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**To: ENVIRONMENT POLICY BOARD**

**On: 9 NOVEMBER 2016**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: OPERATIONAL PERFORMANCE REPORT**

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## **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 2016 to 16 September 2016.
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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. Renfrewshire Community Safety Partnership**

#### **4.1 Community Safety Officer Trainees**

The Community Safety Partnership employed 3 new Community Safety Officer Trainees in September 2016 using funding awarded from the Council's Tackling Poverty Fund. These trainees are based within the Renfrewshire Community Safety Partnership Hub and will remain in post until March 2017. The trainees are initially working with the Council's CCTV Operators and Youth Officers, also gaining a variety of skills and experience necessary to the preparation of future job applications.

#### **4.2 Renfrewshire Child Protection Conference**

The annual Renfrewshire Child Protection Conference in September 2016 saw a day of discussion on the theme of 'Getting it right for children in Renfrewshire'. More than 200 child protection professionals attended to hear from experts in the field. Officers from Community Resources/Community Safety Partnership being key contributors to the conference.

- 4.3 Attendees at the conference included staff from the Council, NHS, Police Scotland, and many other local agencies involved in looking after young people. This event was an excellent opportunity for child protection professionals to learn about latest developments from the sector's leaders. The key message of the event was that keeping children safe is everybody's responsibility, not just something for the experts to think about.

#### **4.4 School Talks**

The Community Safety Partnership Youth Team began their range of promotional and educational visits to Renfrewshire Schools in September 2016 and will continue throughout the school year. These school talks are targeted at P7 pupils in all primary schools and S1 pupils in all secondary schools throughout Renfrewshire. The talks will encourage young people to make better choices around responsible citizenship and community safety, as well as raising awareness of the impact of antisocial behaviour on communities.

#### **4.5 Building Safer Communities**

A Renfrewshire multi-agency tasking group was set up in April 2016 to focus on the Building Safer Communities National Strategy of reducing victims of crime and victims of unintentional harm. This is achieved through interventions in key communities to help them build capacity to resolve issues

affecting their areas. Analysts from the Renfrewshire Community Safety Partnership select areas for this programme using a range of data including:

- Crimes of violence;
- Drug supply and possession;
- Public reports of anti social behaviour and disorder;
- Environmental issues such as dog fouling, fly tipping, vandalism and graffiti;
- The Scottish Index of Multiple Deprivation (SIMD).

4.6 The first programme was delivered in Ferguslie Park between May and July 2016, with the Gallowhill area being the focus during October and November 2016. Over a six week period the group works with the local community to support them in improving their area. Desired outcomes include:

- Reduced victims of serious violent crime;
- Fewer admissions at Accident and Emergency;
- Fewer families requiring support from social services/education;
- Fewer criminal injury claims;
- Increased satisfaction in the community with where they live and increased feelings of safety.

4.7 From the surveys undertaken, 47% of Ferguslie residents rated the area as a very good place to live which was an increase of 16% in comparison to 2013.

4.8 The surveys also indicated that 64% of Ferguslie residents stated that they feel very or fairly safe when walking alone in Ferguslie after dark which was an increase of 14% in comparison to 2013.

4.9 Some of the other issues raised included:

- Vandalism and house breakings (both identified as high priority during 2013) were not highlighted in 2016.
- The two highest priority common issues were litter and dog fouling.
- Residents requested more high visible patrols by police officers and local authority wardens
- Further improvement suggestions for the area were local facilities for youths and more CCTV cameras

#### 4.10 **Purple Flag Status**

The Renfrewshire Community Safety Partnership is supporting Paisley First in their submission to be awarded Purple Flag Status for Paisley Town Centre. An application was submitted by Paisley First on 14 October 2016. If

successful it is anticipated that this award will support the City of Culture Bid. Purple Flag is an accreditation process similar to the Green Flag award for parks and the Blue Flag for beaches. It leads to Purple Flag status for town and city centres that meet or surpass standards of excellence in managing the evening and night time economy. Only two other locations in Scotland have attained Purple Flag Status so far, Dunfermline and Aberdeen.

