
To: ENVIRONMENT POLICY BOARD

On: 15 March 2017

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.
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2. Recommendations

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

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

4. Events and Awards

- 4.1 Community Resources continues to support the Council's programme of major events and activities. This included the historic Monte Carlo Rally at Abbey Close on 25 January 2017. Paisley was the sole British host out of seven European cities including Stockholm, Lisbon and Barcelona for a range of classic cars to make the 1,300 mile trip to the south of France, Provost Hall flagged off nearly 100 competing cars from a special new start ramp. The cars included a Paisley 2021 branded Sunbeam which went all the way to Monte Carlo as a support car to the main rally.
- 4.2 Thousands of spectators attended creating a party atmosphere with lights, music, street food and fireworks. The event was supported by StreetScene services and the Renfrewshire Community Safety Partnership, including the Wardens and the Civil Contingencies service.

5. Amenity Services

Land Services – Park Regeneration

- 5.1 The advanced works at Barshaw Park started on site at the beginning of February. The contracts for the ground works to be carried out in Barshaw & Robertson Parks were approved at the Procurement Sub Committee on 15 February 2017. Tenders for the work to improve play areas will be considered by the Procurement Sub Committee on 15 March 2017. Ground works are scheduled to begin in both parks next week (week commencing 20th March 2017). A programme of communications is being developed with the assistance of the corporate communications team to ensure community groups and local communities are kept informed of progress. This will include social media and Council website updates. Notice boards within the parks will also provide updates on progress.

StreetScene

- 5.2 The service is currently undertaking planting activities of seasonal bedding for spring floral displays within our town centres and has been carrying out a range of seasonal winter work, such as gritting of the priority footpath in town centres and around schools. Recruitment of a seasonal workforce is underway to ensure that they are trained for the commencement of the growing season in April 2017. These staff will undertake work for Roads in winter and StreetScene during the summer period. This addition to the core workforce is a new flexible resource and will provide operational teams with greater resilience to address the seasonal nature of front-line duties.

Roads Capital Programme, 2016/17

- 5.3 The capital resurfacing programme for 2016/17 is complete, with all works delivered on time and within budget.
- 5.4 The enhanced roads capital programme for financial year 2017/18 (£6.7m) is currently being finalised, reflecting significant investment in Renfrewshire's roads, as approved at the Council Budget Meeting on 16th February 2017. The programme for 2017/18 is being prioritised and will focus on strategic routes throughout

Renfrewshire and large scale improvement in residential areas, connecting roads and rural roads with high volumes of traffic. This allows for a significant increase in the number of roads being resurfaced along with any associated works.

Winter Maintenance, 2016/17

- 5.6 The winter maintenance programme for Renfrewshire continues to operate as planned in the event of severe snow, ice, wind or rain. The Council's salt stock is being monitored on a weekly basis and maintained at the required levels to keep the road network in a safe condition. The winter maintenance period will run to 30th April 2017 although resources will remain ready and available if required beyond this date.

Street Lighting – LED Investment Programme

- 5.7 Renfrewshire's £11m LED Street Lighting Investment Programme replacement has made significant progress on the delivery of LED Street light conversions. The programme will be delivered within a 12 month period, completing in summer 2017.
- 5.8 The programme was split into 3 tranches and at present tranche 1 is fully complete, with tranche 2 completing end April 2017. Tranche 3 is also underway and at present more than 75% of street lights are now lit with LED technology. Under this programme 28,613 lights will be replaced, which will see a total of 30,756 street lights converted to LED's across Renfrewshire.
- 5.9 The £11million LED street lighting programme also offers over 60% savings on energy/electricity costs.
- 5.10 Following completion of the installation programme assessment visits will take place to ensure that agreed lighting standards are being achieved following transition to LED street lighting.

Street Lighting Repairs, Operational Performance

- 5.11 The Council's street lighting maintenance and repair service was brought in-house in February, 2016. Since then there has been significant improvement in performance in responding to dark lamps and carrying out repairs.
- 5.12 Prior to termination of the previous contract the contractor was not performing, which led to a considerable backlog of street lighting repairs. By mid-April 2016 most of this backlog had been removed and by September 2016, 95.2% of lamps were being repaired within target times.
- 5.13 Some street light repairs are more complex and are often related to power supplied, with the Council being reliant on Scottish Power to address power related repairs. On occasion, these types of repairs can take longer than the Council's target timescale for routine repairs. There are also instances where the Council has to undertake more complex cabling repairs often involving excavation works or the sourcing of specialist equipment.

