



To: ENVIRONMENT POLICY BOARD

On: 27 JANUARY 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 2015 to 13 November 2015.
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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.

Operational Updates

4. Renfrewshire Community Safety Partnership

4.1 Rapid Response Team

A Rapid Response Team was developed in October 2015 to support the Work of Renfrewshire Wardens and StreetScene operatives throughout Renfrewshire, primarily in town centres. The team comprises a Warden working with 2 recruits from the Employability Hub and acts as a monitoring service for environmental issues affecting communities. This includes monitoring high footfall areas to ensure commercial and domestic waste are correctly presented for uplift and that businesses have adequate arrangements in place for uplift and storage of waste.

Since being introduced the team have been involved in the following activities:

- Removing small level waste/flytipping from town centres
- Delivering programmed uplifts in partnership with waste services
- Working with StreetScene and Community Service to ensure larger waste and flytipping items are removed
- Working with local business/residents to ensure waste is presented correctly.

Street Stuff

4.2 The Street Stuff programme has been fully active throughout Renfrewshire. Recorded attendances for the core programme in the year to date for 2015/16 have already exceeded the totals for 2014/15. Additional funding received from the Tackling Poverty Programme has enabled an extension to the activities offered including:

- An October 2015 week school camp in the Gallowhill and Glenburn areas, where an average of 100 young people per day participated in activities including: football; The Box; and dance, and they also received a healthy hot meal.
- A dance display, for parents and friends, was held at the end of the week with an audience of more than 100 in attendance.
- A Festive programme for 2015/16 was held over the Christmas and New Year holiday with a range of activities focused on the Dome facility at St Mirren and the Gallowhill and Glenburn areas. Activities including: football; table tennis; a FIFA tournament; and dance. 1,120 young people attended with 889 receiving hot food. This was a

significant increase from previous years as the attendance of young people participating was more than double. Similar extended sessions are now being rolled out in other communities.

- After-school sessions have been introduced in the Shortroods and Gallowhill areas, where an average of 100 young people per week have had the opportunity to participate in activities and receive a hot meal. Similar extended sessions are now being rolled out in other communities.

Although at a very early stage in the development of the extended programme, on the basis of the success so far StreetStuff is on track to meet its target of doubling attendances in the period up to March 2017.

4.3 Environmental Training Team

Community Resources has been working in close partnership with the Environmental Training Team (ETT). The ETT is a local enterprise company which provides opportunities for local residents to volunteer in local projects in their community. It also provides training placements in a variety of skills such as gardening activities, painting and joinery. ETT has agreed to target areas of land identified by Community Resources which are; overgrown or in need of a tidy up, are outwith a regular maintenance schedule, and have been the subject of complaints by the community. Over recent months, ETT volunteers have been involved in the following activities:

- Cutting back shrubs and picking litter at Hammills Walkway
- Clearing graffiti from utility boxes in the Paisley BID area, and photographing the 'tags' to support Police Scotland in identifying perpetrators
- Carrying out litter picking and weeding at the car park to the rear of the old Arnotts building
- Carrying out extensive litter picking, weeding and cutting back of shrubs at the old TA building on Paisley High Street
- Assisting a residents group in Anderson Drive, Renfrew with general litter picking and weeding in the area.

At the last Community Planning Greener Renfrewshire Thematic Board on 9th November 2015 ETT successfully bid for Stalled Spaces funding to carry out improvements including the installation of benches and planters at 2 sites in Paisley town centre - one beside the Hammills and the other at the corner of St James' Street and Moss Street.

4.4 **Emissions Testing**

Renfrewshire Wardens launched a school safety initiative in November 2015 as part of the campaign to support National Road Safety Week and to highlight the issues of engine idling. The National Road Safety Week is an event coordinated by the UK road safety charity, Brake. Three primary schools, Auchenlodment Primary, St Peter's and St Mary's Primary, where engine idling and unsafe parking issues had been identified, were targeted for intervention. Banners highlighting the issues relating to engine idling and dangerous parking were erected outside these schools and wardens patrolled during key times to reinforce the messages. Information was also communicated through the Council website and local media. This action supported wider activities relating to road safety carried out at schools across Renfrewshire.