- 4.11 Research by the Awarding body, the Association of Town and City Management (ATCM) suggests that Purple Flag can bring real benefits which include:

- A raised profile and an improved public image for the town
- A wider patronage with increased expenditure
- Lower crime and anti social behaviour
- Support for a more successful mixed use economy in the longer term

- 4.12 A partnership working group was formed in February 2016, which includes representation from Police Scotland, Council services, businesses, NHS, community groups, street pastors and those involved in transport services. This group is working collaboratively to ensure that the application reflects the activities of all interested parties. As part of the application process, a preparatory overnight assessment of the town centre was undertaken on Friday 26 August from 5pm to 4am on the Saturday morning. This assessment was an on the ground appraisal of the town centre during the hours it is active at night. The results of this preparatory assessment formed part of the application which was submitted to the Association of Town and City Management on 14 October 2016. If the application meets the required criteria a second formal Assessment will be carried out by two external Purple Flag Assessors prior to the end of 2016.

4.13 **Office of Surveillance Commissions Inspection**

In August 2016, Renfrewshire Council was inspected by the Office of Surveillance Commissions (OSC) to ensure compliance with statutory provisions for the use of covert surveillance. The previous 2013 inspection confirmed we were compliant but identified some minor recommendations:

- minor revisions to the Council guidelines & procedures;
- the introduction of corporate refresher training for Authorising Officers;
- the need for Authorising Officers to justify any authorising decision in their own words.

- 4.14 The 2016 inspector's report highlighted that Renfrewshire Council had addressed all of the recommendations and now has an "exceptional training

programme and excellent levels of awareness amongst staff". The inspector identified no new specific recommendations.

#### **4.15 Summer Events, 2016**

During July-September 2016, Community Resources and in particular Amenity Services and the Community Safety Partnership (including wardens, CCTV and Street Stuff) have been supporting various summer events throughout Renfrewshire. This included local events such as Sma Shot Day, Paisley Pipe Band Championships, Scottish Afro Caribbean Carnival at Barshaw Park, Johnstone Fire Engine Rally and local gala days at Erskine and Johnstone. Amenity Services undertook pre and post activities for each event. The wardens provided the Safe Bus and the CCTV vehicle at many of these events. Meanwhile, Street Stuff was in attendance at family orientated events like the gala days, providing football and dance activities for young people to participate in.

#### **4.16 STEM (Science, Technology, Engineering and Maths) Fortnight**

The Renfrewshire Community Safety Partnership assisted Children's Services and the Renfrewshire Chamber of Commerce with the STEM Fortnight 2016 which ran from 3 October to 13 October 2016. As part of this, pupils visited the Community Safety Hub to see how Renfrewshire Council, Police Scotland and the Scottish Fire and Rescue Services use technology to protect people and public spaces across the Renfrewshire area. This involved a tour of the facility and a presentation from the Community Safety Partnership Manager to demonstrate how the Council uses various technologies including mobile CCTV. Trinity High School and Paisley Grammar School were the schools chosen to participate.

#### **4.17 Street Stuff**

The Street Stuff programme continues to be delivered throughout Renfrewshire and continues to go from strength to strength. To date over 27,882 attendances have been recorded with around 170 attendances per day at summer holiday activities and a similar number participating during October 2016 school holiday week.

#### **4.18**

During the holiday period, an extra programme of afternoon classes was run in addition to the normal timetable of early-evening activities. Afternoon activities included football, dance and the Street Stuff Bus with a free healthy meal for every child who attended. These summer classes ran at six locations: the Paisley 2021 Stadium and Glenburn in Paisley, Bargarran in Erskine, Knockhill Park in Renfrew, Our Lady of Peace PS in Linwood and the McMaster Centre in Johnstone. The free meals and summer expansion was financed by the Council's Tackling Poverty Fund.