Renfrew Flood Prevention Scheme

- 5.14 The £10.3m Renfrew flood prevention scheme was completed in 2016 and protects in the region of 1,000 properties from the combined risk of flooding from both the River Clyde and the culverted Mill Burn in the Renfrew Ferry area of North Renfrew. A 12 month defects correction period is now coming to a close and an extensive civil, mechanical and electrical maintenance regime is being put in place to ensure effective maintenance over the 100 year lifespan of the scheme.

6. Renfrewshire Community Safety Partnership

Street Stuff

- 6.1 Street Stuff continues to deliver a variety of activities throughout Renfrewshire including the introduction of the new Street Stuff Culture Buses which were designed both internally and externally by the young people attending the programme. There are over 34,000 recorded attendances this year to date which is an increase in comparison with the same period last year.
- 6.2 Street Stuff continues to work in communities and all 5 local area committee areas 6 days a week. The Street Stuff buses are also out during the 6 evenings and are moved depending on need and the requirements of the young people.

DVLA Audit of Abandoned Vehicle Procedures

- 6.3 Renfrewshire Council received over 300 reports of abandoned vehicles in 2016/17. However, after investigation only 10% of the vehicles were officially categorised as abandoned. There is strict criteria to assess if a vehicle is abandoned and this can include (but is not limited to) flat tyres or removed wheels, smashed windscreens or windows, missing number plates or graffiti. Most of the complaints related to cars that had not moved for a time period and were untaxed, however, they were not deemed to be abandoned once inspected. The DVLA enforce cars that are untaxed and remain on the road and complainers can check on the DVLA website to see if a car is untaxed.
- 6.4 To assist in the delivery of the service, the Council website has been updated to provide more information to the public as to what constitutes an abandoned vehicle. One issue addressed is that many of the complaints were anonymous which resulted in the Council being unable to advise why they were not abandoned and also resulted in repeat callers. This has been rectified and now to report an abandoned vehicle, the complainer must leave contact details to allow Renfrewshire Council to respond.
- 6.5 The Renfrewshire Wardens were externally audited by the DVLA Data Sharing Assurance Team in December 2016. The purpose of this audit was to confirm that the Council was recording and investigating abandoned vehicles to the required DVLA standards. In January 2017, Renfrewshire Council received an overall audit rating of 'Green', which demonstrates a high level of compliance. This allows the Renfrewshire Wardens continued access to DVLA vehicle keeper data which helps to identify abandoned vehicles at the earliest point in the process.

7. Regulatory Services

7.1 Trading Standards - Best Bar None Awards

Best Bar None is an awards scheme which raises standards and rewards excellence for those venues that attain the award standard. This is delivered at a local level in partnership with the industry, local authorities and Police Scotland. Community Resources' Trading Standards & Licensing Team is responsible for the local co-ordination and assessment of the scheme. Best Bar None Awards are based on core national standards relating to the five licensing objectives, which are:

- preventing crime and disorder;
- securing public safety;
- preventing public nuisance;
- protecting and improving public health; and
- protecting children from harm.

7.2 12 venues attained either gold or silver awards at the local Awards Ceremony on 12 January 2017. 7 venues were presented with awards in specialist categories such as "Best family establishment", "Most improved" or "Heart of the Community". The Best Bar None Scotland Awards will be held at The Hilton Hotel in Glasgow on 30 March 2017, and a number of local category winners have been shortlisted at this event.

8. Facilities Management

Soft Services

8.1 Workforce Development

Facilities Management has continued to work in partnership with West College Scotland on the provision of a bespoke Cooking Skills Development Course for catering staff. A second 10 week programme commenced in January 2017 with 14 catering employees attending on a day release basis, providing them with the opportunity to obtain a college qualification. The course content has been aligned with the changes in the new primary school menu which was implemented in January 2017. A third 10 week programme is planned for April 2017.

8.2 Tackling Poverty

Morning clubs continue to be delivered in 9 primary schools and 1 secondary school, providing pupils with a healthy breakfast and a programme of activities. Open days for parents have been held to encourage more families to take advantage of this service and, to the end of Period 10 around 51,000 breakfasts have been served.

