis & Davis	39 Brora Drive	Renfrew	PA4 0XA
Diageo Global Supply	1 Argyll Avenue	Renfrew	PA4 9EA
Diageo Global Supply	500 Renfrew Road	Renfrew	G51 4SP
Earl Haig Foods Ltd	15 Earl Haig Road	Hillington Park	G52 4JU
Fat Boy Distribution Ltd	28 Queen Elizabeth Ave	Hillington Park	G52 4NQ
Foxbar Butchers	44 Foxbar Road	Paisley	PA2 0AY
G Porrelli & Co Ltd	25 Lacy Street	Paisley	PA1 1QN

G&A McHarg	Dalziel Road	Hillington Park	G52 4NN
Hannah's of Johnstone	18-20 Walkinshaw Street	Johnstone	PA5 8AB
Henderson Meats	Bargarran Square	Erskine	PA8 6BS
Houston Brewery	58 Kelvin Avenue	Hillington Park	G52 4GA
Ingram Brothers	15 East Lane	Paisley	PA1 1QA
Jaw Brewery	67b Montrose Avenue	Hillington Park	G52 4LA
Jenier Limited	Darluith Road	Linwood	PA3 3TP
JoJo's Cakery	Mossedge Industrial Estate	Moss Road, Linwood	PA3 3HR
Kerry Foods (UK) Ltd	55-59 Kelvin Avenue	Hillington Park	G52 4LT
Lang Fine Scottish Leather	1 Seedhill	Paisley	PA1 1JL
MacSpice/McAusland Crawford	79/81 Abercorn Street	Paisley	PA3 4AS
McNeil's produce	26 Newnham Road	Paisley	PA1 3DY
NCT Leather Ltd	Kilbarchan Road	Bridge Of Weir	PA11 3RL
Overton Dairy	Burntshields Road	Kilbarchan	PA10 2PB
Patisserie du Jour	Moss Road	Linwood	PA3 3HR
Peppermill Foods Ltd	14 Watt Road	Hillington	G52 4RY
Rice 'n' Spicy	15 Edison Street	Hillington Park	G52 4JW
Sgaia Foods	88 Greenhill Road	Paisley	PA3 1RD
Stephen Williams First Class	4b Mains Drive	Erskine	PA8 7JQ
Sutherland Cakes	15-17 Earl Haig Road	Hillington	G52 5JU
The Elderslie Scottish Tablet Co	37 Glenpatrick Road	Elderslie	PA5 9AE
W P Tulloch	22a Skye Crescent	Paisley	PA2 8EL

3.6 Advice to Business

- 3.6.1 Public Protection undertakes an on-going advisory role to all businesses in Renfrewshire. A range of information and promotional material is made available for businesses by Environmental Health Officers and Health Promotion Officers during visits. Similarly, training opportunities and other information is provided to businesses during visits. The Trading Standards Service provides advice on feeding stuffs to any business requesting it.

3.7 Health Promotion Activities

- 3.7.1 Health Promotion activities are undertaken through an integrated approach throughout Public Protection, co-ordinated by a designated Health Promotion Officer. Through this integrated approach, the Service assists in signposting training opportunities, providing relevant information and advice to businesses in Renfrewshire. A selection of FSS and HSE publications in English and minority languages, and Information packs for new businesses are available. A leaflet summarising our Integrated Enforcement Policy is available for businesses. A communications calendar has been devised which will direct the majority of work in relation to Health Promotion activities in 2016/17. The activities will be communicated via the Council website and also social networking sites and press releases.

3.8 FHIS & EatSafe

- 3.8.1 The Food Hygiene Information Scheme continues to be a success in Renfrewshire with around 1000 food premises who sell food to the public being included.
- 3.8.2 Currently 99% of premises within Renfrewshire have a pass certificate within the scheme.
- 3.8.3 There are 13 premises with Eat Safe Awards. These are:

Premises Name	Premises Address
Accord Hospice	Morton Avenue, Paisley, PA2 7BW
BP Connect & Wild Bean Cafe	White cart Road, Paisley, PA3 2TH
Braemount Care Home	21 Donaldwood road, Paisley, PA2 8EA
Capability Scotland	Wallace Court, 191 Main road, Elderslie, PA5 9EJ
Capability Scotland, Corseford school	Beith Road, Howwood, PA10 2NS
Erskine mains Care Home	Meadow drive, Erskine, PA8 7ED
Hanover(Scotland) Housing Association Newton Court	23 Maree Road, Paisley, PA2 9DH
Hanover(Scotland) Housing Association, Ailsa	1 Ailsa Drive, Paisley, PA2 8HE

Premises Name	Premises Address
Court	
Hanover(Scotland) Housing Association, Orchard Court	Orchard Street, Renfrew, PA4 8RZ
Hanover(Scotland) Housing Association, Walikinshaw Court	Walkinshaw street, Johnstone, PA5 8AF
Kibble Education & Care Centre	Goudie Street, Paisley, PA3 2LG
Kibble Works	55 Clark street, Paisley, PA3 1RB
Little Inch Care Home	8 Rashilee Avenue, Erskine, PA8 6HA

- 3.8.4 All inspection reports are now published on the Council website, enabling consumers to make an informed choice about where they wish to purchase food. This information is available at: <https://maps.renfrewshire.gov.uk/scores/>

3.9 Sampling

- 3.9.1 Research has been carried out by the Improvement Service to consider options for the creation of a shared service to deliver Scientific Services in Scotland. The business case indicates savings may be achievable in year one with further savings in future years. It is anticipated that these savings may increase as service reform is implemented, such as the development of laboratories as centres of excellence. The final detailed business case is expected to be completed in the coming months before submission to Executive Committees for a decision on the final report.
- 3.9.2 Currently, Renfrewshire Council, along with 9 other local authorities have a Service Level Agreement with Glasgow City Council for the provision of analytical services. The analyst service is provided by Glasgow Scientific Services, Colston Laboratory, 64 Everard Drive, Glasgow G21 1XG. Glasgow Scientific Services are this Authority's appointed Public Analyst for chemical analyses of all food samples, Food Examiner for all microbiological examinations of food samples and Agricultural Analyst for all feeding stuffs samples taken.
- 3.9.3 The sampling programme for 2016/17 is attached as Appendix 1 to this Service Plan. The programme will focus on high risk premises in Renfrewshire, whilst reflecting national priorities recommended by FSS and SFELC.
- 3.9.4 Food sampling will also be undertaken at Glasgow International Airport to monitor the quality, composition and labelling of foods imported through the airport as part of the Service's imported food controls. It is not possible to estimate sample numbers or types for this sampling at present.
- 3.9.5 The Trading Standards Service undertakes risk-based sampling based on intelligence received, and local or national priorities.

3.10 Control and Investigation of Outbreaks and Food Related Infectious Diseases

- 3.10.1 Community Resources works closely with NHS Greater Glasgow and Clyde Health Board Consultants in Public Health Medicine in outbreak control situations and the routine investigation of infectious disease. In addition, the Health Board has produced an outbreak control plan for dealing with major outbreaks of food related illness to which this authority has had a major input.
- 3.10.2 The Business Regulation Team work in partnership with the Public Health Protection Unit at NHS Greater Glasgow and Clyde Health Board to ensure the plan is adhered to. In addition, an outbreak control and investigation of notifications of food borne disease procedure is in place.
- 3.10.3 During 2015/16 there were 29 cases of food poisoning reported and investigated by Environmental Health Officers.
- 3.10.4 Present resources within Community Resources are adequate to meet current levels of notification; however in the event of a major outbreak, any required additional resources would be made available by seconding Environmental Health Officers from other service areas.

3.11 Food & Feed Safety Incidents

- 3.11.1 Food and Feed safety incidents are dealt with in accordance with the relevant codes of practice the Food Law Code of Practice (Scotland) and the Feed Law Enforcement Code of Practice (Great Britain). Notifications of incidents are received from Food Standards Scotland (FSS) by e-mail, telephone, fax, or all three. In case of emergencies, an officer is on stand-by who has contact details for all relevant members of staff. Procedures for food and feed safety incidents are in place and are available to all staff. This allows for alerts to be appropriately actioned, investigations set in motion and warnings issued if necessary. Any enforcement activity which is required in support of an incident is carried out within the terms of the relevant legislation and the Council's enforcement policy for assuring the safety of food and feed.
- 3.11.2 In addition to responding to notified incidents, Renfrewshire Council will, where necessary initiate Food/Feed Alerts in accordance with Code of Practice Guidance and will liaise with Food Standards Scotland in such situations.

3.12 Liaison with Other Organisations

- 3.12.1 To ensure enforcement and other activities carried out by the Service are consistent with neighbouring Authorities and to ensure best practice, Renfrewshire Council actively participates in the West of Scotland Food and Health & Safety Liaison Groups. The groups meet regularly throughout the year and comprise representatives from the 14 authorities, which previously made up Strathclyde Regional Council, together with representatives from Glasgow Scientific Services, Food Standards Scotland and the Health & Safety Executive. The groups are

attended by the Business Regulation Manager or a suitable deputy.

- 3.12.2 The Service also has formal and informal links to a range of other organisations and agencies. These Include:-

NHS Greater Glasgow and Clyde Health Board
 Association of Port Health Authorities
 Royal Environmental Health Institute for Scotland
 Society of Chief Officers of Environmental Health in Scotland
 Society of Chief Officers of Trading Standards in Scotland
 Scottish Food Enforcement Liaison Committee
 Health Protection Scotland
 Food Standards Scotland
 Health & Safety Executive
 Glasgow Scientific Services
 Animal and Plant Health Agency
 Marine Scotland
 West of Scotland Quality Working Group (Feeding Stuffs)
 H.M. Revenue and Customs
 Scottish Government Rural Payments and Inspection Directorate (SGRPID)
 Civica APP Scottish Users Group

4. RESOURCES

4.1 Financial Allocation

- 4.1.1 The budget detailed below indicates the level of resources available 2016-17 to deliver the necessary services. As highlighted at 3.1 above the resource allocation within the Business Regulation Team is 75% of Food Law enforcement and 25% on Health & Safety enforcement. This split is at the discretion of the Business Regulation Manager and can be amended where there is a service demand. In addition, the figure for employee costs includes 0.25 of a Trading Standards Officer post for the delivery of Feed Controls.