- 4.19 A similar programme was run in the October 2016 school week, with sessions being held at St Mirren, Bargarran Primary School, Gallowhill MUGA, Glenburn Community Centre and Our Lady of Peace MUGA. These sessions were run on different days throughout the week (1pm – 4pm) and either a meal or sandwich was provided.
- 4.20 During October 2016, the fourth Street Stuff bus was launched with a colourful wrap designed by Street Stuff participants as part of the summer programme of activities. Over 90 participants attended the launch day activities. The bus offers a range of interactive and cultural activities onboard. The bus will be deployed throughout Renfrewshire and will also be used for events and activities linked to the Paisley 2021 City of Culture bid.
- 4.21 The fifth Street Stuff bus will develop this approach further when it is launched later this month with a focus on cultural activities, performance art and creativity. This bus is slightly larger than the other four Street Stuff buses and will again be used to support the Paisley 2021 City of Culture bid.

## **5. Regulatory Services**

### **5.1 Trading Standards - Best Bar None Awards**

Applications have now opened for Best Bar None Renfrewshire 2016-17. As well as the existing national categories such as Best Pub or Best Bar, applicant venues will now be considered for new local categories such as best newcomer, best family venue and best venue manager.

## **6. Amenity Services Waste**

### **6.1 Linwood Moss Landfill Site**

The installation of a new leachate treatment plant has now been completed and commissioning and testing work has been quality checked, revised and finalised to allow leachate from the site to be discharged in accordance with consented SEPA levels. Now that discharge from the site is fully within SEPA's consented quality levels, it is being released to watercourses and there has been no requirement since June 2016 to tanker effluent off site.

### **6.2 Co-mingling of Food and Garden Waste**

The planned service change of comingling food and garden waste was implemented on 10 October 2016. The service is being monitored closely to ensure that operations continue to work efficiently and effectively. The revised arrangements are working well and are supported by customers.

## **7. Amenity Services, StreetScene & Land Services**

### **7.1 2021 Weekend of Events**

StreetScene & Land Services worked in partnership with the Paisley 2021 events team to support the 2021 Weekend of Events which took place on 20 & 21 August 2016 and attracted large numbers of local residents and visitors to Renfrewshire. StreetScene Services undertook pre and post activities for each event to ensure areas were presentable and well maintained throughout.

On Saturday 20<sup>th</sup> August 2016, the event encompassed music and busking events and the Diversity Carnival Procession/Gala Day. On Sunday 21<sup>st</sup> August 2016 support was provided to Renfrewshire Leisure in terms of barrier installation and additional cleaning for the Renfrewshire 10K, with a record number taking part and watching this event. Amenity Services also assisted in supporting the Doors Open Day in September 2016.

The Council's ambitious events programme for November and December 2016 including seasonal festive events will be fully supported by the various services from within Community Resources.

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

### **8.1 Roads Capital Programme, 2016/17**

The capital resurfacing programme for 2016/17 commenced in April 2016 with the programme now nearing completion, and a full spend will be achieved by the end of the financial year. The programme has had a positive impact on our road network and will contribute to ongoing improvements in roads' condition indicators.

### **8.2 Winter Maintenance, 2016/17**

The winter maintenance season started on 1<sup>st</sup> October 2016 with all preparations completed well in advance and staff and equipment prepared for any gritting activity as required. Over 4,000 tonnes of salt have been delivered in readiness for any severe weather. The Council's stock of over 400 grit bins have been cleared of debris and filled with fresh salt in readiness for winter weather.

### **8.3 Street Lighting – LED Investment Programme**

The overall investment programme has three phases and will be completed by the end of Spring 2017, with all of the Council's street lighting stock then utilising LED technology. Phase 1 commenced in May 2016 and Phase 2 in September 2016. The overall programme will deliver a reduction in energy usage for street lighting in excess of 60%, and will make a substantial

contribution towards the Council's carbon reduction targets. At the end of October 2016, following commencement of the investment programme in May 2016, approximately 25% of the Council's lighting stock is using LED technology.