8.3 Families First Clubs operated throughout Renfrewshire during the Christmas holiday period providing activities and around 570 healthy meals to eligible pupils. Plans are already underway for the provision of this facility during the school spring holiday.

8.4 Supporting Employment Opportunities

Facilities Management continues to support employability programmes through the Project Search programme with four trainees currently participating in workplace opportunities across the service.

- 8.5 As part of the partnership working with West College Scotland, a number of work experience placements have been provided to catering students from the Paisley Campus. This provides the students with invaluable experience in a real kitchen environment enabling them to achieve completion of their module on Industrial Experience in the Hospitality Industry.

Hard Services

8.6 **Building Services and Workforce Development**

There are currently 16 apprentices employed within Building Services, who are serving a 4 year apprenticeship, covering all trades. To date the all apprentices have bene offered the opportunity of full time employment on completion of their training.

8.7 **Building Services Community Engagement**

Building Services provide work experience to numerous groups within the Renfrewshire area, this includes providing local schools with the opportunity for 4th year pupils to undertake a week-long taster session of working in a construction environment. For 5th & 6th Year pupils, there is the opportunity to attend one or two days a week for up to 3 months, to progress their skills, prior to moving on to college or an apprenticeship.

- 8.8 Building Services is also working in partnership with West College Scotland, providing essential on the job training for trainees, and assisting with their employability skills schemes, to assist young people into employment.

9 Performance Update – Indicators and Targets

9.1 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 10	Actual to Period 10	Comments
A Better Future - Place				
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.51hrs	The average response times for domestic complaints requiring attendance was just over half an hour and was well within the one hour target for period 10.
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	97%	97%	97%	Of the 1,400 premises in Renfrewshire, 1,361 achieved a 'Pass' rating. This demonstrated that 97% of premises are compliant with standards up to period 10. "Pass" percentage fluctuates throughout the year. The pass rate depends on the premises visited i.e. it can be expected new premises will require more help and it is anticipated that the yearly target will be met by the end of 2016/17.
Trading Standards – Consumer Complaints completed within 14 days	82%	82%	89%	This performance was above the period 10 target of 82%. By the end of period 10, the service dealt with 524 consumer complaints, 465 of which were completed within the 14 day timescale.

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 10	Actual to Period 10	Comments
% of household waste which is recycled	55%	55%	48.4% **	<p>The cumulative recycling rate has decreased from 50.3% at the end of quarter 3, to 48.4% at the end of quarter 4.</p> <p>Performance decreased between Quarter 3 and Quarter 4 as a result of the seasonal decrease in recycling during the winter months, as detailed in the report to the Policy Board in January 2017.</p>
Number of incidents of anti-social behaviour reported to Renfrewshire Community Safety Service	1,700	Annual target	1,746	<p>The reported number of incidents of anti-social behaviour has increased from 1,520, at the end of period 8, to 1,746 at the end of period 10.</p> <p>Performance to the end of period 10 reflects the drive to improve reporting and recording of these activities and the challenging nature of the target agreed.</p>
A Better Future – People				
% uptake of free school meals in primary and secondary schools	73%	73%	68.4%	School meal uptake to period 10 is 68.4%, a marginal increase on the period 8 uptake of 68.3%.
A Better Council				
Land Audit Management System - % of areas assessed as acceptable	90%	90%	97%	Performance to the end of period 10 exceeded the target of 90%.

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 10	Actual to Period 10	Comments
% of front line resolutions dealt with within timescale by Community Resources	100%	100%	85%	To the end of period 10, 3,948 front line resolutions have been received in 2016/17, of which 3,356 (85%) were responded to within timescale.
% of complaint investigations dealt with within timescale by Community Resources	100%	100%	85%	The service dealt with 24 complaint investigations to the end of period 10, 21 (88%) of which were dealt with within the agreed timescale.
% of Freedom of Information requests completed within timescale by Community Resources	100%	100%	100%	All FOIs were responded to on time, achieving the period 10 target. 415 FOI requests were received, 316 of which were departmental specific and the other 99 were cross-departmental.
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	93.1%	The percentage of traffic light repairs completed within 48 hours to the end of quarter three is 93.1%. 204 of the 219 reported traffic lighting faults were repaired within the timescale.

