

**To:** INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

**On:** 24 JANUARY 2018

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**Report by:** DIRECTOR OF ENVIRONMENT & COMMUNITIES

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**Heading:** OPERATIONAL PERFORMANCE REPORT

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## **1. Summary**

- 1.1 This report provides an overview of key service activities over the first 8 periods of 2017/2018, namely 1 April 2017 to 10 November 2017. 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 Phase 1 of the investment works at Robertson and Barshaw Parks have largely been complete. The phase 1 investment has focused on improvements to path and road infrastructure within the parks, and the installation of new additional play park equipment. The last aspects of the phase 1 works were completed in December with the installation of wheelchairs swings within Robertson and Barshaw Parks, and resurfacing of additional sections of the path infrastructure in Robertson Park.
- 4.2 As part of the Council's investment of £2.25 million in parks regeneration, £250,000 was allocated to 5 neighbourhood parks and attention has turned to these parks with development of plans to support improvements in the infrastructure and equipment.

#### **StreetScene & Roads Operations**

- 4.3 StreetScene supported the extremely successful SPREE programme during October. Support was also provided to the Halloween and Fireworks Festivals, all the Christmas Light 'Switch Ons', throughout Renfrewshire, and the Paisley First Winterfest event. Preparation of the areas prior to events and post event clean ups ensured communities were clean for residents, businesses and visitors to enjoy.

#### **Christmas Lighting 'Switch- On' Events**

- 4.4 The service supports all the Christmas light 'switch on' events across Renfrewshire. The first major 'switch-on' event in Paisley was on the 18th of November 2017 and was followed by events in Renfrew and Johnstone. 11 surrounding towns and villages also celebrated festive light 'switch-on' events prior to 9th of December 2017. In total over 422 individual lighting features were installed with more than a mile of electrical supply cable being used in Abbey Gardens alone.

#### **Roads Capital Programme, 2017/18**

- 4.5 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.
- 4.6 The delivery of the investment programme is progressing well with over 80% roads and pavements now completed with the remaining road and pavement improvements planned for delivery before the end of the financial year. Improvements and repairs are now noticeable on a number of main routes, residential streets and pavements and this will continue throughout the remainder of the financial year 2017/18.

## **Waste Services**

### **Special Uplifts – Online Booking**

- 4.7 The Customer Access project aims to improve customer contact with the Council by providing new online processes for customers to make service requests. This service will be implemented early in 2018.
- 4.8 Under the Customer Access project a new online service for Special Uplifts is being developed through the Council's customer portal – MyAccount. The service will allow customers to book a special uplift online, receive online notifications when the uplift has been completed and allow for further feedback if required.

### **Rationalisation of Additional Bin Arrangements**

- 4.9 Renfrewshire residents typically received the following bin infrastructure (residual bin (grey); recycling (blue; food & garden (brown)) free of charge. Some householders request additional grey and blue bins and a charge is currently applied. As part of the rationalisation of the Council's waste arrangements, a rationalisation of charges will also be applied for additional bins, for all three waste streams.

### **Street Lighting**

- 4.10 A report on Renfrewshire's Street Lighting Improvement Strategy is detailed later in the Policy Board agenda.

### **Underwood Road Refurbishment**

- 4.11 The refurbishment of the Depot at Underwood Road is progressing well with the works scheduled for completion by end of February 2018. The work to complete the vehicle maintenance workshop, MOT station and the new employee welfare unit is complete. The next phase of work will focus on the construction of the salt store and the refurbishment of the former StreetScene facility which will accommodate Building Services upon completion of the works.

## **Transportation Updates**

### **Real Time Passenger Information (RTPI)**

- 4.12 Real time passenger information displays to inform passengers of imminent bus service arrivals are planned for installation in early 2018. The real time information will start on Gauze Street and will also be installed on Glasgow Road in the spring time. McGills buses have the technology on their buses to communicate with the RTPI screens to facilitate effective bus travel.

### **Fleet Services**

- 4.13 Environment & Communities is already progressing a number of operational service changes within and across the Council's fleet. Some additional service efficiencies and improvements are being progressed in respect of the following areas, including;
- Improved management of the use and retention of externally hired vehicles, reducing the number and length of time vehicles are hired for at any time.

- Better utilisation of Council owned vehicles, reducing downtime, and reducing the overall size of the Council fleet.
- Reduction, through enhanced training of operatives, in the level of operational damage.

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

5.1 Increased gully servicing is now in place with over 45% of all gully pot/drains having been inspected and cleaned from late September through to mid-January 2017.

5.2 Increased street sweeping programmes are embedded across Renfrewshire communities with all accessible roads being mechanically swept every 8 weeks and the sweepers are currently completing their 2nd cycle to all locations.

5.3 Details of additional resources being deployed as Community Litter Pickers and the gully and mechanical road sweeping cycle across communities is available on the Team Up to Clean Up page of the Council website and has been well received by those accessing this information (<http://www.renfrewshire.gov.uk/teamuptocleanup>).