Budget	2016-17
Employee Costs	£343,629
Supplies and Services	£180,701
Travel and Subsistence	£9,430
Training	£1,600
Total	£535,360

Projected Income Source	2016-17
Export Health Certificates	£9,700
Sales, Fees and Charges	£500
Miscellaneous Income	£3,900
Total	£14,100

4.2 Staffing Allocation

- 4.2.1 Within the context of this plan, the allocation of staff is designed to provide an effective enforcement service for food safety, food standards, trading standards and occupational health and safety at work on behalf of Renfrewshire Council.
- 4.2.2 All food enforcement officers are authorised in accordance with the Food Law Code of Practice (Scotland) commensurate with their training and experience. A range of additional relevant qualifications are held including: the REHIS Advanced Food Hygiene Diploma, the REHIS Certificate in the Inspection of Meat and Other Foods, Certificate in Nutrition & Health and the RIPHH Certificate in HACCP Principles. Four officers have completed the ISO 9000 Lead Assessors course.
- 4.2.3 The Service secures administrative support from a pool of administrative and support staff in the Council's Business Support Service.

4.3 Employee Development Plan

- 4.3.1 The Service is committed to ensuring all officers are suitably qualified, trained and remain competent in terms of the Food Law Code of Practice (Scotland) and in terms of Section 18 of the Health & Safety at Work Act 1974.
- 4.3.2 This is facilitated by the provision of in-house training, and all employees have the opportunity on a rotation basis to attend relevant external training events. These include the Food Update, Health & Safety Update, the Law Enforcement course and other courses arranged ad-hoc by organisations such as REHIS, ABC Food Safety, Food Standards Scotland and Health & Safety Executive. Any employee attending such a course is required to "cascade" the relevant information accrued as a result of their attendance to other officers.
- 4.3.3 Business Regulation Team meetings are held monthly, where performance, food safety and food standards enforcement and Health & Safety enforcement issues are discussed. Matters arising from the quality assessment model for inspections, consistency issues and interpretation issues are discussed. Team meeting minutes and Liaison Group minutes are stored in the staff manual for all officers to use. Relevant points from the Liaison Groups are also discussed at Team meetings.
- 4.3.4 In addition, all staff have full access to, and are trained in the application of, policies and procedures, which are a requirement of the framework agreement on local authority food law enforcement. Training records are maintained for each officer.
- 4.3.5 A Corporate Training Plan (Managing Team and Individual Performance Development - MTIPD) has been rolled out. All officers have completed their training needs analysis and have individual development plans prepared for 2016/17.

5. QUALITY ASSESSMENT

5.1 Quality Assessment

- 5.1.1 The Service has a documented “Internal Monitoring Procedure – Internal Checks” quality assessment model for inspections. The Business Regulation Manager has primary responsibility for carrying out quality assessments within the Service. The Regulatory and Enforcement Manager has a secondary responsibility to oversee the performance of the Business Regulation Manager and to ensure that quality assessments are being carried out consistently throughout the Service.
- 5.1.2 The Internal checks include file checks, one-to-one discussions, team discussions and accompanied inspections. Records of these are retained by the Business Regulation Manager and Regulatory and Enforcement Manager.
- 5.1.3 This quality assessment model facilitates the Service’s requirement in accordance with annex 2 of the Food Law Code of Practice (Scotland) and the Section 18 guidance issued by the HSE to ensure that all staff engaged in enforcement activities retain their competence.
- 5.1.4 The Business Regulation Manager reviews a monthly report on the performance indicators to ensure that the targets are met. The monthly report also details performance information relating to inspection deadlines, complaints and service requests received and food sampling activity.

6. REVIEW

6.1 Review Against 2015/16 Inspection and Sampling Programmes

The following table details performance against targets for 2015/16**

Programmed Food Hygiene Inspections		
Activity	Targets for 2015/16	Achieved
Category A (6 months)	4	7 (100%)
Category B (12 months)	152	151 (99%)
Category C (18 months)	454	454 (100%)
Category D (2 years)	90	88 (98%)
Category E (Alt. Enforcement /3 Years)	69	64(93%)
Total	783	764 (98%)
Programmed Food Standards Inspections		
Activity	Targets for 2015/16	Achieved
High Risk (1 year)	4	4 (100%)
Medium Risk (2 years)	142	139 (98%)
Low Risk (5 years)	27	22 (74%)
Total	173	145 (84%)

** Risk ratings changed in April 2015 with the revised Food Code of Practice. This has meant that the number of premises in the Category C (18 months) will decrease and the premises falling within Category D (2 years) will increase.

Complaints/Enquiries/Requests for Service received 2015/16	776
Total Number of Health & Safety Inspections/Visits 2015/16	101

- 6.1.1 **Programmed Food Hygiene Inspections:** Performance remains high in this area as 98% of visits due took place within the required timescales. One Category B food hygiene inspection was reported as being missed. This business was not operating for some time however it remained on the inspection programme. It has now re-opened and has been inspected. The programme has been updated to reflect the changes.
- 6.1.2 The Service continues to aim for 100% performance with a high degree of awareness among officers of the importance of maintaining the inspection programme and its associated performance targets.
- 6.1.3 **Programmed Food Standards Inspections:** 7 lower risk food standards premises were reported as being missed. This was due to access problems such as seasonal

businesses and premises which had ceased trading but had remained on the programme. The programme has been updated to reflect the changes.

- 6.1.4 **Alternative Enforcement:** The service has adopted an Alternative Intervention Strategy is implemented in relation to low risk premises such as pharmacies and similar premises with minimal food elements to their operation. This allows Officers the flexibility to concentrate on those visits which are highest risk.
- 6.1.5 **Complaints/Enquiries/Requests for Service:** There was a decrease in the number of service requests received. It is believed that this was in part due to the improvements made to information available on the website.
- 6.1.6 **Sampling:** The Food Sampling programme for 2015/16 continued the risk based approach to sampling. A number of projects were undertaken successfully and follow-up action and surveillance based on results will be carried over into 2016/17. Priorities for 2015/16 were again influenced by the Horsemeat incident of 2013 with sampling focussing on the issue of substitution. Results are shown in the following table;
- 6.1.7 212 samples were taken in total during the year; 121 for composition/chemical analysis with 10 fails and 91 for microbiological examination of which 17 failed. All failed samples were followed up with interventions by officers. All samples were found to have passed upon subsequent re-sampling. Items included in the project work undertaken for the year are detailed below. Note: The amount of samples taken is determined by availability and priorities for the year.

Sample Type	Type of Premises	planned	taken	Pass	Fail
Meat substitution and use of additives by caterers	Catering premises	10	12	12	0
Fat content of minced meat	Retail/Butcher s	15	6	6	0
Microbiological quality of imported foods	Retail/Airport	15	3	3	0
Private Water Supplies	Sample all commercial Private Water Supplies	5	4	4	0
Alcohol sampling to determine substitution/short measures.	Public Houses Combined with TS.	10	0	0	0
Gluten Free Bakery Goods	Manufacturing bakers/Retail	5	1	1	0

Microbiological quality of cooked meats from Supermarkets, Deli's, Butchers	Supermarket, Deli, Butchers	10	21	13	8
Microbiological quality of soft /ice cream.	Retail/Street traders	5	13	9	4

- 6.1.8 The Food Sampling programme is evaluated at the end of each year in order to determine priorities for the next year as part of the Service Planning process or in response to any changes in advice/instruction given by Food Standards Scotland or other relevant government bodies. The programme for 2016/17 is based on local priorities, the national programme in agreement with SFELC and the West of Scotland Food Liaison Group. (See Appendix 1).
- 6.1.9 **Training:** Following a review in 2014, an area for improvement was identified in relation to officer attendance at relevant training. Efforts were made to deliver in-house CPD training. Examples include a training session at a team meeting delivered by team members who attended an external training event on Remedial Action Notices and an in-house event for EHOs to cascade information on Ebola. 2 officers successfully completed the ISO 9000 Lead Assessors course.

6.2 Areas for Improvement

- 6.2.1 Consideration requires to be given to an electronic file management system as well as pursuing options to introduce mobile technology to improve efficiency.
- 6.2.2 Further development of the APP electronic database will be pursued during 2016/17, including the introduction of live management reports being prepared automatically each month to allow continual performance review.

Appendix 3.2: Food Sampling Programme



COMMUNITY RESOURCES

BUSINESS REGULATION – FOOD SAMPLING PROGRAMME

2016/17

1. INTRODUCTION

- 1.1 The annual sampling programme for 2016-17 is designed to fulfil aims and objectives in line with Community Resources' Food Sampling Policy. The programme outlines the sampling priorities for the year, however it is recognised that circumstances and priorities may change, which require the programme to be flexible in order to respond to these changing circumstances.
- 1.2 The majority of samples are taken informally for the purpose of monitoring, surveillance and information gathering; however formal samples will be taken where enforcement action is anticipated. Environmental Health Officers, Food Safety Officers and other authorised officers are responsible for undertaking the food sampling functions of the Council.
- 1.3 At present there is a Service Level Agreement in place with Glasgow City Council to provide analytical services to Renfrewshire Council. The analyst is: Glasgow Scientific Services, Colston Laboratory, 64 Everard Drive, Glasgow, G21 1XG.

2. APPROACH TO SAMPLING

- 2.1 Renfrewshire Council complies with the requirements of the Food Safety (Sampling and Qualifications) Regulations 1990 and the Food Standards Agency's Code of Practice. The sampling programme for 2016/17 is designed to be more focused on high risk products which are manufactured in Renfrewshire. Focussing on these premises will ensure that the premises which pose the greatest risk to the public of Renfrewshire are adequately controlled.

2.2 Informal Samples

An informal sample may be taken covertly; however, the food business operator will always be informed of the results of the sample. Informal samples can be useful in allowing an unrecognised officer to witness activities in business premises in a real time situation; however for enforcement purposes formal sampling must be undertaken.

2.3 Formal Samples

In accordance with Regulatory Services Enforcement Policy, which promotes action which is consistent, fair and proportionate, formal samples will generally be taken after routine samples have been found to fail statutory requirements and no satisfactory remedial action has been taken.

2.4 Sampling Priorities

FSS and The Scottish Food Enforcement Liaison Committee have identified, through intelligence, the areas deemed to be priorities in terms of sampling. The priority plan considers the Scottish perspective but also takes account of the UK, FSA, priorities. In addition to National priorities, Renfrewshire Council will focus on areas of particular interest to the authority.

2.5 Manufacturing/Approved Premises

Renfrewshire Council will continue to concentrate on sampling from manufacturers and approved premises in our area. These premises will be sampled at least annually. Where possible, samples will be taken in advance of Food Hygiene/Food Standards inspections in order to discuss sample results with the food business operator.