#### **8.4 Sewerage Improvement Works**

Scottish Water began the first phase of its £17m capital investment programme to the sewerage system in Paisley on 10 October 2016. This investment and programme of improvement will span a 60 week period.

The project involves building new sewers from the White Cart Water in the vicinity of Cotton Street Bridge to Brodie Park in the south side of Paisley. A new storm water overflow system is also being constructed to serve the Seedhill Road area. The project will increase sewer capacity as well as improving water quality in the Espedair Burn and White Cart Water. Scottish Water & Renfrewshire Council have worked jointly on managing communications of the works. Improved sewer capacity will contribute to the Regeneration of Paisley and associated plans.

### **9. Facilities Management**

#### **9.1 Facilities Management (Soft Services)**

Facilities Management (Soft Services) is working in partnership with West College Scotland to provide a new bespoke Cooking Skills training programme for catering staff. The 10 week programme began in September 2016 and will provide training for 14 staff on a day release basis which will allow them to gain a college qualification. This has been undertaken in response to the request from the catering staff to gain further cooking skills and qualifications, which will also allow for succession planning within the service.

9.2 During the summer holiday period of 2016, Families First clubs have operated within Renfrewshire. These clubs provided activities and around 10,800 healthy meals to pupils who are entitled to a free school meal, children who attend additional support needs schools and also to children under five who attend a Council pre five centre during school holidays.

9.3 As part of the Council's Tackling Poverty initiative, morning clubs have been established in 9 primary schools and 1 secondary school. Uptake of the clubs has been encouraging with nearly 10,000 breakfasts served to date and feedback from pupils, parents and teachers has been very positive. The morning clubs in St Catherine's Primary School, Gallowhill Primary School, St David's Primary School, Cochrane Castle Primary School, St Mary's Primary



School, St Margaret's Primary School, West Primary School, Brediland Primary School and Our Lady of the Peace School are open to all pupils and include a healthy breakfast and a programme of activities developed in partnership with the Soil Association and Active Schools. Pupils eligible for a free school meal at Castlehead High School can also receive a free healthy breakfast in the cafe area before the start of the school day.

- 9.4 In addition, through the Council's Tackling Poverty initiative, the service is providing hot meals as part of the Street Stuff programme of activities for young people at various locations throughout Renfrewshire.

9.5 **Facilities Management (Hard Services)**

9.6 **Building Services and Youth Development**

Building Services is working closely with local schools and West College Scotland to ensure they maximise opportunities for young people within Renfrewshire. To date this year, over twenty work experience placements have been provided from Renfrewshire secondary schools, with more placements during the October 2016 holiday period. In addition to this, in partnership with West College Scotland, six work experience placements have been provided for their Get Ready For Work Programme and twelve 2 week placements on their Pre Apprenticeship Course. Building Services have also been able to offer site visits and site experience on our projects for students attending the HNC Construction Practice course provided by West College Scotland.

- 9.7 In addition Building Services have recruited two young people from Renfrewshire to undertake electrical apprenticeships. They commenced their 4 year apprenticeship at the end of August 2016 and will be studying at West College Scotland. In addition to the two youth placements, an adult electrical apprenticeship opportunity was also offered to an existing employee of the Council. The adult apprenticeship will take two years and is a mixture of college and distance learning.

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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 2016/17.

