
To: ENVIRONMENT POLICY BOARD

On: 13 MAY 2015

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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4. Operational Updates

4.1 Street Stuff

- 4.1.1 Street Stuff launched a new dance class at St Peter's Primary School in Glenburn to improve girls' attendance at the award-winning activity programme. Some girls had been attending the indoor football but said they were also interested in dancing. Street Stuff listened to the girls' ideas and introduced a pilot dance class. The new dance sessions are attracting more than 40 extra young people a night, this is in addition to the regular high turnout for indoor football. The dance classes are now so popular that, on some evenings, there are more girls than boys participating at Street Stuff in St Peter's Primary School.
- 4.1.2 Street Stuff is bringing back the Youth Bus due to popular demand. The bus, kitted out with gaming equipment similar to 'the box', will provide more flexibility in terms of reaching wider areas of Renfrewshire as well as supporting the council's 'Do Your Bit' campaign. The new bus will be on the street in time for the summer programme of activities.
- 4.1.3 Street Stuff contributed as part of the Integrated Inspection of Services for Children and Young People in Renfrewshire. The visit was led by the Care Inspectorate with support from Her Majesty's Inspectorate of Constabulary for Scotland. The inspectors visited Street Stuff in February, where they saw the programme in action, engaging/interacting with young people. The inspectors attended the official launch of the Midnight Leagues at St Mirren Park, visited the Gallowhill box and St Peter's Primary School for indoor football and dance sessions
- 4.1.4 In January, Street Stuff joined the Bank of Scotland Midnight League which is a national network of five-a-side football. Scottish FA coaches run the sessions at local sports centres and other venues, usually on Friday and Saturday evenings, with teams competing in weekly leagues. This joint working initiative gives Street Stuff some additional funding to operate extra football sessions at 5 venues a week for a 12 week period.

4.2 Community Safety Service

Safe Kids

- 4.2.1 The 'Safe Kids' programme was delivered throughout the month of March at St Mirren Park. All P6 pupils in Renfrewshire (almost 2000 young people) attended workshops where they received important personal safety lessons and crime prevention advice. Issues covered included personal safety in the

home, antisocial behaviour, internet safety, environmental crime, fire safety, drugs and alcohol awareness and the use of CCTV. This annual community safety educational event has now been run successfully for over 10 years. Overall, as a result of programmes of this type, incidents of youth related antisocial behaviour continue to decline year on year, with more than a 75% reduction over the past 6 years. This reduction and interactive approach has significantly helped us achieve our community plan outcomes under the key themes of 'A Safer and Stronger Renfrewshire' and 'Children and Young People'.

- 4.2.2 The Community Safety Youth Team have been continuing talks for all P7 and S1 pupils across Renfrewshire. Youth Officers advise pupils on the effects of antisocial behaviour and raise awareness of diversionary activities such as 'Street Stuff'. These educational visits operate throughout the school year.

4.3 Integrated Control Room & CCTV System

- 4.3.1 Since the last update report in January 2015, the construction works of the new integrated control room at the former District Court building in Mill Street, Paisley has commenced. In addition to the replacement of all of the existing public space cameras on the network, which has now been completed, a further 10 cameras are due for installation across Renfrewshire and discussions are at an advanced stage with the contractor to progress the delivery of this part of the CCTV project in line with the agreed timetable. Improved mobile camera functionality will be provided through the replacement of the mobile CCTV vans used within the Wardens Service. Upgraded software and functionality is already available to the control room operators through the improved system, which is producing images of a much higher quality than was previously possible. The CCTV system will continue to operate from Mill Street Police station until completion of the new integrated control room.

4.4 Regulatory Services

4.4.1 Business Regulation

Following on from the previously reported ebola incident training, the Business Regulation team devised and delivered training in February 2015 to all Environmental Health Officers who may be required to respond to an ebola incident, either at Glasgow Airport or in the wider community. The event took the form of a scenario-based workshop and included input from a consultant in public health medicine from the Public Protection Unit of NHS Greater Glasgow and Clyde Health Board.

4.4.2 Trading Standards

As part of an ongoing process, officers from Trading Standards have undertaken joint visits with Police Scotland, to residents suspected of being victims of mass media marketing fraud, i.e. telephone and postal scams. All residents on the list of suspected scam victims, provided by the National Trading Standards Scams Team have now been visited, with advice and support being offered.

Doorstep crime continues to be an issue in Renfrewshire. This type of crime covers 'bogus callers' (e.g. fake officials) and 'rogue traders' (alleged poor workmanship, overcharging or threatening behaviour). Officers from Trading Standards are taking part in enforcement activities, led by Police Scotland, to detect and deter from this type of crime.