2.6 Sampling Plan 2016/17

The sampling plan for 2016/17 outlines the project work to be undertaken by Renfrewshire Council in high risk areas. The sampling plan is outlined at point 4.2.

3. COMPLAINTS & FOOD BORNE DISEASE INVESTIGATIONS

3.1 In response to complaints and notifications of food borne disease received Community Resources may opt to take samples in order to resolve any issues arising as a result of any investigations.

3.2 Co-ordinated Sampling

Where appropriate the Service will participate in food surveillance programmes arranged by regional and national bodies such as Food Standards Scotland, SFELC and the West of Scotland Food Liaison Group.

3.3 Imported Food

In order to monitor the quality, composition and labelling of imported foods, samples of foods imported through Glasgow Airport will be submitted to the Public analyst for examination.

3.4 Special Investigations

There may be circumstances whereby an incident will require special investigation and resources may have to be directed towards dealing with the investigation. In addition this may involve liaison with other partners including Health Protection Scotland and Greater Glasgow & Clyde Health Board.

4. SAMPLING PLAN

4.1 Priority Actions

The following topics have been identified as priority actions by SFELC and will be subject of sampling activity during 2016/17, along with other local surveillance activities outlined in the table below at point 4.2:

4.2 Sampling Plan

Time of Year	Sample Type	Type of Premises	No. of samples
August 2016	Microbiological quality Non pre-packed fruit and vegetable salads	Caterers and retailers	4
April 2016 to March 2017	Microbiological quality of ready to eat fish and shellfish products	Distributors and retailers	8
April 2016 to March 2017	Microbiological Quality of eggs used in catering establishments	Caterers	4
April 2016 to March 2017	Microbiological quality of Cheese (grated)	Caterers	4
August 2016	Microbiological quality of Fruit and vegetable smoothies	Caterers	4
June to September 2016	Undeclared gluten Cakes and traybakes	Small producers, caterers and retailers	8
June to September 2016	Undeclared gluten and sulphur dioxide in Burgers and sausages	Butchers	12
July/ December 2016	Meat content and speciation Meat pies	Small producers and retailers (including butchers)	12
July/ September 2016	Mis-use of colours Sauces, batters and rice dishes	Caterers (other than Indian style)	4
July 2016/ March 2017	Meat speciation (and mis-use of colours where appropriate)	Caterers (Chinese/Indian/ Turkish style)	8
July 2016/ March 2017	Speciation Fish	Distributors, caterers and retailers and Airport	8
April 2016 to March 2017	Spirits - counterfeit and adulteration	Licensed premises/Retail	4
April 2016 to March 2017	Acrylamide levels in food	Caterers	8
April 2016 to March 2017	Mycotoxins in flour and flour products	Manufacture/Retail	4

4.3 Routine Sampling

The project sampling initiatives listed above will be the focus of sampling activities however, in the course of routine work, officers will take samples as appropriate.

5. Review of 2015/16

5.1 The Food Sampling programme for 2015/16 continued the risk based approach to sampling. A number of projects were undertaken successfully, and follow-up action and surveillance based on results will be carried over into 2016/17.

5.2 The Food Sampling programme will be evaluated at the end of each year in order to determine priorities for the next year as part of the Service Planning process or in response to any changes in advice/instruction given by the Food Standards Scotland or other relevant government bodies.

6 EMERGING ISSUES 2016/17

6.1 Food Crime

This continues to be a focus for FSS and Food Authorities. Food Crime erodes confidence and disempowers consumers. This leads in turn to financial losses, negative economic impact and poses a threat to jobs and exports. This is why tackling food crime is so important and why The Scottish Food Crime and Incidents Unit (SFCIU) has been established. The Business Regulation Team will continue to build on the established working relationships with partner Agencies including SFCIU.



Renfrewshire Council



To: ENVIRONMENT POLICY BOARD

On: 24 AUGUST 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: Renfrewshire's Local Air Quality Management (Declaration of Air Quality Management Areas & Review of Performance Indicator for Reporting on Air Quality) & Establishment of Environmental Quality Management Areas

1. Summary

- 1.1 Following the introduction of the Environment Act 1995, all local authorities have been required to undertake a regular review and assessment of air quality within their area and submit the findings to the Scottish Government. Where these assessments confirm that an exceedance of a statutory air quality objective level exists, an Air Quality Management Area must be formally declared.
- 1.2 Local authorities have flexibility to determine the precise form and extent of an Air Quality Management Area, as long as all areas of concern are included. An Air Quality Action Plan must then be produced to set out measures to bring air quality back into line with limit values.
- 1.3 The Council's most recent air quality reports detailing monitoring and modelling work undertaken in 2014/15 were reported to the Environment Policy Board on 27 January 2016. These reports confirmed exceedances of air quality objective levels at Johnstone High Street and Renfrew town centre.
- 1.4 At that time it was requested that a further report be brought back to this Policy Board setting out options and recommendations for the establishment of a wider or multiple Air Quality Management Areas within Renfrewshire. The attached appendix provides details of the options considered and the assessment undertaken of each option.

- 1.5 The proposal following this options appraisal is to create two new Air Quality Management Areas within Renfrewshire – one in Johnstone and one in Renfrew. This will be in addition to the existing Air Quality Management Area covering Paisley Town Centre. The full options appraisal is provided in Appendix 1.
- 1.6 The information presented above and the recommendation to increase the number of Air Quality Management Areas does not reflect a deterioration in air quality within Renfrewshire. It does reflect improvements in our ability to monitor and assess air quality and identify where issues arise.
- 1.7 The recommendation to create two additional Air Quality Management Areas takes into account the different issues that are impacting on air quality, within each area and the potential that this approach provides to enable the Council to develop individual Air Quality Management Action Plans that specifically address the different issues in a focused way.
- 1.8 The recommendation also takes into consideration the fact that an Air Quality Action Plan may put in place controls that have an impact on the nature and extent of development, planning and infrastructure that can be taken forward within the Air Quality Management Area. This can have an impact on businesses and residents in the affected area. To minimise any potential impact care has been taken to ensure that the boundaries of each area proposed are as small as possible whilst ensuring that the full Air Quality Management Area is included.
- 1.9 The alternative option considered was to expand the existing Paisley Town Centre Air Quality Management Area to include the additional areas of exceedance. While this would have reduced the overall number of Air Quality Management Areas within Renfrewshire (maintaining it at 1 rather than increasing the total to 3) this approach would have brought an increased number of businesses and residents into the Air Quality Management Area unnecessarily, and potentially subject to controls and actions within the action plan.
- 1.10 Should the Policy Board approve the recommendations outlined in this report, the Air Quality Management Areas will be designated by means of the Orders within Appendix 2 and the Scottish Government and any other statutory consultees thereafter notified.

Performance Monitoring

- 1.11 Alongside this options appraisal, the Policy Board also asked that a review be undertaken of the Council's air quality performance indicators (PIs) within the Community Resources Service Improvement Plan and the Community Plan Local Outcome Indicator Plan. At present, the Council has one Air Quality Management Area covering Paisley town centre and a current PI relates to maintaining (or reducing) this number. However this target does require to be reviewed and updated as it is no longer an accurate measure of progress in improving air quality in areas where exceedances of the objectives occurs. Therefore it is recommended that this be updated and replaced with a range of improved measures being developed that will allow the Council to more accurately reflect its progress in tackling air quality. In

the short term it is recommended that the other existing PIs be retained, in addition to the introduction of a new indicator concerning particulate matter (PM₁₀).

Environmental Quality Management Approach

- 1.12 The process of declaring Air Quality Management Areas (AQMA's) followed by the production of an action plan is a statutory process defined within the Environment Act 1995. However, this approach could also be used across a number of related areas and to tackle a range of environmental issues for which the Council, through Community Resources or the Community Safety Partnership has responsibility. For example trade waste, fly tipping, dog fouling, graffiti, or anti social behaviour could all be addressed in a similar way with evidence of need leading to a specific area being declared a quality management area and a specific action plan being put in place that focuses resources and tackles specific local needs. With Policy Board approval this approach will be developed and taken forward for a range of environmental quality issues.
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2. Recommendations

- 2.1 It is recommended that the Environment Policy Board:
- (i) notes the options for declaration of Air Quality Management Areas within Renfrewshire, as detailed within Appendix 1;
 - (ii) approves the Air Quality Management Area Orders for each area of exceedance, as detailed within Appendix 2;
 - (iii) notes the review of air quality performance indicators and approves the recommendation to remove the PI relating to maintaining or reducing the number of AQMA's, retaining the other existing PIs and introducing a new performance indicator concerning particulate matter (PM₁₀).
 - (iv) approves the proposal to develop quality management areas for a range of environmental issues based on evidence of need
-

3. Declaration of Air Quality Management Areas

- 3.1 Part IV of the Environment Act 1995 places a statutory duty on local authorities to regularly review and assess air quality within their area to identify exceedances of statutory air quality objectives and submit the findings to the Scottish Government. This process is termed Local Air Quality Management (LAQM).
- 3.2 The outcomes of these annual Local Air Quality Management reports are reported to the Environment Policy Board with the latest report being presented on 27 January 2016, detailing the outcomes of the Council's 2015 Updating & Screening Assessment and Detailed Assessments for Johnstone, Renfrew & Montgomery Road in Paisley. These reports are referenced as background papers and can be made available on request.

3.3 The 2015 Updating & Screening Assessment confirmed the following:

- continuing exceedances of the annual mean NO₂ objective within the existing Paisley Town Centre Air Quality Management Area,
- a risk of NO₂ levels being exceeded out with the Air Quality Management Area at a residential receptor close to the M8 motorway west of Glasgow Airport. The Council will increase monitoring at this location and review results in the 2017 Annual Progress Report.