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 10	Actual to Period 10	Comments
% of reported street lighting faults which were repaired within the 7 day timescale	95%	95%	91.1%	<p>Operational performance with regard to street lighting fault repairs has improved since the service was brought in house in February 2016.</p> <p>Performance in the first quarter of 2016/17 was 78.1%, reflecting the initial start-up months of the in house service becoming established.</p> <p>The cumulative performance to the end of period 10 was 91.1%. This is a significant improvement in performance since quarter 1.</p>
Community Resources – Overtime as a % of total employee costs	7%	7%	7.1%	At the end of period 10 the level of overtime is slightly above target reflecting operational requirements, emergency responses and some areas of additional service provision.

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 10	Actual to Period 10	Comments
Community Resources – Sickness Absence	4%	4%	5.5%	<p>The absence level at Period 10 is 5.5% compared to the target of 4%. This being a challenging target for the nature of the services.</p> <p>The absence level of 5% is due to a number of long term absences, with the overall absence rate consisting of :-</p> <ul style="list-style-type: none"> - 73.7% long-term absences - 26.3% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Grounds Maintenance - Sickness Absence	4%	4%	2.8%	<p>Absence level for grounds maintenance employees was 2.8% at the end of period 10 and continues to remain within target.</p> <p>Overall absence rate is made up of:-</p> <ul style="list-style-type: none"> - 60.9% long-term absences - 39.1% short-term absences. <p>Absence continues to be within target.</p>

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 10	Actual to Period 10	Comments
Street Cleansing - Sickness Absence	4%	4%	4.9%	<p>Absence levels for street cleansing employees was 4.9% in period 10. This is due to an increase in long term absence.</p> <p>The absence level at Period 10 of 4.9% consisted of:-</p> <ul style="list-style-type: none"> - 58.4% long-term absences - 41.6% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Refuse Collection - Sickness Absence	4%	4%	8.9%	<p>Absence levels for refuse collection employees showed improvement from 9.7% in period 8 to 8.9% in period 10. This consisted of:-</p> <ul style="list-style-type: none"> - 66.9% long term absence - 33.1% short term absences. <p>Absence has reduced since the period 8 rate and continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 10	Actual to Period 10	Comments
Building Cleaning and Janitorial - Sickness Absence	4%	4%	5.9%	<p>Absence levels for building cleaning and janitorial employees was 5.9% in period 10. This was made up of:-</p> <ul style="list-style-type: none"> - 77.7% long term absences - 22.3% short term absences <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Renfrewshire Community Safety Partnership - Sickness Absence	4%	4%	8.7%	<p>The absence level at Period 8 is 8.7%. This is due to a number of long term absences, with the overall absence rate made up of:-</p> <ul style="list-style-type: none"> - 64.6% long-term absences - 35.4% short-term absences. <p>Absence has increased since the period 8 rate of 8%, and focus to reduce absence is addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 10	Actual to Period 10	Comments
Roads & Transportation – Sickness Absence %	4%	4%	5.9%	<p>Roads & Transportation absence has decreased from 6.2% from the end of period 8 to 5.9% year to date at period 10. 90.5% of absences were due to long term absence and 9.5% through short term absence.</p> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	Annual target	33	33 employees have successfully completed SVQ awards to date with the service on track to meet the annual target of 50 employees being trained.
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	100%	84%	<p>The percentage of Community Resources employees who have completed an IDP to the end of period 10 was 84%.</p> <p>There are 1,573 employees in the IDP programme with 1,323 having a completed IDP.</p> <p>The MDP/MTIPD process is ongoing across the service with personal development plans being established for individuals and teams. The process will continue throughout the year and take cognisance of the council's Organisational Development programme.</p>

Performance Indicators and Benchmarking Targets	Target for 2016/17	Target to Period 10	Actual to Period 10	Comments
% of pothole repairs completed within timescales	66%	66%	67% (Quarter 3)	The percentage of pothole repairs completed within timescales was 67% to the end of Quarter 3. This being slightly above the annual target of 67%
Building Services - % of overall repairs completed within target	95%	95%	95% (Quarter 3)	95% of overall repairs were completed within target at the end of Quarter 3. This was a similar performance to that achieved in Quarter 2.

*** Waste data is now published by SEPA on a calendar year basis – this is the data for 2016 calendar year and has still to be verified by SEPA.*

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

Author: Shona MacDougall, Director of Community Resources
e-mail: shona.i.macdougall@renfrewshire.gcsx.gov.uk