

To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

On: 23 January 2019

Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE

Heading: OPERATIONAL PERFORMANCE REPORT

1. Summary

- 1.1 This report provides an overview of key service activities since the last Policy Board report in November 2018. This report provides an operational performance update on the services and key projects delivered during this period.
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2. Recommendations

It is recommended that the Infrastructure, Land and Environment Policy Board:

- 2.1 Approves the operational performance update detailed within this report.
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3. Background

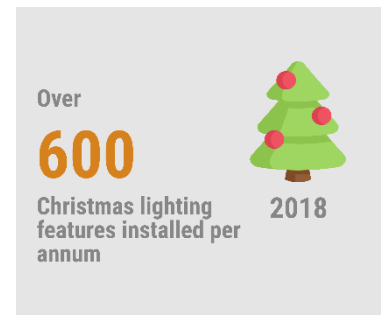
- 3.1 Environment & Infrastructure provides essential services to every household in Renfrewshire and works in partnership with the local community, other services and Community Planning Partners to deliver key Council priorities and initiatives. A progress update on the main projects and activities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

Operational Updates

4. Operations & Infrastructure Services

Winter Events Programme

- 4.1 The service supported all the Christmas light 'switch on' events across Renfrewshire. The first major 'switch-on' event was Paisley on the 17th of November 2018 and was followed by events in Renfrew and Johnstone. 11 surrounding villages also celebrated festive light 'switch-on' events prior to 9th of December 2018. Over the last few years the service has greatly assisted Community Councils with expansion of their festive displays, including design, infrastructure works, installation, removal, storage and maintenance. The service now installs over 600 lighting features per annum.



- 4.2 StreetScene provided a street sweeping, graffiti and litter removal service prior to all events. In addition, litter removal and bin emptying was carried out during each event and a street sweeping service was carried out following the events.

Roadside Litter Rapid Response Team

- 4.3 The Roadside Litter Rapid Response Team has been working throughout Renfrewshire to tackle roadside litter and has cleaned more than 10 miles of litter on rural roads to date. Every rural road has been tackled at least once. The team will continue to be deployed throughout the winter months to tackle issues throughout Renfrewshire as and where required.



Autumn/Winter Storms

- 4.4 StreetScene and Road Services were active during the severe weather episodes through November to January. The main focus has centred on flooding and high winds, blocked water courses, clearing of pathways, and removal of fallen trees to ensure that roads remained clear.

Winter Maintenance

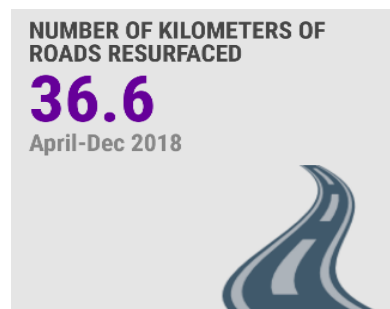
- 4.5 The public were given the opportunity to name Renfrewshire's nine gritters after its local heroes, places and landmarks. The competition was part of the annual #RenReady campaign which aims to ensure Renfrewshire, and its local community, are fully prepared for winter weather. The competition generated considerable interest from the public with over 1.2 million participating via the Council's Twitter and Facebook pages. An online monitoring facility was launched on the Council website in December. This allows members of the public to view the movement of the nine newly named gritters. To date there has been more than 1,200 tonnes of salt used this winter on Renfrewshire's roads.



Roads Maintenance

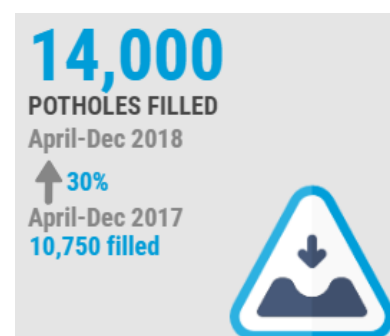
- 4.6 The roads capital investment for 2018/19 was approved by Council in March 2018.

The capital investment programme of £7.2m is improving the surfaces of Renfrewshire's roads, pavements, paths and cycle tracks. The programme commenced in April 2018 and is 95% complete with 84 roads now having undergone resurfacing. Works also included surface dressing of 24 carriageways which is now complete. The programme addresses footways across Renfrewshire, with 26 resurfacing projects having been completed. The drainage capital contracts will commence in January and will run until the end of the financial year tackling known problem areas and defective gullies.



- 4.7 A new approach to the management of pothole repairs has ensured that both backlog repairs and new reports are being managed in a timeous and efficient manner. The main changes include:

- Temporary "Throw and Go" patching being reduced to a minimum and full permanent patching being applied where possible. Although permanent patching takes longer to prepare and fill, this approach stops repeated return to the same locations when temporary patching fails.
- Roadworkers now repair all potholes within the street they are visiting whether these have been reported or not. This approach ensures that the whole street is free of potholes and prevents future pothole reporting.