3.4 The Detailed Assessment reports for Johnstone, Renfrew & Montgomery Road in Paisley confirmed the following:

- NO₂ concentrations in excess of the annual mean objective were monitored and modelled along Johnstone High St. Whilst potential exceedances of the PM₁₀ annual mean objective were modelled within the Detailed Assessment, the Scottish Government, their technical advisors and the Scottish Environment Protection Agency (SEPA) have advised that further monitoring is necessary to confirm these exceedances prior to declaring the Air Quality Management Area for PM₁₀. An Air Quality Management Area therefore requires to be declared along Johnstone High St for the NO₂ annual mean objective only. Funding for a particulate monitor has been obtained through the Scottish Government's air quality grant scheme for 2016/17.
- NO₂ concentrations in excess of the annual and hourly mean objective levels were monitored and modelled within Renfrew Town Centre. An Air Quality Management Area therefore requires to be declared within Renfrew town centre for both the NO₂ annual and one hour mean objectives.
- The Renfrew M8 study focussed on the section of M8 motorway between Arkleston and Junction 26 where residential properties are sited close to the road. Marginal exceedances of the NO₂ annual mean objective were modelled at a strip of residential properties adjacent to the M8 in Renfrew. The Scottish Government, their technical advisors and the Scottish Environment Protection Agency (SEPA) have advised that further monitoring is required in this area before a conclusion is reached on whether an Air Quality Management Area is required.
- There is no requirement to declare an Air Quality Management Area at Montgomery Road, Paisley.

3.5 In summary, as reported to Board on 27 January 2016 both Johnstone and Renfrew town centres require to be declared Air Quality Management Areas. Currently there is one Air Quality Management Area within Renfrewshire covering the majority of Paisley town centre. The Board asked that consideration be given to choosing whether to expand this Air Quality Management Area to include these additional areas of exceedance (therefore remaining at one large Air Quality Management Area) or to create two additional, discrete air quality management areas within

Renfrewshire. The benefits and disadvantages of both approaches were assessed and are detailed within Appendix 1: *Boundary options for the declaration of Air Quality Management Areas within Renfrewshire*.

- 3.6 It is recommended that Option 1- Individual Air Quality Management Areas for each area of exceedance is approved by the Policy Board, resulting in two new discrete Air Quality Management Areas being declared in Johnstone and Renfrew town centres. This option facilitates focused and detailed consideration of the issues particular to each area and where improvements to air quality are achieved, allows revocation of individual areas. Should the Board approve this option; the Air Quality Management Areas will be designated by means of the Orders in Appendix 2 and the Scottish Government thereafter notified.

4. Performance Monitoring

- 4.1 As recommended within the January 2016 Environment Policy Board Report, a review of the Council's performance indicators (PIs) for reporting on progress with improvements in air quality has been undertaken. The Community Resources Service Improvement Plan for 2016-2019 has three PIs relating to air quality. These are:

- Number of air quality management areas within Renfrewshire (with a maximum target of one)
- Percentage of air quality monitoring sites which exceed nitrogen dioxide limits
- The average nitrogen dioxide levels at monitoring sites that are exceeding limits.

- 4.2 On review of the above measures, it is considered that the target of having one Air Quality Management Area within Renfrewshire is not appropriate as introducing a wider Air Quality Management Area does not accurately reflect areas where exceedances of objectives for pollutants occur and does not reflect performance in managing or monitoring air quality in Renfrewshire. An Air Quality Management Area is designed to describe a geographic area where the causes of exceedances require to be managed and will generally extend to areas beyond the minimum area required for this. However, seeking to maintain performance in this indicator could lead to large numbers of homes and businesses being included within an Air Quality Management Area unnecessarily and potentially subject to controls and actions within the action plan. A report through the Greener Thematic Board to the Community Plan Partnership Board will also be required to remove this measure from the Local Outcome Indicator Plan.

- 4.3 It is also recommended that a new measure, similar to the NO₂ target, is introduced within the Service Improvement Plan for PM₁₀:

- The annual average PM10 value across all continuous monitoring sites, with a target value of less than 18ug/m³ for the annual mean.

- 4.4 With regard to the other PIs, these were introduced in 2015 and are still felt to be relevant and useful in monitoring performance in this area.

5. Environmental Quality Management Areas

- 5.1 The process of declaring Air Quality Management Areas at areas where evidence demonstrates that air quality objectives are being exceeded, followed by the production of an action plan of measures to address the issue is a statutory process designed to provide a means of managing air quality. This concept can be applied across a variety of environmental issues for which the council has responsibility to ensure efficient targeting of resources to improve the quality of the environment in areas where significant issues are identified. Within Community Resources these may include waste (commercial/ domestic/ recycling/ litter), fly tipping, dog fouling, graffiti street cleanliness and anti social behaviour. Areas will be identified and spatially defined through collation of service knowledge and analysis of customer enquiries as well as other evidence.
- 5.2 Similar to Air Quality Management Areas, if this approach is agreed, these areas will be referred to as Environmental Quality Management Areas (EQMAs). An action plan of measures will be established incorporating relevant strategic service priorities outlined within the Community Resources Service Improvement Plan and where necessary more specific measures tailored to the local situation and environment within any Environmental Quality Management Area. The action planning process will ensure resources are focussed on those areas of most concern, delivering improvements to the environment.

6. Next Steps

- 6.1 If approved by the Policy Board, the new Air Quality Management Area Orders will be appropriately publicised, with the Scottish Government and any other statutory consultees also being notified.
- 6.2 Thereafter there will be a requirement to prepare and publish an Air Quality Action Plan for these areas, normally within a twelve to eighteen month timescale from the Air Quality Management Area Orders commencing. Effective action planning requires input from a range of Council services and other stakeholders. Community Resources will lead on liaising with relevant partners to draw up and then consult on, a future draft Air Quality Action Plan, before bringing it to the Environment Policy Board for approval.
- 6.3 The types of actions commonly included within Air Quality Action Plans relate to transportation, road infrastructure, fleet improvements and green travel plans.
- 6.4 The proposed Environmental Quality Management Areas process will be developed to determine its feasibility and benefits to service delivery with further reports being brought back to future meetings of the Environment Policy Board to agree relevant quality management areas and action plans based on evidence of need.

Implications of the Report

1. **Financial** – the Council can apply for funding from the Scottish Government to cover costs associated with declaration of an Air Quality Management Area, production of Air Quality Action Plans and any additional monitoring within new AQMAs that may be required. However, there could be significant costs to the Council associated with the development and implementation of effective, future action plan measures.
 2. **HR & Organisational Development** – none
 3. **Community Planning**

Community Care, Health & Well-being - by producing our annual air quality reports, declaring Air Quality Management Areas where necessary and producing Air Quality Action Plans we aim to improve air quality and provide a clean and safe environment for all of Renfrewshire's residents, workers and visitors.

Greener - improving air quality will have a beneficial impact on Renfrewshire's natural environment.
 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. 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

- a) Background Paper 1: Environment Policy Board Report, 27 January 2016, Renfrewshire's Local Air Quality Management –2015 Updating & Screening Assessment and Detailed Assessments for Johnstone, Renfrew & Montgomery Road, Paisley,
- b) Background Paper 2: 2015 Updating & Screening Assessment,
- c) Background Paper 3: Detailed Assessment of Air Quality - High St, Johnstone,
- d) Background Paper 4: Detailed Assessment of Air Quality – Renfrew M8 & Town Centre,
- e) Background Paper 5: Detailed Assessment of Air Quality – Montgomery Road, Paisley

The foregoing background papers will be retained within Community Resources for inspection by the public for the prescribed period of four years from the date of the meeting.

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**Renfrewshire
Council**

**Boundary options for the declaration of Air
Quality Management Areas within
Renfrewshire**

April 2016
Community Resources

1. Summary

- 1.1 Detailed Assessments of air quality undertaken in Renfrew and Johnstone during 2015 have confirmed exceedances of statutory air quality objectives. There is a requirement that these areas are declared as Air Quality Management Areas and this report details the boundary options for these, outlining their respective advantages and disadvantages.
- 1.2 It is recommended that Option 1 be taken forward as the preferred option, whereby two new Air Quality Management Areas will be declared in Johnstone and Renfrew town centres.

2. Background

- 2.1 Part IV of the Environment Act 1995 introduced a Local Air Quality Management regime, placing a duty on local authorities to regularly review and assess air quality within their area to identify exceedances of statutory air quality objectives. Local authorities are also required to produce annual reports on air quality, including a review of monitoring data. Where a risk of air quality objectives being exceeded is identified, local authorities must:
- Undertake a Detailed Assessment to confirm if an exceedance of any objective exists within an area of relevant public exposure and determine the magnitude and geographic extent of this.
 - Declare an Air Quality Management Area where the Detailed Assessment confirms an exceedance of an objective. The form and extent of any Air Quality Management Area is determined by the local authority and must include the areas of exceedance as a minimum.
 - Produce an Air Quality Action Plan within 12 to 18 months setting out action measures which work towards achieving the objective levels for the pollutant of concern.
- 2.2 Renfrewshire Council first declared an Air Quality Management Area in 2005, extending this in 2009 to incorporate the majority of Paisley town centre for the PM10 and NO2 annual mean objectives and the NO2 1-hour mean objective. A map of the Paisley Town Centre Air Quality Management Area is provided in Figure 1.

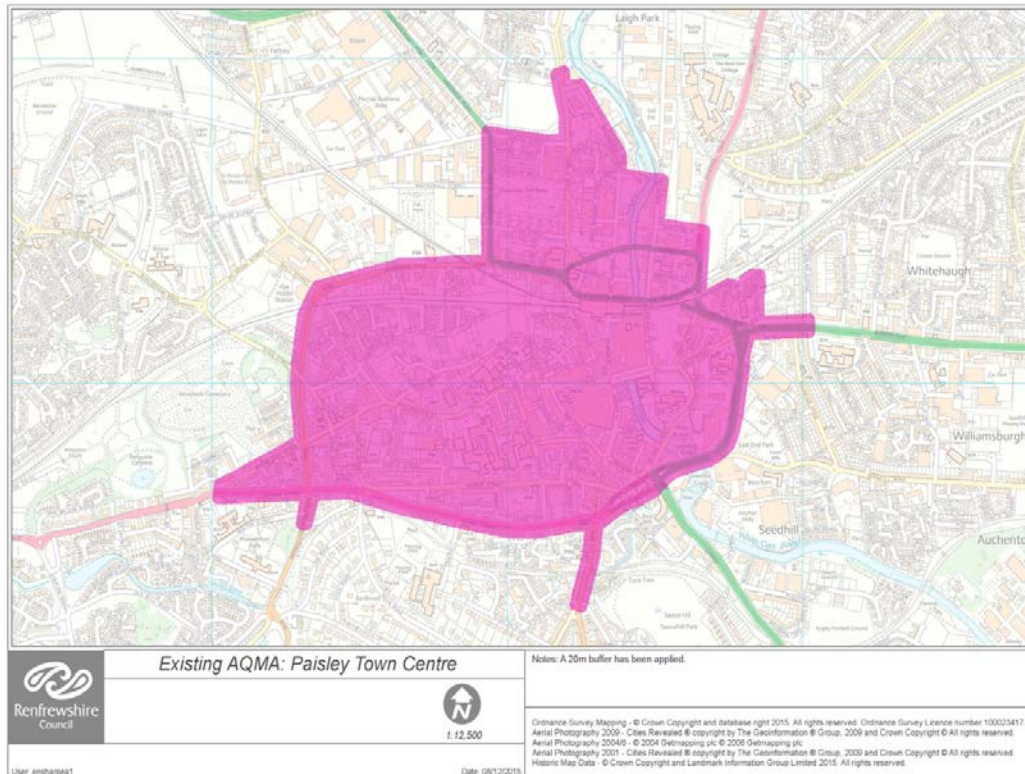


Figure 1: Existing Paisley Town Centre Air Quality Management Area

2.3 An Air Quality Action Plan for the Paisley Town Centre Air Quality Management Area was published in 2013 and included 16 action measures to improve air quality, the majority of which have now been implemented. However exceedances of air quality objectives within the Paisley Town Centre Air Quality Management Area remain at locations adjacent to busy roads and areas of traffic congestion.