Trading Standards have a lead role for the enforcement of Trade Marks legislation and are usually undertaken with Police assistance, particularly where warrants require to be executed on domestic premises. A warrant was recently executed on a known supplier of counterfeit goods based in Renfrewshire and, as a result, counterfeit goods were recovered with Police Scotland reporting this matter to the Procurator Fiscal.

4.4.3 Environmental Improvements

Officers from the Environmental Improvements team, together with colleagues from Development Control have attended air quality training sessions to improve understanding of the associated issues, particularly in connection with planning applications and how this impacts on surrounding areas. The aim of this training is to ensure consistency in officers' approach to dealing with planning applications within the council where air quality is a material consideration.

4.4.4 Emissions Testing

In March, Renfrewshire Wardens undertook a 2 day Vehicle Emissions patrol in Paisley town centre in partnership with Police Scotland. Police Officers were responsible for pulling over the vehicles from traffic. The wardens checked whether vehicle emissions were within the legal requirements. Of the 229 vehicles tested, only 8 failed and were issued with £60 fixed-penalty notices. The Council's licensing section also inspected 34 taxis / private-hire vehicles, with 3 notices issued for various defects, all related to vehicles licensed outwith Renfrewshire. All drivers tested were given a Greener Renfrewshire Vehicle 'Don't Be An Idler' information leaflet and an explanatory letter. The police reported 1 driver for an overweight load and issued a £100 fine and 3 points for a tyre below minimum tread.

4.4.5 Fly-tipping Initiatives

Significant progress has been made on 2 sites in Renfrewshire to combat fly tipping. The first, a secluded site off Auchenlodment Road, Johnstone has been a frequent fly-tipping area for several years. Enforcement patrols and CCTV cameras have proved ineffective in identifying perpetrators and over time the scale of fly tipping has increased significantly. In March, a multi agency initiative led by the Wardens Service was set up to resolve the problem. Working with the landowner, the Forestry Commission, and the Community Service team, the site was cleared of over 5 tonnes of material. A fence and sign to secure the site has also been erected in order to deter future fly tipping. The other site, West Ferry Car Park in Langbank, was also a fly-tipping problem area. Again a multi agency project was set up. The Community Service Unit cleared the site convincing the landowner, Transport Scotland, to fill in all the potholes. Currently Langbank Community Council is in discussions with the landowner on the future use of the land.

4.4.6 Noise Action Week

Noise Action Week 2015 is planned for 18-23 May. Here local authorities, housing providers and mediation services work to raise awareness of noise. Noise Action Week is co-ordinated by Environmental Protection UK who work year round supporting the work of professionals in noise management. It is supported by the Chartered Institute of Environmental Health and Environmental Protection Scotland. The Community Safety Partnership will support the initiative by delivering a 'roadshow' focused on domestic and commercial noise. This will travel to a different LAC (Local Area Committee) area each day during the Noise Action Week. Noise Enforcement Officers will be available to give advice to the public on noise issues.

4.4.7 Stalled Spaces

The Stalled Spaces project has now been launched. The scheme is being promoted on social media and in the press and Engage Renfrewshire is already working with a number of community groups to support them as they develop applications for suitable projects. In order to provide additional information about the project, a number of events are being arranged by Engage Renfrewshire to be held in May 2015 and these will include support and input from Architecture and Design Scotland who are administering the scheme at a national level. The first applications will be considered at the Greener Renfrewshire Thematic Board in June 2015. Applications are open to community groups for grants of between £250 and £5,000, but it is anticipated that the majority of awards will be for less than £2,000. The aim is to fund around 7-10 projects across several communities using vacant and

derelict spaces in town centres on a temporary basis to support community growth and improvement. Projects can be funded for any temporary use of the space for growing, artistic expression or other creative uses (i.e. garden, growing grounds, play park, arts project, events, etc).

4.5 Amenity Services Waste

4.5.1 Improved Recycling Facilities in Erskine

In March 2015, the Council commenced a programme to make significant improvements to waste collection and recycling in Erskine. New services are being introduced to help residents recycle more household waste. This replaces the refuse sack collections with more convenient and hygienic waste bins, with the initial phase of the infrastructure now operational.

4.5.2 Garden Waste Collection Service

This service, providing residents with a seasonal kerbside collection service for garden waste commenced on 1 March 2015 and will run until the last collection day in November.