4.5 **Road Safety Week**

Renfrewshire Wardens launched a school safety initiative in November 2015 as part of the campaign to support National Road Safety Week and to highlight the issues of engine idling. The National Road Safety Week is an event coordinated by the UK road safety charity, Brake. Three primary schools, Auchenlodment Primary, St Peter's and St Mary's Primary, where engine idling and unsafe parking issues had been identified, were targeted for intervention. Banners highlighting the issues relating to engine idling and dangerous parking were erected outside these schools and wardens patrolled during key times to reinforce the messages. Information was also communicated through the Council website and local media. This action supported wider activities relating to road safety carried out at schools across Renfrewshire.

4.6 **Festive Safety Campaign**

Renfrewshire Community Safety Partnership delivered a Festive Safety Campaign during December 2015 / early January 2016 within Paisley town centre which included:

- an increased focus on Paisley town centre by Renfrewshire Wardens;
- additional patrols by police officers;
- taxi marshals at the County Square rank on Christmas Eve and Hogmanay;
- Street Pastors assisting party-goers.

- 4.7 A Safe Bus service was also provided by the Partnership and was supported by the ambulance service. The Safe Bus being located at New Street on 11, 12, 18, 19 & 31 December 2015 from 9pm until 3am. The Safe Bus assisted members of the public who were injured, felt threatened or needed safety

advice. It also provided flip flops, sweets, bottled water, a phone charging facility and emergency blankets for those affected by colder weather. From the table below it can be seen that 194 people presented at the Safe Bus during this period. Statistics for the period show that antisocial behaviour and related disorder within Ward 3 decreased by around 10% during this period in comparison with the previous year. It is likely that the Festive Campaign contributed to these reductions.

4.8 Recorded Numbers Visiting the Safe Bus

Date	Male Visiting Bus	Female Visiting Bus	Total Visiting Bus
11/12/15	10	20	30
12/12/15	10	34	44
18/12/15	12	25	37
19/12/15	11	23	34
31/12/15	15	34	49
Totals	58	136	194

4.9 Integrated Control Room & CCTV System

The construction of the new Community Safety Hub and Integrated Control Room at Mill Street, Paisley was completed and delivered on time in September 2015. The first two phases of employee moves are now complete with the Investigations, Mediation and Youth Teams based within the Community Safety Hub. In addition the core Wardens' Service is being tasked from the facility. It is proposed that the phasing of employee moves will be completed by early 2016.

5. Regulatory Services

5.1 Business Regulation

Food Standards Scotland (FSS) provided a report on the audit of Council's food enforcement service which was carried out in September. The report confirmed feedback, provided at the time of the audit, that the service is successfully delivering the food enforcement service in line with the Food Law Code of Practice. No areas for improvement were identified and therefore no follow up actions are required. One area of good practice was noted which related to the systems in place for monitoring checks of operational performance. This was seen as being comprehensive and thorough.

5.2 Trading Standards

5.2.1 Best Bar None is a Scheme which raises standards and rewards excellence for those venues that attain the Award standard. This is delivered at a local

level by partnerships between the industry, local authorities and Police. Community Resources' Trading Standards & Licensing Team is responsible for the local co-ordination and assessment of the scheme.

5.2.2 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.

5.2.3 This year's scheme attracted 13 applicant venues from across Renfrewshire. Assessments of the applicant premises took place during October and November 2015, and premises were scored against national guidelines. A panel of judges reviewed the applications in December 2015, and awarded all 13 premises either a "Gold" or "Silver" Award. Judges also decided on overall category winners, as well as allocating specialist awards to deserving venues. There were no premises with a score which attracted a "Bronze" Award, which shows an overall improvement on last year.