3. New Areas of Exceedances

3.1 Additional areas of exceedances outwith the Paisley Town Centre Air Quality Management Area were identified in 2015 (based on 2014 monitoring data). The Council's 2015 Updating & Screening Assessment identified a risk of NO₂ levels being exceeded at a farm located close to the M8 motorway just west of Glasgow Airport. The Council will increase monitoring at this location and review the results within the 2017 Annual Progress Report. The Detailed Assessments undertaken for Johnstone and Renfrew confirmed exceedances of statutory air quality objectives at these locations. Each of these is described in more detail below.

Johnstone

3.2 The Detailed Assessment study indicated the following:

- NO₂ concentrations in excess of the 40 µg.m⁻³ annual mean objective were measured via diffusion tube monitoring and also predicted via dispersion modelling at both ground and 1st floor level at various locations along the High Street; at up to 17 residential properties.
- Annual mean PM₁₀ concentrations in excess of the 18 µg.m⁻³ Scottish annual mean objective at both ground and 1st floor level were predicted via dispersion modelling at various locations along the High Street. However given these exceedances have been identified from modelling only, the Scottish Government, their technical advisors and the Scottish Environment Protection Agency (SEPA) have advised that monitoring is necessary to confirm these exceedances prior to declaring the Air Quality Management Area for PM₁₀.

3.3 The Council is therefore required to declare an Air Quality Management Area for Johnstone High St between Thorn Brae and the junction between High Street, Barrochan Road and Napier Street, at this time for the NO₂ annual mean objective only.

Renfrew Town Centre

3.4 The Renfrew town centre study focused on road traffic emissions at the main traffic junctions (Inchinnan Road, Hairst Street, Glebe Street, Paisley Road, Canal St and High St) where residential properties are located close to the road. The Detailed Assessment study indicated the following:

- NO₂ concentrations in excess of the 40 µg.m⁻³ annual mean objective were measured via diffusion tube monitoring and also predicted via dispersion modelling at ground and 1st floor level at residential properties from numbers 1 to 19 Inchinnan Road and at numbers 2 and 4 Paisley Road.
- An annual mean NO₂ concentration in excess of 60 µg.m⁻³ was measured at a diffusion tube site located at 15 Inchinnan Road. Guidance indicates there may be a risk that the 1 hour NO₂ objective is being exceeded at this location, where one residential property is present at ground floor.

- No exceedance of the annual mean PM10 objective was identified at any locations of relevant exposure.
- 3.5 The Council is therefore required to declare an Air Quality Management Area in Renfrew Town Centre for the NO₂ annual and one hour mean objectives.
- 3.6 At its meeting on 27 January 2016 the Environment Board noted that there were two main options to consider when declaring these Air Quality Management Areas. The first option would be to create a number of focussed Air Quality Management Areas within Renfrewshire to cover each area where exceedances were observed. The second option would be to extend the existing Air Quality Management Area within Paisley Town Centre to cover both Renfrew and Johnstone Town Centres.
- 3.7 This report provides an assessment of each of these options. In conducting the assessment a range of guidance was taken into consideration.

4. Relevant Guidance

- 4.1 The Scottish Government's policy guidance on Local Air Quality Management 'Policy Guidance PG(S)(16)' includes a section in relation to determining the boundaries of Air Quality Management Areas.
- 4.2 Whilst there are no specific requirements to determining the boundary, the guidance states that as a minimum the Air Quality Management Area must include all areas of likely exceedances. Air Quality Management Areas may include only the predicted area of exceedance (based on modelled pollutant contour lines) or cover a wider area based on natural boundaries such as roads, rivers or even the entire local authority area. Some local authorities have chosen to designate several Air Quality Management Areas, whilst others have included all areas of exceedance within one Air Quality Management Area (examples of other local authority Air Quality Management Areas are outlined in Section 7 below).
- 4.3 The Scottish Government guidance lists the following points that local authorities may wish to consider when deciding on the most appropriate Air Quality Management Area boundary:
- It may be administratively much simpler to designate a wider area, based on existing boundaries and natural features. This avoids the need to draw artificially precise lines on maps and also allows a more strategic approach to be taken;

- Wherever the boundaries of the Air Quality Management Area are drawn, the action plan is likely to need to cover a wider area;
 - Designating a number of smaller Air Quality Management Areas, rather than one single large area, can allow an authority to demonstrate progress by removing individual areas as air quality improves there;
 - Declaring smaller Air Quality Management Areas may also provide a clear focus on the problem areas within a local authority. This may prove particularly important for informing local authority planning processes; and
 - A more focused approach to declaring Air Quality Management Areas may provide a better indication of where resources need to be allocated in terms of policy interventions.
- 4.4 The process involves an element of judgement and ultimately it is for each local authority to decide on the best form and extent of an Air Quality Management Area in their area, taking all relevant considerations and guidance into account.
- 4.5 In view of this, three main options are considered feasible, described in detail in Section 5.

5. Discussion of Options

- 5.1 Three boundary options have been considered, with advantages and disadvantages included for information.

Option 1 – Individual Air Quality Management Areas

- 5.2 Declare the newly identified areas of exceedances as individual Air Quality Management Areas as shown in Figure 2. This would result in a total of three Air Quality Management Areas across Renfrewshire, including the existing Paisley Town Centre Air Quality Management Area

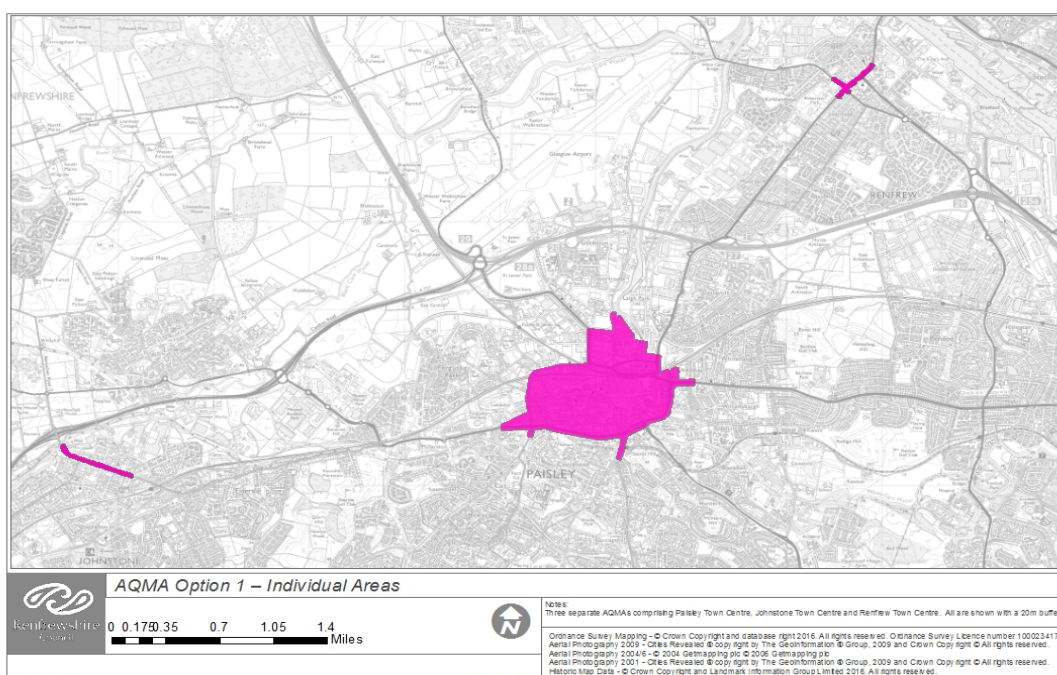


Figure 2: Individual Air Quality Management Areas

- 5.3 Individual Air Quality Management Areas present a number of advantages and disadvantages.

Advantages:

- Air Quality Management Areas serve to indicate the locations where people are exposed to elevated concentrations of pollutants. Declaring separate Air Quality Management Areas, based on the conclusions of the air quality modelling work, ensures that only areas of concern are included within an Air Quality Management Area.
- Separate small Air Quality Management Areas will be more favourable from a planning/strategic perspective as the Air Quality Management Area would cover only the areas of exceedances and not a wider

geography which would unnecessarily include other areas.

- Designating a number of smaller Air Quality Management Areas, rather than one large area, would provide a clear focus on the areas of concern directing monitoring, resources and preventative measures to these areas.
- Separate Air Quality Management Areas will permit focussed actions directed at unique causes of exceedances within each of the Air Quality Management Areas.
- As improvements in air quality are realised, the Council would be in a position to demonstrate this progress by revoking individual Air Quality Management Areas.

Disadvantages:

- The Air Quality Management Area boundaries would be specific to the current exceedance locations and any newly arising exceedances outwith these areas would require the Air Quality Management Areas to be amended or new Air Quality Management Areas to be declared each time.
- Air Quality Management Areas may be influenced by factors beyond their boundaries, in particular the impact of main roads leading to and from the town centres. Care would need to be taken when developing the Air Quality Action Plan to ensure this is recognised and to ensure that addressing air pollution within the individual Air Quality Management Area does not result in the transfer of air quality issues to an area outwith it.