4.6 Amenity Services, StreetScene & Land Services

4.6.1 StreetScene

StreetScene recruited over 40 seasonal operatives at the end of February, in preparation for the start of the grass cutting season. A work programme has been developed to include:

- An initial grass cut for all areas which have suitable ground conditions – this will be delayed in some areas with poor ground conditions as a result of the heavy rain at the end of February.
- Hedge cutting for garden assistance properties in Foxbar, Glenburn, Whitehaugh and Johnstone
- Carrying out the last programmed cycle of the common garden maintenance programme for 2014/15
- Carrying out herbicide application on the edges of our grassed panels
- A first grass cut on arterial routes

4.6.2 Land Services

During the last quarter, the council completed the £850,000 capital works as part of the regeneration of Knockhill Park in Renfrew, funded by the Big Lottery Fund. These works have provided the following facilities:

- a modular community hub building;
- enhanced children's play facilities;
- a trim trail track area with outdoor fitness equipment;
- upgraded path networks;
- upgraded landscaping;
- improved access;
- additional car parking;
- outdoor events area;
- improved drainage and landscaping to the existing grass kick-about pitch to provide a grass multi use sports pitch;
- a dog agility and exercise area; and
- improved lighting.

The new park is proving extremely popular with residents in Renfrewshire, and the council is confident that it will help achieve the aims of the project in terms of building capacity in the surrounding communities.

4.7 Amenity Services, Roads & Transportation (Fleet and Infrastructure)

4.7.1 Winter Maintenance

Winter maintenance activities were carried out throughout March and into the start of the new financial year, in line with the Winter Maintenance Plan. StreetScene Services carried out treatment of the 96 miles of the Council's priority footpath network

4.7.2 Roads Capital Programme, 2015

The Capital Resurfacing Programme was recently approved at the Environment Policy Board in March 2015, with £3.5m of capital investment approved for improvement and upgrade of the roads network across Renfrewshire. This programme of work began in April 2015.

4.7.3 Roads & Transportation, Infrastructure

Work has now been completed on the replacement of Arklestone footbridge over the M8. The new Johnstone railway station car park is due to be completed in early June.

The new Turner Road off Renfrew Road in Paisley is now providing a direct link into the Chivas works and will reduce the number of movements from the Weir Street area.

Design plans have been received for housing, including further roads and footways in Howwood, Johnstone and in Paisley.

The Scottish Government have agreed funding of £161,000 from their smarter Choices, Smarter Places initiative to promote the use of existing cycle infrastructure in Renfrewshire, with the aim of reducing car dependency and improving health and fitness.

5. Performance Update – Indicators and Targets

- 5.1 The table below summarises target and actual performance for key performance indicators and benchmarking targets under each of the key change themes for 2014/15.

Performance Indicators and Benchmarking Targets	Target for 2014/15	Outturn 2014/15
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	97.1%
(Lighting) Street Lighting Indicators - % repaired within 7 days: combined faults	95%	62.4%
Percentage of household waste which is recycled	52%	48.0% (to Period 10)
Tonnage of Biodegradable Waste Landfilled	26,300	12,050 (to Period 10)

Performance Indicators and Benchmarking Targets	Target for 2014/15	Outturn 2014/15
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	0.46
Street Cleanliness Score - % of areas assessed as clean	90%	88.2%
Food Safety- % of broadly compliant food premises based on food business risk assessment scores	90%	85.7%
Trading Standards – Business Advice Requests completed within 14 days	100%	100%
Trading Standards – Consumer Complaints completed within 14 days	82%	81.2%
Community Resources – Sickness Absence	4%	5.2%
Grounds Maintenance - Sickness Absence	4%	3.3%
Street Cleansing - Sickness Absence	4%	3.2%
Refuse Collection - Sickness Absence	4%	4.1%
Building Cleaning and Janitorial - Sickness Absence	4%	6.4%
Renfrewshire Community Safety Service - Sickness Absence	4%	6.7%
Roads and Transportation – Sickness Absence %	4%	4.2%
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	43
Percentage of front line resolutions dealt with within timescale by Community Resources	100%	80%
Percentage of complaint investigations dealt with within timescale by Community Resources	100%	84%
% of Freedom of Information requests completed within timescale by Community Resources	100%	99%
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	87%

Supporting Information

- **Street Lighting repairs** - have been affected by our Contractor's performance on remote footpaths. Due to health & safety concerns a previous practice of using a step ladder to access lamps in these locations has been ceased. Instead, scaffolding is used with consequent time penalties. The implications of this are under investigation.
- **Absence** - absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health. In addition, absence management arrangements are being reviewed, to reflect our work within the Council's revised absence management policy and as specific to Community Resources.
- **Traffic light failure** –The percentage of traffic light repairs completed within 48 hours is 97.1%, continuing to achieve the target of 95%.
- **Tonnage of Biodegradable Waste Landfilled** – an increase in the amount of waste collected which is sent for energy from waste and the introduction of the food waste collection service have contributed to a reduction in the tonnage being sent to landfill.
- **Trading Standards business advice** – all requests for business advice have been completed within the 14 day target timescale.

6. Quality, Training and Development

- 6.1 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. 43 employees have achieved an SVQ since April 2014.

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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