### **Community Engagement**

5.4 The Team Up to Clean Up campaign continues to gain momentum and engagement with communities and schools has been encouraging. Two secondary schools are now equipped with their own litterpickers and pupils regularly clear around their schools. Equipment such as litterpickers, bag hoops, a wheelbarrow and rakes have been gifted to 3 community groups, snow shovels (to clear leaves) and some Team Up to Clean Up branded bibs were supplied to 2 others.

5.5 The webpage is now live offering branded downloadable materials for groups and community clean up packs, posters and leaflets. Community groups can opt to publish their contact details on the page, enabling those who would like to attend events, or arrange their own, to receive support and more information.

5.6 Since the launch, twenty one community clean up's have been promoted through this online resource. Recently a Team Up to Clean Up Facebook page has been launched and passed to community groups to establish interest. Joining the Facebook page will facilitate discussion between groups and hopefully encourage a joined up events and activities approach within, and across communities.

5.7 The Council now has a growing contact list and engagement with communities is developing well. Community Clean Up's will continue to be at the heart of the Team Up to Clean Up campaign.

### **Dog Fouling**

5.8 The Renfrewshire Responsible Dog Ownership Strategy, a key priority in the Team Up to Clean Up Campaign, has been rebranded with the current focus on dog fouling. An enforcement and educational approach is being targeted in key areas identified through data analysis and evidence of need.

- 5.9 “The Responsible Dog Owners Pledge” has been launched online and includes that signatories agree, amongst other exemplary behaviours, to pick up fouling after their dog. Work is being undertaken to promote the approach to dog walking groups and boarding establishments.
- 5.10 Branded posters and mobile banners will be strategically located in targeted areas initially around the west end of Paisley and Renfrew to raise awareness of the campaign, and these messages will be reinforced using education and targeted enforcement. Data analysis is currently being undertaken to identify further hotspots for similar targeted activity.

## **6. Regulatory Services**

### **Medical Weighing**

- 6.1 Further visits have now been made to the Royal Alexandra Hospital to check equipment used for medical weighing. Patients are often given treatment or medication based on their body mass, and as such it is crucial that equipment is both accurate, and regularly serviced. A total of 41 scales have been checked so far, in high risk areas. Only one minor issue with a weighing machine has been uncovered to date. This scale was immediately replaced. 67 scales are still to be checked, and these will be completed in early 2018.

### **Best Bar None Renfrewshire**

- 6.2 Best Bar None is an accreditation scheme which rewards high standards and good practice in the licensed trade sector. The Scottish Business Resilience Centre (SBRC), who run the Best Bar None scheme in Scotland, are providing the administration and assessment for the Renfrewshire scheme this year. The Scottish Business Resilience Centre advise that of the 9 applications for the scheme this year, 7 have proceeded to the assessment stage. Judging of these 7 venues took place in late November 2017. Outstanding local venues, chosen by the judges will go forward to the National Awards in March 2018.

### **Scotland Excel Framework**

- 6.3 Food supply contracts to the local government sector in Scotland are centrally controlled by Scotland Excel, who are the centre for procurement expertise for local authorities and other national bodies such as NHS Scotland.
- 6.4 Renfrewshire council Business Regulation Team have the unique responsibility; as the servicing authority for Scotland Excel, to:
- provide food law and quality assurance advice
  - review contract specifications and
  - carry out supplier audits.
- 6.5 Currently, the team are carrying out audits for the supply of milk. This has involved officers travelling to processing facilities throughout Scotland and producing written reports on findings.

- 6.6 The audits also provide a development and training opportunity for officers who benefit from auditing larger processing facilities and more unfamiliar manufacturing sites.

#### **Better Regulation – Rationalisation within Trade Waste and Pest Control**

- 6.7 To support enforcement officers in ensuring that commercial / trade waste is not being disposed of through Household Waste Recycling Centres (HWRCs), a free permit / booking scheme is being established. This will be free of charge and will allow householders to use vans and / or trailers to dispose of their household waste. It is anticipated that the new permit / booking system will be in place by 1st April 2018.

### **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 8	Actual to Period 8	Comments
<b><i>Creating a sustainable Renfrewshire for all to enjoy</i></b>			
<b>1. Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating</b>			
97%	97%	98%%	<p>Of the 1,284 premises in Renfrewshire food hygiene scheme, 1,258 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>