Option 2 – Single Air Quality Management Area - Radial roads linking all exceedance locations

- 5.4 This option would extend the existing Paisley Town Centre Air Quality Management Area along the main road network to incorporate the identified areas of exceedance, as shown in Figure 3. The Air Quality Management Area would require to be declared for the NO₂ and PM₁₀ annual mean objectives and the hourly NO₂ air quality objective.

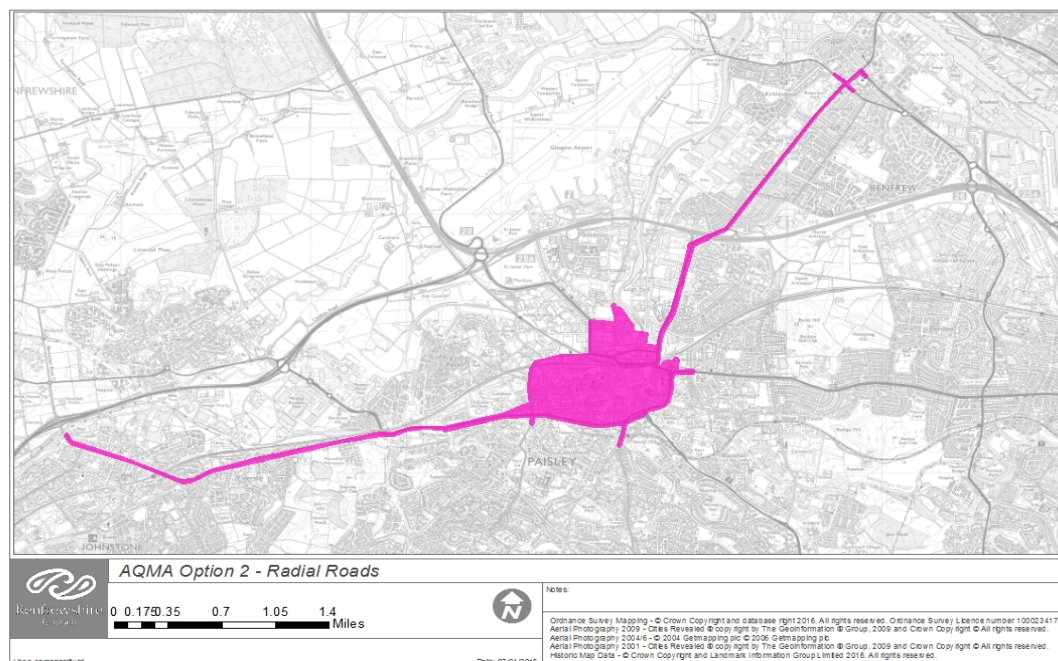


Figure 3: Radial Road Air Quality Management Area

Advantages:

- The Air Quality Management Area boundary would closely align with the results of the air quality modelling work undertaken but would also include the main roads leading to each town centre location, reflecting the significance of the road transport network as a source of air pollutant emissions.
- As improvements in air quality are realised, the Council would be in a position to demonstrate this progress by partially revoking the Air Quality Management Area, effectively shrinking its area.

Disadvantages:

- It would be more difficult to describe the Air Quality Management Area boundary and possibly more difficult to administer in terms of reviewing planning applications.
- There would be a requirement for future amendments or new Air Quality Management Areas should any newly arising exceedances outwith these areas be identified.
- With a single Air Quality Management Area it may be more difficult for the Council to demonstrate improvements in air quality as all exceedances would have to be addressed before the Air Quality Management Area could be revoked.

- Additional resources may be required to establish monitoring locations along the radial roads to demonstrate that there are no exceedances of objectives, prior to being in a position to allow the Air Quality Management Area to be partially revoked.
- The Air Quality Management Area would require to be declared for the NO₂ and PM₁₀ annual mean objectives and also the hourly NO₂ objective. This is misleading as not all three of these objectives are being exceeded across the whole Air Quality Management Area. For example, the 1 hour NO₂ objective is identified as being at risk of exceeding at only one location in Renfrew, however the Air Quality Management Area would be declared for this objective.

Option 3 –Single Air Quality Management Area Urban Wide

- 5.5 The final option considered would be to expand the existing Paisley Town Centre Air Quality Management Area encompassing Renfrewshire's main urban areas within one Air Quality Management Area, as shown in Figure 4. Air Quality Management Area would require to be declared for both the NO₂ and PM₁₀ annual mean objectives and the NO₂ one hour objective.

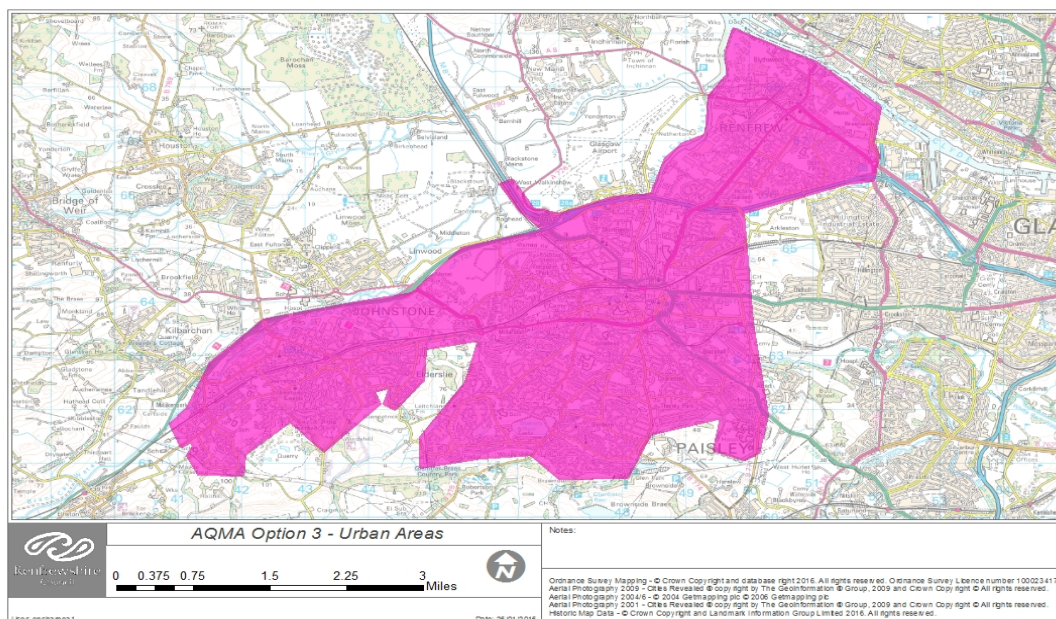


Figure 4: Urban Area Air Quality Management Area

Advantages:

- Avoids artificially precise boundaries and ensures that the widest possible emphasis is given to the issue.

- Recognises that the potential exists for residents to be exposed to pollutants across a wider area than may be identified through air quality monitoring and reporting.
- Designating a larger area would avoid the need for subsequent amendments or new Air Quality Management Area declarations, where future modelling demonstrates further exceedance locations.
- From a public perspective one Air Quality Management Area in relation to Renfrewshire Council's main urban area is likely to be easier to identify with rather than numerous Air Quality Management Areas.

Disadvantages:

- May create the perception that there are high levels of pollution throughout the Council area whereas this is only at certain locations.
- With a single, large Air Quality Management Area it would be more difficult for the Council to demonstrate improvements in air quality as all exceedances would have to be addressed before the Air Quality Management Area could be revoked.
- The Air Quality Management Area would require to be declared for the NO₂ and PM₁₀ annual mean objectives and also the hourly NO₂ objective. This may be misleading as exceedances of these objectives may only be at specific locations and not across the entire Air Quality Management Area. For example, the 1 hour NO₂ objective is identified as being at risk of exceeding at only one location in Renfrew however the entire Air Quality Management Area would be declared for this objective.
- Additional resources may be required to establish monitoring locations throughout other areas of the Air Quality Management Area to demonstrate that there are no exceedances of objectives, prior to being in a position to allow the Air Quality Management Area to be partially revoked.
- May raise concerns from a planning/strategic perspective, given the potential additional restrictions an Air Quality Action Plan may cause for future planning applications and development.

6. Recommended Option

- 6.1 It is recommended that Option 1- Individual Air Quality Management Areas for each area of exceedance is approved. This would result in two new discrete Air Quality Management Areas being declared, totalling three Air Quality Management Areas across Renfrewshire, including the existing Paisley Town Centre Air Quality Management Area. Following approval of this option, the Air Quality Management Areas will be designated by means of the Orders in Appendix 2 and the Scottish Government and any other statutory consultees will thereafter be notified of this.
- 6.2 Whilst there may be individual Air Quality Management Areas declared, one Air Quality Action Plan will be developed to target measures for improving air quality across all Air Quality Management Areas and within the plan each Air Quality Management Area will be considered separately to ensure that specific targeted measures are identified for each; dependent on the source and cause of the air pollution.

7. Examples of Air Quality Management Areas within Scotland

- 7.1 Examples of Air Quality Management Areas declared by other Scottish local authorities have been included below for comparison purposes and to highlight the variability in boundary selection.
- Aberdeen City Council has 3 separate Air Quality Management Areas, one for the city centre and two elsewhere. The Air Quality Management Area boundary for each takes the form of a linear Air Quality Management Area along roads and junctions similar to our proposed new Air Quality Management Areas in Option 1.
 - Dundee City Council has declared an Air Quality Management Area encompassing the whole of the local authority area. The vast majority of Dundee City Council is urban.
 - Edinburgh City Council has five separate Air Quality Management Areas. The city centre Air Quality Management Area is a combination of roads and land similar to our existing Paisley Town Centre Air Quality Management Area. The others are linear Air Quality Management Areas along roads and junctions similar to our proposed new Air Quality Management Areas in Option 1.

- East Dunbartonshire Council has two Air Quality Management Areas. Both are linear Air Quality Management Areas along the length of main roads similar to our proposed Option 1.
- East Lothian Council has one linear road Air Quality Management Area.
- Falkirk Council has 4 separate Air Quality Management Areas. All of these encompass busy roads/junctions and large areas surrounding these.
- Fife Council has two Air Quality Management Areas, one a town centre Air Quality Management Area and the other a linear road Air Quality Management Area.
- Glasgow City Council has three separate Air Quality Management Areas, one large city centre Air Quality Management Area and two linear Air Quality Management Areas along roads and junctions. This would be similar to our existing Paisley Town Centre Air Quality Management Area and proposed new Air Quality Management Areas in Option 1.
- Highland Council has one small Air Quality Management Area covering a single junction within Inverness City Centre.
- North Lanarkshire Council has five separate Air Quality Management Areas of different types of boundary but mainly linear along main roads with some adjoining land included.
- Perth & Kinross Council has two Air Quality Management Areas. One covers the entire town centre of Perth and the other is a linear road Air Quality Management Area, again similar to what we are proposing in Option 1.
- South Lanarkshire Council has three separate Air Quality Management Areas, two of which cover town centre areas and the other a linear roads Air Quality Management Area incorporating some adjoining land.
- West Lothian Council has one linear road Air Quality Management Area.

