

To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

On: 21 MARCH 2018

Report by: DIRECTOR OF ENVIRONMENT & COMMUNITIES

Heading: OPERATIONAL PERFORMANCE REPORT

1. Summary

- 1.1 This report provides an overview of key service activities over the first 10 periods of 2017/2018, namely 1 April 2017 to 5 January 2018. This report provides an operational performance update on the services and key projects delivered during this period.
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2. Recommendations

- 2.1 It is recommended that the Infrastructure, Land and Environment Policy Board approves the operational performance update detailed within this report.
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3. Background

- 3.1 Environment & Communities provides essential services to every household in Renfrewshire and works in partnership with the local community, other services and Community Planning Partners to deliver key Council priorities and initiatives. A progress update on the main projects and activities delivered by the services within Environment & Communities in respect of the areas of activity delegated to this Policy Board, together with key performance indicators are detailed below.

Operational Updates

4. Amenity Services

Land Services – Parks Regeneration

- 4.1 Condition surveys are progressing for the 5 Neighbourhood Parks included within the Parks Investment funding approved by Council in September 2016 namely Barwood Park, Erskine, Thomas Shanks Park, Houston Road Public Park, Bridge Of Weir, Howwood Public Park & Kilbarchan Public Park, assessing the overall infrastructure of the parks. Engagement has commenced with the established Community groups associated with these parks. Dedicated park development officers have been recruited and these officers will start in April 2018 and will assist and support Community Groups and Friends Of in pursuing additional / complimentary funding opportunities and bids.

Winter & Severe Weather Operations

- 4.2 Over this reporting period there was a prolonged period of challenging cold weather conditions. Between December 2017 and February 2018, gritting vehicles covered 56,000 miles (90,123 km) across Renfrewshire with gritting operators working over 6,613 hours, to keep roads and pavements safe. On the 28th of February 2018 Renfrewshire, along with a large part of Scotland, was impacted by a severe cold weather event, resulting in Scotland and Renfrewshire's first ever red weather warning. During this period services worked 24 hours per day to keep Renfrewshire's roads clear of snow and ice. Teams covered more than 18,000 miles, using more than 50 vehicles and spread more than 1,000 tonnes of grit onto Renfrewshire's roads over five days to tackle the heavy snowfall. On a normal Winter's day, with snow and ice, 100 tonnes would typically be used. Waste and building services staff supported StreetScene to clear snow from pavements, pathways and Renfrewshire's schools and pavements to allow them to re-open on the 5th of March.
- 4.3 Transportation services were critical in delivering the Council's essential services during the severe weather event of February / March event. The workshop operated 24 hours a day during this period to maintain essential roads, vehicles and equipment to allow the Council to respond to the severe weather. Drivers utilised the Council's 4 wheel drive fleet to deliver and support Health and Social Care Partnership staff for community meals, community alarms and homecare services.

Roads Capital Programme, 2017/18

- 4.4 The roads capital investment programme for 2017/18 was approved by Council in February 2017 to deliver a capital investment of £6.7m in Renfrewshire's roads, pavements, and paths. The programme consists of 85 roads and 47 pavements on strategic routes as well as providing improvement on a significant number of rural and residential areas.
- 4.5 The delivery of the capital investment programme has progressed well and has been Over 90% of roads and pavements in the programme shall completed by the end of the financial year. The prolonged cold weather conditions prevented a number of road improvement schemes being undertaken and resources allocated to pothole

repairs. The remaining road improvement schemes have been rescheduled to commence at the start of the new financial year, 2017/2018.

Waste Services

- 4.6 The special uplift online booking process which allows customers to make online service requests started on 19 March, 2018. The new service has been developed through the Council's customer portal – MyAccount and allows customers to book special uplifts online, receive online notifications when the uplift has been completed and allows for further feedback if required.

Transportation Updates

Cycle Route Network

- 4.7 In association with Sustrans and Glasgow Airport, a short but significant length of cycleway has been built through Paisley Moss nature reserve to Glasgow Airport. The route is the first part of a larger active travel network designed to encourage employees of the Airport and visitors to travel by cycle from nearby towns and villages.

5. Environment and Place, Team Up to Clean Up Operational Activity

- 5.1 A separate progress report on Improving Renfrewshire's Environment and Place, being presented to this Policy Board.