<b>2. Trading Standards – Consumer Complaints completed within 14 days</b>			
82%	82%	92%	This performance was above the period 8 target of 92%. At the end of period 8, the service dealt with 392 consumer complaints, 359 of which were completed within the 14-day timescale.
<b>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.)</b>			
55%	55%	48.6%	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%.  Waste performance data is measured on a calendar year basis.
<b>Creating a sustainable Renfrewshire for all to enjoy</b>			
<b>4. Land Audit Management System - % of areas assessed as acceptable</b>			
90%	90%	98%	Performance in the first 8 periods of 2017/18 exceeded the target of 90%.
<b>Working together to improve outcomes</b>			
<b>5. % of front line resolutions dealt with within timescale</b>			
<b>i) Environment &amp; Communities</b>			
100%	100%	83%	<b>Environment &amp; Communities</b> has received 3,493 front line resolutions in the first 8 periods of 2017/18, of which 2,900 (83%) were responded to within timescale.
<b>ii) Amenity Services</b>			
100%	100%	83%	Over the same period <b>Amenity Services</b> received 3,315 front line resolutions of which 2,748 (83%) were responded to within timescale.
<b>iii) Regulatory Services</b>			
100%	100%	85%	<b>Regulatory Services</b> received 13 front line resolutions in the first 8 periods of 2017/18 and 11 were responded to within timescale.
<b>6. % of complaint investigations dealt with within timescale</b>			
<b>i) Environment &amp; Communities</b>			
100%	100%	92%	<b>Environment &amp; Communities</b> has dealt with 24 complaint investigations in the first 8 periods of 2017/18, 22 (92%) of which were dealt with within the agreed timescale.

<b>ii) Amenity Services</b>			
100%	100%	100%	<b>Amenity Services</b> has dealt with 15 complaint investigations; all (100%) were dealt with within the agreed timescale.
<b>iii) Regulatory Services</b>			
100%	100%	100%	There were 4 complaint investigations for <b>Regulatory Services</b> in the first 8 periods of 2017/18 and these were dealt with within the agreed timescale.
<b>7. % of Freedom of Information requests completed within timescale</b>			
<b>Environment &amp; Communities</b>			
100%	100%	100%	<p>All FOIs were responded to on time, achieving the annual target.</p> <p>289 FOI requests were received, 228 of which were departmental specific and the other 61 were cross-departmental.</p>
<b>8. (Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours</b>			
95%	95%	86%	<p>At the end of Period 8, 86% of traffic repairs were completed with 48 hours. This is an increase from 80% at the end of period 6.</p> <p>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. (TBC)</p>
<b>9. Overtime as a % of total employee costs</b>			
<b>i) Environment &amp; Communities</b>			
6%	6%	6.9%	<p>The level of overtime across the whole of <b>Environment &amp; Communities</b>, for the first 8 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>
<b>ii) Amenity Services</b>			
6%	6%	5.1%	In this period the level of overtime in <b>Amenity Services</b> was within target.



<b>iii) Regulatory Services</b>			
6%	6%	0.8%	In the same period the level of overtime in <b>Regulatory Services</b> was within target.
<b>10. Sickness Absence Figures:</b>			
<b>i) Environment &amp; Communities</b>			
4%	4%	6.7%	<p>The absence level for <b>Environment &amp; Communities</b> at the end of period 8 was 6.7% compared to the target of 4%.</p> <p>The absence level of 6.7% is due to a number of long term absences, with the overall absence rate consisting of:-</p> <ul style="list-style-type: none"> <li>- 75.7% long-term absences</li> <li>- 24.3% short-term absences.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
<b>ii) Grounds Maintenance</b>			
4%	4%	2.6%	<p>Absence level for <b>grounds maintenance</b> employees was 2.6% at the end of period 8 and was within target.</p> <p>Overall absence rate is made up of:-</p> <ul style="list-style-type: none"> <li>- 49.3% long-term absences</li> <li>- 50.7% short-term absences.</li> </ul> <p>Absence is within target.</p>
<b>iv) Street Cleansing</b>			
4%	4%	2.4%	<p>Absence levels for <b>street cleansing</b> employees was 2.4% end of period 8.</p> <p>The absence level of consisted of:-</p> <ul style="list-style-type: none"> <li>- 52.4% long-term absences</li> <li>- 47.6% short-term absences.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>

<b>v) Refuse Collection</b>			
4%	4%	7.7%	<p>Absence levels for <b>refuse collection</b> employees was 7.7% at the end of period 8.</p> <p>This consisted of:-</p> <ul style="list-style-type: none"> <li>- 55.3% long term absence</li> <li>- 44.7% short term absences.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
<b>vi) Roads &amp; Transportation</b>			
4%	4%	2.3%	<p>Absence levels for <b>Roads &amp; Transportation</b> employees was 2.3% at the end of period 8.</p> <p>Overall absence is made up of:-</p> <ul style="list-style-type: none"> <li>- 63.6% long-term absence</li> <li>- 36.4% short-term absence.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
<b>vii) Regulatory Services</b>			
4%	4%	1.8%	<p>Absence levels for <b>Regulatory Services</b> employees was 1.8% at the end of period 8.</p> <p>This consisted of:-</p> <ul style="list-style-type: none"> <li>- 78.5% long-term absence</li> <li>- 21.5% short-term absence.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
<b>11. % of pothole repairs completed within timescales</b>			
66%	75%	69%	<p>In the first 8 periods of 2017/18, 69% of pothole repairs were completed within the agreed timescales. This was an increase from 66% at the end of period 6.</p>

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### **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

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**List of Background Papers:** None

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