AIR QUALITY MANAGEMENT AREA
DESIGNATION ORDERS

AIR QUALITY MANAGEMENT AREA DESIGNATION ORDER

Environment Act 1995 Part IV, Air Quality

Renfrewshire Air Quality Management Area Order No. 2, Johnstone

Renfrewshire Council, in exercise of the powers conferred upon it by Section 83(1) of the Environment Act 1995, hereby makes the following Order.

- 1)** This Order, referred to as the Renfrewshire Air Quality Management Area Order No. 2, Johnstone, shall come into effect on 24 August 2016.
- 2)** The area, as detailed in the attached Schedule 1 and shaded blue on the map in Schedule 2 forming part of this Order, is designated as an air quality management area (the designated area) for the purposes of Part IV of the Environment Act 1995.
- 3)** This area is designated in relation to a likely breach of the nitrogen dioxide (NO₂) annual mean objective as specified in the Air Quality (Scotland) Regulations 2000, as amended by the Air Quality (Scotland) Amendment Regulations 2002.
- 4)** This Order shall remain in force until it is varied or revoked by a subsequent Order.

Renfrewshire Air Quality Management Area Order No. 2, Johnstone

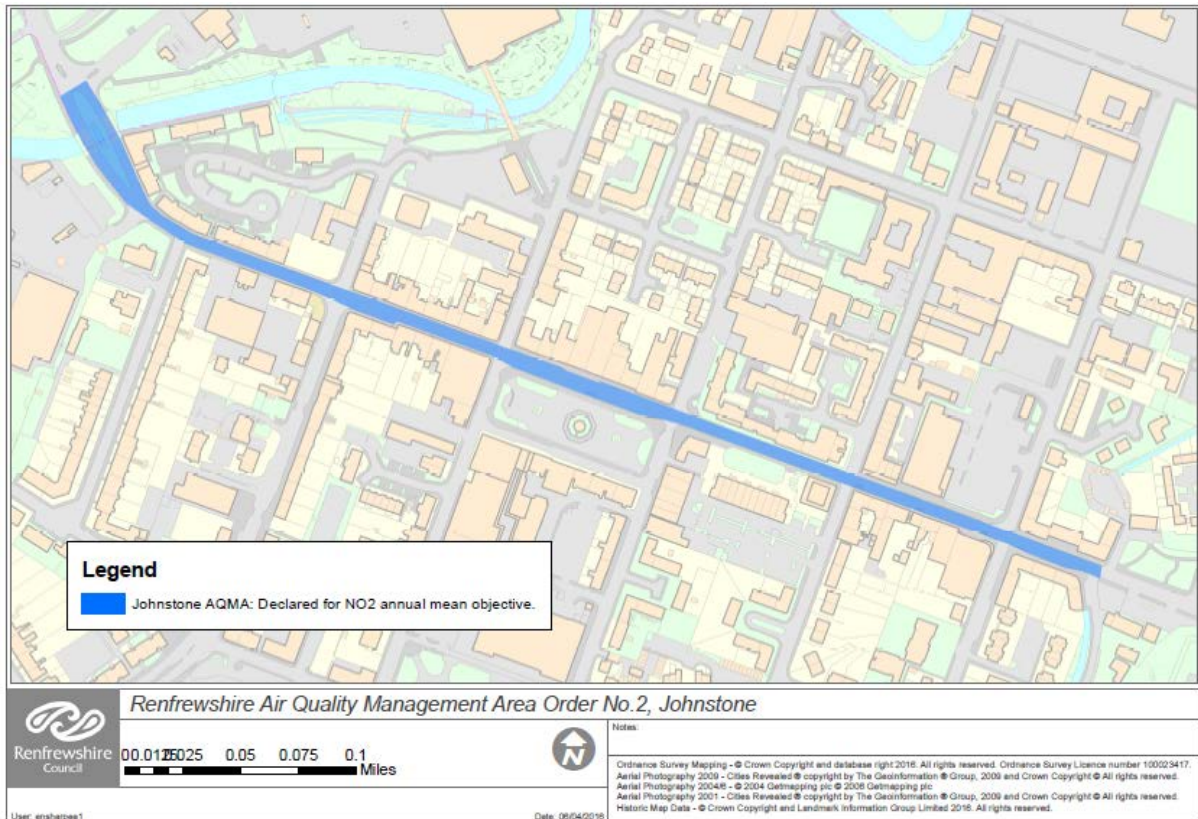
Schedule 1

The designated area incorporates the area enclosed within the following boundary line and includes all properties within 20 metres measured from the kerb of the boundary roads. Where the boundary transects part of a property, it shall be taken to include the whole of that property (including the building and open space).

From the junction of High Street and Peockland Place; thence along High Street to the junction of Barrochan Road and Napier Street.

Renfrewshire Air Quality Management Area Order No. 2, Johnstone

Schedule 2



AIR QUALITY MANAGEMENT AREA DESIGNATION ORDER

Environment Act 1995

Part IV, Air Quality

Renfrewshire Air Quality Management Area Order No. 3, Renfrew Town Centre

Renfrewshire Council, in exercise of the powers conferred upon it by Section 83(1) of the Environment Act 1995, hereby makes the following Order.

- 1)** This Order, referred to as the Renfrewshire Air Quality Management Area Order No. 3, Renfrew Town Centre, shall come into effect on 24 August 2016.
- 2)** The area, as detailed in the attached Schedule 1 and shaded blue on the map in Schedule 2 forming part of this Order, is designated as an air quality management area (the designated area) for the purposes of Part IV of the Environment Act 1995.
- 3)** This area is designated in relation to a likely breach of the nitrogen dioxide (NO₂) annual mean and one hour mean objectives as specified in the Air Quality (Scotland) Regulations 2000, as amended by the Air Quality (Scotland) Amendment Regulations 2002.
- 4)** This Order shall remain in force until it is varied or revoked by a subsequent Order.

Renfrewshire Air Quality Management Area Order No. 3, Renfrew Town Centre

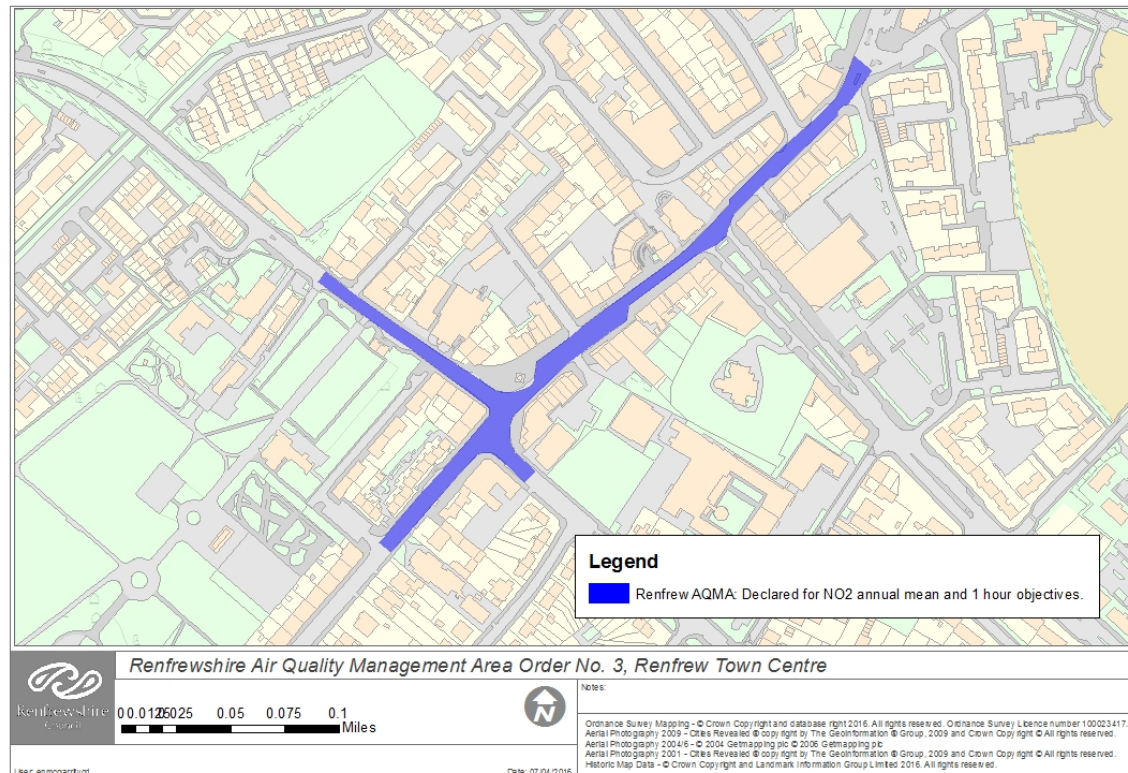
Schedule 1

The designated area incorporates the area enclosed within the following boundary line and includes all properties within 20 metres measured from the kerb of the boundary roads. Where the boundary transects part of a property, it shall be taken to include the whole of that property (including the building and open space).

From the junction of Paisley Road, Inchinnan Road, Hairst Street and Glebe Street; thence along Glebe Street to property number 4 Glebe St; thence along Paisley Road to the junction of Donaldson Drive; thence along Inchinnan Road to the junction of Longcroft Drive; thence along Hairst Street to the junction with Canal Street and High Street; thence along Canal St to the junction with Ferry Road.