Dog Fouling

- 5.2 An innovative approach tackling dog fouling has been delivered in 6 hot-spot streets in Renfrewshire. The Street Stuff programme assisted by spraying and counting dog fouling to provide a baseline to measure results, the offending dog fouling was removed from pathways within 48 hours by StreetScene. Pavements were then sprayed with a message "Someone in this street isn't picking up after their dog.... is it you?!", signs were attached to lampposts and banners were erected outside local schools. This was complimented by an increased Warden presence patrolling the area, delivering a zero-tolerance approach, with 2 Fixed Penalty Notices being issued for dog fouling. Individuals identified by complainants as failing to meet their obligations were visited by the Wardens and issued with advice and an information leaflet.

6. Regulatory Services

Air Quality

- 6.1 The Council's draft Air Quality Action Plan was approved by the Infrastructure, Land and Environment Policy Board at its January 2018 meeting. The draft report is being issued for consultation with the Scottish Government, SEPA, neighbouring local authorities and other statutory consultees as well as with members of the public. Following this consultation process the Action Plan will be finalised taking account of comments received and reported back to the Board for final approval. Several action measures within the report are already being implemented and are aimed at bringing

about real improvements to air quality across Renfrewshire. Improvements will be confirmed through Renfrewshire's network of monitoring locations across the area.

Landlord Registration Enforcement Activity

- 6.2 Work to identify landlords who have either failed to register or have allowed their registration to lapse is ongoing and enforcement actions are being taken to ensure that landlords do register. This is a key requirement to ensure that persons who privately rent property within Renfrewshire are fit to do so. This area of work also focuses on the living conditions within privately let properties and enforcement action being taken against landlords who are renting property which is considered to be sub-standard. There is established links between unregistered landlords and poor living conditions and both aspects of this enforcement activity will assist to drive improvements in this increasingly important housing sector.

7. Performance Update – Indicators and Targets

- 7.1 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.

Target for 2017/18	Target to Period 10	Actual to Period 10	Comments
<i>Creating a sustainable Renfrewshire for all to enjoy</i>			
1. Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating			
97%	97%	98%	<p>Of the 1,280 premises in Renfrewshire food hygiene scheme, 1,256 achieved a 'Pass' rating. This reflects a very high level performance where 98% of food premises inspections meet or exceed compliance at the point of inspection.</p> <p>This reflects a very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are required to make the improvements necessary to achieve the Pass rating in order to continue trading.</p>

Target for 2017/18	Target to Period 10	Actual to Period 10	Comments
2. Trading Standards – Consumer Complaints completed within 14 days			
82%	82%	92.6%	This performance was above the period 10 target of 82%. At the end of period 10, the service dealt with 460 consumer complaints, 426 of which were completed within the 14-day timescale.
3. % of household waste which is recycled (** Waste data is now published by SEPA on a calendar year basis – this is the data for the calendar year and has still to be verified by SEPA.)			
55%	55%	48.6%	<p>This is the data for the third quarter of 2017 calendar year and is an estimate which has not yet been verified by SEPA. The recycling rate was estimated to be 48.6%.</p> <p>Waste performance data is measured on a calendar year basis.</p>
<i>Creating a sustainable Renfrewshire for all to enjoy</i>			
4. Land Audit Management System - % of areas assessed as acceptable			
90%	90%	98%	Performance in the first 10 periods of 2017/18 exceeded the target of 90%.
<i>Working together to improve outcomes</i>			
5. % of front line resolutions dealt with within timescale			
i) Environment & Communities			
100%	100%	84%	Environment & Communities has received 4,035 front line resolutions in the first 10 periods of 2017/18, of which 3,402 (84%) were responded to within timescale.
ii) Amenity Services			
100%	100%	84%	Over the same period Amenity Services received 3,795 front line resolutions of which 3,198 (84%) were responded to within timescale.