5. Fleet Services

- 5.1 The Council was awarded a grant of £208,168 in 2018/19 for Electric Vehicles (EV) and a grant of £415,000 for Electric Vehicle charging infrastructure in 2018/19. In addition to this grant funding, Renfrewshire Council had submitted funding applications to Transport Scotland and Scottish Power to further increase our fleet of Electric Vehicles (EV) and EV Charging Infrastructure. In November 2018, feedback was received that funding applications for 'Transport Scotland Switched on Towns' and 'Cities Challenge Fund' and 'Scottish Power Energy Networks Green Economy Fund' were unsuccessful. Representatives from the Council and Transport Scotland met in November 2018 to discuss the funding applications and grant funding plans for 2018/19. The Council was encouraged to submit bids for the consideration of Transport Scotland for extra EV funding due to unfulfilled grant claims by other Local Authorities.
- 5.2 As part of the grant funding of £208,168 in 2018/19 for Electric Vehicles, an order for 24 Electric Vehicles was placed in December 2018 with anticipated delivery in April 2019.
- 5.3 An additional grant funding bid for 24 Electric Vehicles (£198,171) was submitted to Transport Scotland in December 2018. This submission for additional EV grant funding includes community partners of University of West of Scotland, Linstone Housing Association and Strathclyde University (Inchinnan Campus). The

announcement for additional funding should be made by end of January 2019. If the additional grant funding bid is successful, the number of Electric Vehicles in the Council Fleet will increase from 41 to 86.

- 5.4 The EU Charging Infrastructure Grant funding of £415,000 in 2018/19 will be used to provide Electric Vehicle charging infrastructure in Council car parks in Johnstone, Renfrew, Houston, Bridge of Weir and Paisley. An additional grant funding bid of £230,000 was submitted to Transport Scotland in December 2018 for charging infrastructure in public accessible car parks in Paisley. The grant funding bid was approved on 21st December 2018 by Transport Scotland. This will fund EU Infrastructure in 4 car parks in Paisley. In total, 9 Council car parks will be upgraded with Electric Vehicle Charging Equipment during 2019.

6. Waste Services

Planned Service Changes

- 6.1 The launch of the new recycling and waste collection service commenced on the 3 December 2018 as planned:

- During November and December 2018, the Green wheeled bin containers were delivered to households throughout Renfrewshire.
- Calendars and information packs were received by residents.
- In December around 35,000 of Renfrewshire's 90,000 households had grey or blue bin transition collections, to their new recycling and waste collection service. These were households where an extended gap would have existed to these new collection dates.
- The new website is live, and the website will detail your next bin for collection and the date. Residents can also download their bin collection calendar to their smartphone, tablet or computer calendar. Residents can also sign up to email reminders to be advised the day before what their collection date is and services they shall receive.
- The Customer Service Unit and Environment & Infrastructure worked closely ahead of the launch. A range of actions were developed to deal with the anticipated impact of the service changes. These included a dedicated email address (mybins@renfrewshire.gov.uk) and social media messaging. The contact centre provided an important first point of contact during the launch receiving 14,419 calls during November and December. This compares to 5,033 in the same period in 2017.



Festive Service Delivery

- 6.2 Festive Service Delivery went according to plan with the collections schedule for 25th December and 1st January collected over a 2-day period in advance of the public holidays. The new service calendars highlighted the festive collection arrangements therefore negating the need for separate leaflets to demonstrate festive collections. The household waste recycling centres remained open during the festive period, only

closing on 25th December and 1st January. The centres were busy over the whole festive period, as has been the case in previous years.

6.3 Household Waste Recycled

This data relates to the first three quarters in the calendar year 2018, January to September. It is an estimate which has not yet been verified by SEPA. The recycling rate was estimated to be 49.5%. This is an improvement on performance compared to the same period last year, 48.6%, and an improvement on the first 2 quarters of 2018 which was 48%.



7. Transportation, Fleet and Infrastructure Services

Cycling, Walking and Safer Streets

7.1 The 2018/19 Cycling, Walking and Safer Streets programme is underway with several projects ongoing. These include:

- Zebra crossing and road safety measures on Park Road at Brodie Park, where high volumes of traffic were preventing pedestrians from crossing the road;
- A programme of signalised pedestrian crossing replacement over the whole financial year 2018/19, where the asset is life expired, will ensure Renfrewshire is ready for its change to digital communications; and
- Preliminary design work to refurbish the White Cart Footbridge for foot and cycle use which connects to the Paisley to Renfrew cycle route.

7.2 Design work on the 'Renfrew to Glasgow City Council boundary' and 'Paisley to Renfrew' cycle routes is being undertaken in partnership with Sustrans, aiming to move to construction of cycle paths in 2019/20.