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Target to Period 6</b>	<b>Actual to Period 6</b>
% of household waste which is recycled	55%	55%	48.7% **
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.55
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	97%	97%	96% (to Quarter 2)
Trading Standards – Consumer Complaints completed within 14 days	82%	82%	88%
Number of incidents of anti-social behaviour reported to Renfrewshire Community Safety Service	1,700	Annual target	1,255
% uptake of free school meals in primary and secondary schools	73%	73%	67.4%
Land Audit Management System - % of areas assessed as acceptable	90%	90%	95.4%
% of front line resolutions dealt with within timescale by Community Resources	100%	100%	87%
% of complaint investigations dealt with within timescale by Community Resources	100%	100%	81%
% of Freedom of Information requests completed within timescale by Community Resources	100%	100%	100%
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	95% (to Quarter 2)
% of reported street lighting faults which were repaired within the 7 day timescale	95%	95%	84.6% (to Quarter 2)
Community Resources – Overtime as a % of total employee costs	7%	7%	7.3%
Community Resources – Sickness Absence	4%	4%	5.2%
Grounds Maintenance - Sickness Absence	4%	4%	2.5%

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Target to Period 6</b>	<b>Actual to Period 6</b>
Street Cleansing - Sickness Absence	4%	4%	4.7%
Refuse Collection - Sickness Absence	4%	4%	9.9%
Building Cleaning and Janitorial - Sickness Absence	4%	4%	4.5%
Renfrewshire Community Safety Partnership - Sickness Absence	4%	4%	7.6%
Roads and Transportation – Sickness Absence %	4%	4%	6.2%
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	Annual target	16
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	100%	84%
% of pothole repairs completed within timescales	66%	66%	67%
Building Services - % of overall repairs completed within target	95%	95%	95%

*\*\* Waste data is now published by SEPA on a calendar year basis – this is the data for the first 6 months of 2016 calendar year and has not yet been verified by SEPA*

## 10.2 Supporting Information

- **% of household waste which is recycled** – The cumulative recycling rate from January to June 2016 is 48.7%. Recycling seasonally increases through the summer due to increased garden waste and the figures for quarter 3 will reflect this.
- **Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating** - The Food Hygiene information scheme (FHIS) is designed to provide consumers with information about hygiene standards at food premises. During a routine inspection, the Business Regulation Team will either provide the premises with a "Pass" rating or "Improvement Required" rating.

Whilst the above rating is below the expected target, it should be noted that the "Pass" percentage fluctuates throughout the year. The pass rate depends on the premises visited i.e. new premises that require more help and it is anticipated that the yearly target will be met by the end of the 2016/17 year.

- **Number of incidents of anti-social behaviour reported to Renfrewshire Community Safety Service** – the target for this indicator has reduced from

2,200 in 2014/15 to 1,700 for 2016/17. This reflects the challenging targets agreed in December 2015 by the Community Planning Partnership in respect of the Local Outcome Improvement Plan indicator which measures the combined anti-social behaviour incidents reported to both the RCSP and Police Scotland.

- **% uptake of free school meals in primary and secondary schools** - School meal uptake to period 6 is 67.4% which is in line with the same period last year. The first part of the financial year includes the seasonal end of the school year when school meal uptake is generally lower due to exam leave and school trips.
- **% of front line resolutions dealt with within timescale by Community Resources** - To the end of period 6 the service dealt with 2,798 front line resolutions, 87% of which were dealt with within the agreed timescale.
- **% of complaint investigations dealt with within timescale by Community Resources** - The service dealt with 16 complaint investigations to the end of Period 6, 13 of which were dealt with within the agreed timescale.
- **% of reported street lighting faults which were repaired within the 7 day timescale** the year to date performance is below target, reflecting the previously reported contractual issues. The service subsequently being brought in house, subsequently the performance for quarter 2 was 95.2%, which is above the annual target. Year end performance is anticipated to exceed the target with the in house service performing well.
- **Community Resources – Sickness Absence** - Sickness absence at the end of Period 6 across Community Resources was 5.2% which is slightly above the challenging target of 4%. Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of the services of occupational health.
- **% of Community Resources employees having completed IDPs (from MDP/MTIPD)** - 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.

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## 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. 16 Community Resources' employees have achieved an SVQ since April 2016.
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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 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.

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**List of Background Papers:** None

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