Target for 2017/18	Target to Period 10	Actual to Period 10	Comments
iii) Regulatory Services			
100%	100%	87.5%	Regulatory Services received 16 front line resolutions in the first 10 periods of 2017/18 and 14 were responded to within timescale.
6. % of complaint investigations dealt with within timescale			
i) Environment & Communities			
100%	100%	76%	Environment & Communities has dealt with 41 complaint investigations in the first 10 periods of 2017/18, 31 (76%) of which were dealt with within the agreed timescale.
ii) Amenity Services			
100%	100%	77%	Amenity Services has dealt with 30 complaint investigations; 23 (77%) were dealt with within the agreed timescale.
iii) Regulatory Services			
100%	100%	100%	There were 5 complaint investigations for Regulatory Services in the first 10 periods of 2017/18 and these were dealt with within the agreed timescale.
7. % of Freedom of Information requests completed within timescale			
Environment & Communities			
100%	100%	100%	All FOIs were responded to on time, achieving the annual target. 358 FOI requests were received, 284 of which were departmental specific and the other 74 were cross-departmental.
8. (Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours			
95%	95%	87.4%	At the end of Period 10, 87.4% of traffic repairs were completed with 48 hours. This is an increase from 86% at the end of period 8. Performance has not achieved target due to the requirement for civils works as a result of road traffic accidents. These are more time consuming than reactive repairs.

Target for 2017/18	Target to Period 10	Actual to Period 10	Comments
9. Overtime as a % of total employee costs			
i) Environment & Communities			
6%	6%	7%	<p>The level of overtime across the whole of Environment & Communities, for the first 10 periods of 2017/18, was slightly above target.</p> <p>This was due to additional overtime for events cover, elections cover, and overtime required for vacancy and absence cover.</p>
ii) Amenity Services			
6%	6%	5.2%	In this period the level of overtime in Amenity Services was within target.
iii) Regulatory Services			
6%	6%	0.9%	In the same period the level of overtime in Regulatory Services was within target.
10. Sickness Absence Figures:			
i) Environment & Communities			
4%	4%	6.9%	<p>The absence level for Environment & Communities at the end of period 10 was 6.9% compared to the target of 4%.</p> <p>The absence level of 6.9% is due to a number of long term absences, with the overall absence rate consisting of:-</p> <ul style="list-style-type: none"> - 74.9% long-term absences - 25.1% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>

Target for 2017/18	Target to Period 10	Actual to Period 10	Comments
ii) Grounds Maintenance			
4%	4%	2.9%	<p>Absence level for grounds maintenance employees was 2.9% at the end of period 10 and was within target.</p> <p>Overall absence rate is made up of:-</p> <ul style="list-style-type: none"> - 48% long-term absences - 52% short-term absences. <p>Absence is within target.</p>
iv) Street Cleansing			
4%	4%	3.5%	<p>Absence levels for street cleansing employees was 3.5% end of period 10.</p> <p>The absence level of consisted of:-</p> <ul style="list-style-type: none"> - 58.1% long-term absences - 41.9% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
v) Refuse Collection			
4%	4%	7.9%	<p>Absence levels for refuse collection employees was 7.9% at the end of period 10.</p> <p>This consisted of:-</p> <ul style="list-style-type: none"> - 54.2% long term absence - 45.8% short term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>

Target for 2017/18	Target to Period 10	Actual to Period 10	Comments
vi) Roads & Transportation			
4%	4%	1.9%	<p>Absence levels for Roads & Transportation employees was 1.9% at the end of period 10. Overall absence is made up of:-</p> <ul style="list-style-type: none"> - 59% long-term absence - 41% short-term absence. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
vii) Regulatory Services			
4%	4%	2.1%	<p>Absence levels for Regulatory Services employees was 2.1% at the end of period 10. This consisted of:-</p> <ul style="list-style-type: none"> - 76.7% long-term absence - 23.3% short-term absence. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
11. % of pothole repairs completed within timescales			
66%	75%	65%	<p>In the first 10 periods of 2017/18, 65% of pothole repairs were completed within the agreed timescales. This was a decrease from 69% at the end of period 8.</p>

Implications of the Report

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

Our Renfrewshire is thriving / Reshaping our place, our economy and our future - the service is actively involved in the Invest in Renfrewshire scheme and investing in road network to support and facilitate economic growth.

Our Renfrewshire is thriving / Building strong, safe and resilient communities - by working with the local community and through enforcement activities, to improve the appearance of local areas and to help reduce anti-social behaviour.

Creating a sustainable Renfrewshire for all to enjoy - 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.

Our Renfrewshire is well - the services encourages use of our parks and open spaces to promote a healthy and active lifestyle.

4. **Legal** – None.
5. **Property/Assets** – The Council's roads, fleet and open space infrastructure is maintained and enhanced.
6. **Information Technology** – None.
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. 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.
12. **CoSLA Policy Position** - none

List of Background Papers: None

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