Public Transport

7.3 A programme of bus stop improvement works in Erskine and the Beith Road corridor aims to provide high access kerbs and shelters where appropriate to encourage more bus patronage. The Erskine works were completed in early December and the Beith Road improvements commenced in early January and is expected to be complete in late February.

8. Environment and Place, Team Up to Clean Up

Operational Activity

8.1 The Team Up to Clean Up Campaign has been evaluated on a quantitative basis since its launch in October 2017. In the campaign's first year the number of community clean up's increased by 474%, delivering 213 clean-ups, with over 3,000 volunteers removing over 3,500 bags of litter.



8.2 Partnerships are recognised as being key to the success of the Campaign. The partnership between Renfrewshire Council and communities is key, however this has only been made possible with strong internal joined-up working. The efforts of StreetScene, Corporate Communications and Public Protection have been

recognised by the Chief Executive's Staff Recognition Awards. The Team Up to Clean Up team has been shortlisted for a Sustainability Award as well as Environmental Co-ordinator for Team Member of the Year.

- 8.3 Community Clean-ups have slowed down somewhat over the winter months however there are a few core groups and schools venturing out. The "Santa's Little Helpers" Council led clean-up of Houston was enjoyed by the pupils of Gryffe High School, St Fillian's and Houston Primaries.

- 8.4 The Team Up to Clean Up Facebook community continues to grow with over 500 members now involved in the group. As litter pick events have decreased during the winter period there has been a greater focus on addressing dog fouling issues. The objective is to create a similar drive and impetus from communities that has been a feature of Team Up to Clean Up to improve the issues arising from dog fouling. Community Safety Officers have increased patrols in 181 Renfrewshire streets (to date) with a known dog fouling issue. Signage has been erected on these streets as well as templates being sprayed on footpaths. A new message to compliment the "someone in this street is not picking up after their dog.... is it you?" template has been created with the message "Kids play here.... Please pick up after your dog". This is being used in parks, green spaces and outside schools. Since April 2018 Environment and Place has delivered an additional 8,214 hours of community litter picking and collected 2,120 bags of litter.



9. Awards

- 9.1 The efforts of the Street Lighting Team in delivering the Council's Street Lighting Investment Strategy have been recognised at the 2018 Scottish Public Services Awards, the annual APSE Performance Network Awards and the GO Procurement Project of the Year Award. The Team were shortlisted in the Project and Programme Management category at the Public Services awards held in December and were finalists in the category of best performer for Street Lighting at the annual APSE awards, also held in December. The Team also won the prestigious GO Procurement Project of the Year Award (sub £20m) at the Procurex Scotland 2018, Scotland's Festival of Procurement.
- 9.2 In November, two employees were shortlisted at the 2018 Invest in Renfrewshire Employability Awards. They were shortlisted in two categories; Best Trainee and Apprentice of the Year. Euan Kilcullen, a trainee motor mechanic, was shortlisted in the Best Trainee category and Jack Bain, apprentice horticulturalist, was shortlisted in the Apprentice of the Year category.

10. Attendance – April to Dec 2018

- 10.1 A key priority of Environment & Infrastructure's Workforce Plan is to address levels of absence within the service. This includes a more proactive approach to managing absence and supporting attendance at work. Recent developments have included:

- Joint working with HR across all service areas to provide a more consistent approach to managing absence;
- Introduction of physiotherapy sessions at Underwood Road depot; and
- Engagement with occupational health services to improve appointment timescales

- 10.2 Environment & Infrastructure recorded an overall absence rate, for the first 3 quarters of 2018/19, of 10.35 days lost per FTE employee, which is 2.83 days above the target of 7.52. However, the 10.35 days lost per FTE employee is a slight improvement on 11.28 days lost in the same period in 2017/18. The following table provides an overview of absence performance for the department and operational service areas.



Attendance Analysis: April – Dec 2018

Service	Target Days lost per FTE	Actual Days lost per FTE	Short Term Absence	Long Term Absence
Department	7.52	10.35	21%	79%
StreetScene	7.52	5.79	30%	70%
Refuse Collection	7.52	10.27	33%	67%
Roads Services	7.52	4.15	39%	61%
Vehicle Maintenance	7.52	9.71	34%	66%

11. Enquiries and Complaints

Enquiries

- 11.1 Environment & Infrastructure received 3,516 front line resolutions in the first three quarters of 2018/19, of which 2,673 (76%) were responded to within timescale. This is below the 84% response rate at the same time last year.
- 11.2 Over the same period the service dealt with 386 complaint investigations, 248 (64%) of which were dealt with within the agreed timescale.
- 11.3 There have been 4,417 elected member enquiries, 3,294 (75%) of which were dealt with within the agreed timescale.
- 11.4 The complaints process has been changed to allow officers to respond more efficiently to elected members and public enquiries. This has led to continued performance improvements.

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.

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 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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