Renfrewshire Air Quality Management Area Order No. 3, Renfrew Town Centre

Schedule 2





To: Environment Policy Board

On: 24 August 2016

Report by: Director of Community Resources

Heading: Clyde and Loch Lomond Flood Risk Management Area - Flood Risk Management Plan, Progress Update

1. Summary

- 1.1 This report provides an update on progress and content on the finalised Clyde and Loch Lomond Flood Risk Management Plan (the 'Plan') as published by Glasgow City Council as lead Authority on the 22 June 2016. It updates the progress as reported to the Environment Board on the 16 March 2016. The 'Plan' sets out the actions which are required across the flood risk area over the next six years and actions are prioritised through an evaluation of risk and number of properties affected. The key issues for Renfrewshire are the progression of flood risk studies to develop proposals for flood risk alleviation. It is anticipated that capital projects to address flooding will emerge from studies, potentially becoming considerations for future bids against centrally held grant for major flood alleviation schemes.
- 1.2 The Clyde and Loch Lomond District Joint Committee at its meeting on the 22 March 2016 noted that £2.517m has been allocated to local authorities within the Clyde and Loch Lomond District through non ringfenced capital funding to progress the actions in the Flood Risk Management Plan, of which Renfrewshire has received a notional £370,000 in 2016/17. No further funding has been indicated at this stage, albeit the Plan spans a 6 year period 2016 to 2022.
- 1.3 Projects specific to Renfrewshire and included in the Plan for early action include an integrated catchment study encompassing Erskine, Inchinnan, Linwood, Johnstone and Kilbarchan, in collaboration with Scottish Water commencing 2016. A

contribution of £125,000 from Renfrewshire towards a £600,000 study led by Scottish Water was approved at the Environment Board on the 16th March 2016.

- 1.4 Further early action is anticipated with respect to a collaborative study led by Glasgow City Council into surface water management in the Hillington/Cardonald area commencing 2016. A potential contribution from Renfrewshire has still to be negotiated in respect of this but we would anticipate a figure of around £100,000 in financial year 2016/17.
- 1.5 Other studies programmed across Renfrewshire are programmed to commence later in the Plan period i.e. beyond year one, 2016/17. It is understood the next round of capital funding for the Plan will cover the three financial years 2017/18 to 2019/20, however this remains unconfirmed.

2 Recommendations It is recommended that the Environmental Policy Board:

- 2.1 notes this progress update on the Council's strategy for Flood Risk Management as reported to the Environment Board on the 16 March 2016 and that the Clyde and Loch Lomond Flood Risk Management Plan was published on the 22 June 2016.
- 2.2 notes the programme of flood risk studies as set out in paragraph 3.12 of this Report as attributed to Renfrewshire within the Clyde and Loch Lomond Flood Risk Management Plan with associated timescales for completion.
- 2.3 notes that Scottish Government has allocated non-ringfenced capital funding of £2.517m in financial year 2016/17 to local authorities to progress actions in the Flood Risk Management Plans, with the allocation to Renfrewshire being £370,000.
- 2.4 notes the expectation of Scottish Government that studies could lead to future bids for centrally held capital funding grants for major flood alleviation projects.
- 2.5 Notes a funding contribution of around £100,000 from Renfrewshire in respect of a Glasgow led study into surface water catchment in the Hillington/Cardonald area in 2016 may be required, which will be funded from existing resources.

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- 3.1 In 2009, the Flood Risk Management Act was commenced in Scotland and set a strategic context for flood risk evaluation and management amongst Scottish Local Authorities, SEPA and Scottish Water. Significantly it required SEPA, Scottish Water and Local Authorities to work in partnership and each party's duties and responsibilities are covered in the Act.
 - 3.2 In consequence of the Act, Renfrewshire Council is obliged to:
 - Participate in the Clyde & Loch Lomond Flood Risk Management District to produce a Local Flood Risk Management Plan which assesses risk from flooding across the whole area, identifies primary locations for detailed

investigation, reports on the investigations and presents proposals for mitigation,

- Create a schedule of water courses and inspect them on a cyclical basis,
- Record all flood events and hold them within a database,
- Record all existing flood defences and maintain an asset register.

3.3 The Clyde & Lomond Flood Risk Management District has a governance structure which includes a joint committee of local Member representatives from the 10 Councils within the Flood Risk Management area. Reporting to the joint committee is an officer's working group which maintains close relationships with SEPA and Scottish Water.

3.4 Clyde and Loch Lomond (CaLL) Local Plan District (LPD) is one of the 14 created across Scotland. It extends from Loch Lomond in the north to Leadhills in the south, and includes part of the Loch Lomond and the Trossachs National Park.

3.5 This district has a total area of approximately 4,800 km² and a population of over 1.9 million people. There are many population centres within the district, some of the main centres are Airdrie/Coatbridge, Cambuslang, Milngavie, Cumbernauld, Dumbarton, East Kilbride, Greenock, Motherwell/Wishaw, Hamilton, Paisley, Rutherglen and Glasgow City.

3.6 As reported previously to CMT, each Flood Risk Management area within Scotland (in our case the Clyde & Loch Lomond area) must have a strategy document produced by SEPA which identifies:

- The main flooding hazards and potential impacts,
- Catchment information
- Objectives for reducing risk
- Best combination of actions to achieve objectives.

3.7 SEPA has worked on these strategies in partnership with the Flood Risk Management areas and completed reports as required by the Flood Risk Management Act during 2015. Strategies are anticipated to cover an 18 year period with the associated Flood Risk Management Plans as described below, covering 6 year implementation cycles. Flood Risk Management Plans are the responsibility of the lead Local Authority within a Flood Risk Management District (in our case Glasgow City Council) who is required to:

- Set out actions, delivery timescales and specify what will be done by whom and when with respect to flood risk,
- Set out specific actions on surface water management,
- Encompass a 6 year period,
- Achieve agreement amongst all Local Authorities, Scottish Water and SEPA within the local risk management district on the content of the Plan.

- 3.8 The Flood Risk Management Plan is therefore a delivery document which presents specific prioritised actions across the Plan area combined with priorities based on a nationally agreed criterion.
- 3.9 The Clyde and Loch Lomond Flood Risk Management Plan was approved by the Joint Committee in May this year and published by Glasgow City Council as the lead Authority on 22 June 2016.
- 3.10 In Renfrewshire, flood resilience is significantly improved since the mid 1990's when a number of floods received national media attention. This is due to the implementation of capital flood protection works at a number of locations across Renfrewshire including Paisley, Johnstone, Kilbarchan, Crosslee and Lochwinnoch. The last programmed and major flood scheme in Renfrewshire is the North Renfrew Flood Protection Scheme. This is now complete and operational and protects around 350 properties in Renfrew from tidal surge in the Clyde.
- 3.11 With respect to the proposed future actions as captured by the Clyde and Loch Lomond Flood Risk Action Plan, there are no proposed further capital projects. Instead studies are proposed to identify the cause and potential interventions at a number of locations across Renfrewshire where the work by SEPA has identified risk
- 3.12 These are presented in the table below along with projected timescales based on the level of priority of the location within the Plan.

Renfrewshire's Actions In The Plan

CAPITAL			
Action	Location	Start	Finish
Integrated Catchment Study (collaboration with SW)	Erskine, Inchinnan, Linwood, Johnstone, Kilbarchan	2016	2020
Surface Water Management Plan	Johnstone and Kilbarchan	2020	2021
Surface Water Management Plan (GCC lead)	Hillington Cardonald	2016	2018
Natural Flood management Study (GCVGN lead)	White Cart	2018	2019
Flood Protection Study	Candren Burn	2021	2022
Flood Protection Study	Johnstone	2020	2021
Natural Flood Management Study	Kilbarchan	2020	2021
Flood Protection Study	Kilbarchan	2020	2021
Natural Flood Management Study	Lochwinnoch	2021	2022
Flood Protection Study	Lochwinnoch	2021	2022
Surface Water Management Plan	Paisley	2021	2022

- 3.13 Scottish Government has allocated non-ringfenced capital funding of £2.517m in financial year 2016/17 to local authorities within the 'Plan' area (£370,000 notionally to Renfrewshire) to fund actions in the Local Flood Risk Management Plan. The Clyde and Loch Lomond District Joint Committee noted the funding situation at its meeting on the 22 March 2016.
- 3.14 A funding contribution of £125,000 was approved at the Environment Board on the 16th March 2016 for the Integrated Catchment Study led by Scottish Water covering Erskine, Inchinnan, Linwood, Johnstone and Kilbarchan and commencing in 2016. The total study cost is estimated at £600,000.
- 3.15 A further study is programmed to commence as a priority in 2016 in respect of a Glasgow City Council led study of surface water management in the Hillington/Cardonald area. Study costs have still to be estimated in detail but a contribution from Renfrewshire of the order of £100,000 is anticipated. Other studies programmed across Renfrewshire are programmed to commence later in the Plan period i.e. beyond year one. It is understood that the next round of capital funding for the Plan is proposed to cover the three financial years 2017/18 to 2019/20, however this remains to be confirmed.

- 3.16 It is not known what potential flood risk alleviation measures will emerge from study of the above areas. However, there is an expectation that in consequence of carrying out the above studies, Councils will subsequently require to bid for funds available for major capital flood prevention schemes.
- 3.17 With respect to the role of the Joint Committee, it is important to note that a primary objective and reason for creating the governance arrangement, namely the production of the Flood Risk Management Plan, has been achieved. The Committee in consequence has decided at this stage to assume a monitoring role and meet twice a year to review progress on the Plan. This situation may change as potential flooding projects emerge from studies, it will be for the Joint Committee to attach priority to schemes submitted for funding to Scottish Government.
- 3.18 An implication of the development of flood risk alleviation strategies is that economic and social activity in areas of risk will be protected in future years from climate change. It is anticipated that future interventions will support new development in locations where at present flood risk places additional cost on developers.
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Implications of the Report

1. **Financial**
Contributions of £125,000 towards the Erskine study, and a further potential contribution of £100,000 for the Hillington/Cardonald study will be funded from existing council resources.
2. **HR & Organisational Development**
There are no Human Resource or Organisational Development implications as a result of this report.
3. **Community Planning**

Children and Young People – N/A

Community Care, Health & Well-being – N/A

Empowering our Communities – N/A

Greener – N/A

Jobs and the Economy – N/A

Safer and Stronger – N/A

4. **Legal**
There are no legal implications with regards to this report.
5. **Property/Assets**
There are no impacts on the assets of the Council as a result of this report.
6. **Information Technology**
There are no impact on ICT resources as a result of this report.
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. 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**
There are no health and safety implications with regards to this report.
9. **Procurement**
There are no health and safety implications with regards to this report.
10. **Risk**
There are no risk implications with regards to this report.
11. **Privacy Impact**
There are no privacy implications with regards to this report.

List of Background Papers

- (1) Clyde and Loch Lomond Local Flood Risk Management Plan
<https://www.glasgow.gov.uk/index.aspx?articleid=19470>

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