Our 5 venue category winners are:

- Best Pub - Lord of the Isles
- Best Independent Pub - Hamishes' Hoose
- Best Bar - Bishopton Inn Hotel
- Best Independent Bar - Bar Varia
- Best Nightclub - Fantoosh

Our 3 specialist award winners are:

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- Best Use of Innovation - Bar Varia
- Best Public Health Initiative - Old Swan Inn
- Heart of the Community - Hamishes' Hoose

5.2.4 All 8 category or specialist award winners have been nominated for the Best Bar None Scotland Awards to be held at Grand Central Hotel in Glasgow in late March 2016. The paper shortlisting process will take place at the end of January 2016, and shortlisted venues will be subject to an additional assessment visit in early February 2016.

5.2.5 Trading Standards continue to work with importers and retailers of self balancing scooters (commonly known as Hoverboards). The Team is working in partnership with the UK Border Force, to detain shipments of unsafe goods upon entry to the UK. Retail premises are also being visited to ascertain whether these items are being sold, and carry out checks to ensure their safety. This work has received UK wide press coverage.

5.2.6 The Trading Standards Team continue to work closely in partnership with Police Scotland and other relevant partners to undertake targeted interventions to disrupt suspected criminality and to support legitimate businesses. Recent work includes:

- Execution of warrants on local businesses suspected of consumer fraud or using high pressure sales to target vulnerable consumers
- Intelligence gathering on counterfeit goods and new psychoactive substances,
- Supporting the newly established Pubwatch meetings in Paisley
- Delivering licensed premises training events

5.3 **Environmental Improvements**

Specialist Contaminated Land Officers have completed a review of verification reports for the remediation work for all the residential elements of Phase 2 of the redevelopment site at the former Royal Ordnance factory, at Bishopton. This is key stage in allowing these sites to be released by BAE Systems to house builders and for construction to begin.

6 **Amenity Services Waste**

6.1 **Improved Management of Waste in Erskine**

The final roll out of the improved recycling and residual waste service in Erskine was completed in December 2015. Plans are underway to carry out a consultation for an opt-in garden waste service (brown bins) for those households in Erskine which do not currently receive this service.

6.2 **Project Search**

Waste Services continues to support the work of the Youth Employability Hub within the Renfrewshire Employability Partnership and the Invest in Renfrewshire Programme. The aim is to create more job opportunities for Renfrewshire's young people; those hardest to reach candidates; and those with special needs, to prepare them for the world of work. The first phase of has been very successful with four young people gaining work experience at household waste recycling centres.

6.3 Expansion of Food Waste Collection Service, Trade & Commercial Waste

From January 2016, Waste Services are assisting trade waste customers with the introduction of a food waste collection service for commercial premises which produce more than 5kg of food waste per week.

7. Amenity Services, StreetScene & Land Services

7.1 Support for Autumn Programme of Events

StreetScene Services has provided operational support to the Council's programme of autumn / winter 2015/16 events including

- The Spree;
- Halloween Festival;
- Fireworks display;
- Remembrance events; and
- Christmas lights switching on events.

These important events have made a significant contribution to the economic regeneration of Renfrewshire, helped promote the cultural economy and will support the City of Culture bid.

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

8.1 Roads Capital Programme, 2015/16

The Capital Resurfacing programme, to upgrade and improve the road network throughout Renfrewshire, has mostly been completed with remainder of works to be carried out following the festive period. This investment continues to support the Council's aim of improving local roads and supporting economic development by ensuring that Renfrewshire maintains a strong transport network.

8.2 Winter Service

The Council's winter service is operational with an integrated service of Community Resources' Roads and StreetScene operatives undertaking gritting actions across Renfrewshire's priority carriageway and footway network as required. Through December 2015 and particularly the festive period, heavy rainfall and localised flooding dominated front line activities. Round the clock flood response has been delivered and assistance given to a number of properties across Renfrewshire. Fortunately Renfrewshire was not been affected as badly as other authorities in Scotland but there is now clear evidence of extreme conditions occurring more regularly. As such a Strategic Report on Flooding will be brought to a future meeting of this Policy Board.

Gritting routes and grit bin locations can be found on the Council's website and all gritting and winter weather activity will be posted on social media.

8.3 Improvements to Paisley Town Centre Bus Facilities

The installation of improved bus facilities is progressing around Paisley Town Centre. Bus stop lay-bys have been lengthened on Gauze Street, a saw-tooth bus stop arrangement provided on Smithhills Street, and all stops have been supplied with raised height kerbs. New shelters were installed in Smithhills Street during October and November 2015. All improvement works are on schedule to be completed by the end of March 2016.

9. Facilities Management

9.1 Building Services

Building Services commenced the initial site preparations for the construction of an extension to Glendee Primary School in early November 2015. As part of this project, two weeks' work experience was provided for 10 pupils from Renfrew High School. The pupils were fully integrated on site and played a part in the construction of the extension.

9.2 Building Services has also provided work experience for 12 construction students from West College Scotland, supplying them with hands-on experience of what would be required of them if they chose a career in construction.

9.3 Site Services

Site Services is participating in the Project Search programme providing work placements for young people with additional support needs. There are currently seven young people working across the service, two in Renfrewshire House and five in schools and social work establishments. Placements are offered on a rotational basis giving young people opportunities to gain vital experience.

10. Performance Update – Indicators and Targets

10.1 The table below summarises target and actual performance for key performance indicators and benchmarking targets under each of the key change themes for 2015/16.

Performance Indicators and Benchmarking Targets	Target for 2015/16	Target to Period 8	Actual to Period 8
A Better Future			
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	92.1% (to Quarter 2 2015/16)
(Lighting) Street Lighting Indicators - % repaired within 7 days: combined faults	95%	95%	99.6% (to Quarter 2 2015/16)
Percentage of household waste which is recycled	52%	52%	45.8%**
% of all waste collected which is landfilled	36%	36%	22.8%**
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.57
Street Cleanliness Score - % of areas assessed as clean	90%	90%	Annual Indicator
Food Safety - % of broadly compliant food premises based on food business risk assessment scores	86%	86%	85.5% (to Quarter 2 2015/16)
Food Safety - % of premises which currently achieve a Pass rating	97%	97%	97.8% (to Quarter 2 2015/16)
Trading Standards – Business Advice Requests completed within 14 days	100%	100%	100%
Trading Standards – Consumer Complaints completed within 14 days	82%	82%	87%
A Better Council			
Community Resources – Overtime as a % of total employee costs	8%	8%	7.4%
Community Resources – Sickness Absence	4%	4%	%
Grounds Maintenance - Sickness Absence	4%	4%	2.9%
Street Cleansing - Sickness Absence	4%	4%	4.3%
Refuse Collection - Sickness Absence	4%	4%	7.3%
Building Cleaning and Janitorial - Sickness Absence	4%	4%	6.2%
Renfrewshire Community Safety Partnership - Sickness Absence	4%	4%	7.1%

Performance Indicators and Benchmarking Targets	Target for 2015/16	Target to Period 8	Actual to Period 8
Roads and Transportation – Sickness Absence %	4%	4%	2.8%
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	n/a	31
A High Performing Council			
Land Audit Management System - % of areas assessed as acceptable	90%	90%	92.3%
Percentage of front line resolutions dealt with within timescale by Community Resources	100%	100%	88%
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%
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	100%	84% (to Quarter 2 2015/16)

*** Waste data is now published by SEPA on a calendar year basis – this is the data for the first three quarters of 2015 calendar year and has not yet been verified by SEPA.*

10.2 Supporting Information

- Absence – sickness absence at the end of Period 8, across Community Resources, was 4.6%. This is above the target set of 4.0% and shows no change since performance was previously reported to board at the end of Period 6. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
- Trading Standards business advice – all requests for business advice have been completed within the 14 day target.
- Land Audit Management System - % of areas assessed as acceptable: 92.3% of all grounds maintenance areas inspected were assessed to be of acceptable standard at the end of Period 8. This is above the 90% target set for this period.

11. Quality, Training and Development

- 11.1 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. 31 Community Resources' employees have achieved an SVQ since April 2015.
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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 promoting the “Do your bit” strategy with the local community to encourage participation.

Greener - working in partnership with the community to deliver a cleaner Renfrewshire. Promoting and encouraging waste minimisation through reducing, reusing and recycling.

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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