
To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

On: 30 August 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: OPERATIONAL PERFORMANCE REPORT

1. Summary

- 1.1 This report provides an overview of key service activities over the first 3 periods of 2017/2018, namely 1 April 2017 to 23 June 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 notes the operational performance update detailed 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 the services within Community Resources in respect of the areas of activity delegated to this Policy Board, together with key performance indicators are detailed below.
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Operational Updates

4. Amenity Services

Land Services – Parks Regeneration

- 4.1 Capital investment works at Robertson and Barshaw Parks have progressed well during this period, with civil engineering works being completed as planned in early July. These works have supported improvements to the drainage and paths networks at both parks. Contractors have commenced the programmed play area improvement works in both Robertson and in Barshaw Parks. The play equipment is in manufacture and commenced construction in July. The works will cause minimal disruption in the parks and to the existing play facilities, with both play parks expected to reopen in September 2017. As part of the Council's investment of £2.25 million in parks regeneration, £250,000 was allocated to 5 Neighbourhood Parks and attention now turns to these parks with development of plans to support improvements in the infrastructure and equipment. Park development officers, employed by the Council, are currently being recruited to support community and friends groups to pursue external funding in Neighbourhood Parks.

StreetScene

- 4.2 Recruitment and training of additional flexible posts within the seasonal workforce has been completed, with the integrated seasonal workforce undertaking work for StreetScene during the summer 6 month period and will revert to roads and winter maintenance activities over the winter months. This ensures effective support for the summer growing season.
- 4.3 Community Resources has fully supported preparations across Renfrewshire, to support local communities for their Gala Days and also assisted with preparations for key events such as the 2017 British Pipe Band Championships and SMA shot day.

Roads Capital Programme, 2017/18

- 4.4 The roads capital investment programme for 2017/18 was agreed by Council in February 2017 and will deliver capital investment of £6.7m in Renfrewshire's roads and pavements. The programme consists of 85 roads and 47 pavements in strategic routes as well as providing improvement on a significant number of rural and residential areas.
- 4.5 The investment programme has progressed well with multiple roads, now completed. Improvements and repairs will be noticeable on a number of main routes, residential streets and pavements and this will continue throughout the remainder of the financial year 2017/18.

Environment and Place, Investment

- 4.6 Investment funding was approved by Council in June 2017, with £250,000 being allocated to improve environment and place standards across Renfrewshire. This includes a commitment to support local communities in their efforts and contribution to improving Renfrewshire, as a clean, safe welcoming place to live and work.

- 4.7 Following the launch of the campaign a programme of enhanced community engagement and operational activities will be delivered across the whole of Renfrewshire. The activities will focus on street cleaning, gulley maintenance, rapid response services, road infrastructure improvements, support & engagement with communities and volunteer participation. Community participation events are scheduled from September onwards.
- 4.8 These operational activities are being supported by an overarching media campaign which has been developed, including workshops involving engagement with communities.

Waste Services

- 4.9 The energy from waste treatment plant in Dunbar to take Renfrewshire and Clyde Valley authority partners residual waste is progressing well, with build nearing completion. This will allow commissioning prior to 2020, when Renfrewshire residual waste is supplied to the facility, and in advance of Landfill Ban for residual waste in 2020.
- 4.10 Development has commenced on the 2017 – 2022 Waste Strategy, looking at collection and disposal requirements, taking account of the household waste recycling charter the Council committed to in 2016.

Street Lighting – LED Investment Programme

- 4.11 Renfrewshire's £11m LED Street Lighting Investment Programme commenced implementation in April 2016 over 3 phases with the last phase completed in June 2017 resulting in over 92%, 28,000 Street Lights across Renfrewshire being converted to LEDs. Specialist conversions, hard to access lighting columns and repairs to underground cabling make up the remaining percentage and will be completed over the summer period.
- 4.12 As reported to the former Environment Policy Board on 25th January 2017, on completion of the LED street lighting investment programme, the Council would review the LED investment programme, as implemented and installed. The Survey of LED lighting levels commenced in July 2017. Every street in Renfrewshire will have the lighting levels assessed. The review programme will follow the three phases of installation commencing in Paisley, Johnstone and South Renfrewshire, and lastly Renfrew and Renfrewshire North. Where tree vegetation or an additional lighting columns are identified these works will be undertaken prior to the winter months. Initial feedback from the survey has returned positive results with light levels shown to be in excess of the minimum lighting levels required for residential areas.
- 4.13 Street Lighting Repairs – improved performance within the in house Street Lighting Repair team has been sustained, with repairs being undertaken within the performance target of 7 days from the date reported, with overall performance rate exceeding 99%.

Roads and Infrastructure

Road Safety Improvements

- 4.14 The Scottish Safety Camera Partnership working with Renfrewshire Council agreed to introduce a fixed speed camera to Beith Road in Johnstone immediately west of the junction of Rannoch Road infrastructure work has commenced, with the camera being installed and commissioned in July and August. The camera is being introduced to encourage motorists to drive within the speed limit in an effort to reduce these numbers. The camera will detect vehicle speeds for traffic travelling towards Howwood from Johnstone.

Fleet Services

- 4.15 During the period April to June 2017 the Council's fleet of 435 vehicles had a new telematics system installed. The system will support vehicle and fuel efficiency as well as productivity improvements. The telematics will also support driver behaviour to achieve improvements in road safety and accident avoidance

Transportation

Parking Meters

- 4.16 Renfrewshire Council's parking meters have been converted to take the new £1 coin ahead of the old coin's withdrawal in October 2017. There are a small number of machines where it is not possible to convert or repair. These meters will be decommissioned and will be replaced by meters that are capable of taking contactless/card payment and coins.

5. Renfrewshire Community Safety Partnership

The Rapid Response Team

- 5.1 The Rapid Response Team (RRT) continues to improve the environment by investigating & removing small scale flytipping and investigating environmental crime throughout Renfrewshire.
- 5.2 The RRT also monitor identified areas with environmental issues. Former hot-spots have stopped receiving flytipping complaints since the commencement of routine patrols. Since January 2017, the team has:
- Provided assistance to the front line StreetScene teams, by providing backup and emptying bins council-wide;
 - Lettered residents of specific problem areas and advising of bin collection days;
 - Removed around 4.5 tonnes of waste;
 - Undertaken over 250 investigations of environmental crime, including flytipping, backcourt dumping, trade waste, litterbins, flyposting, graffiti and street litter;
 - Issued 4 Duty of Care Notices in relation to duty of a business to produce evidence of waste uplift and disposal arrangements.

6. Regulatory Services

Product Safety

- 6.1 An officer from the Trading Standards & Licensing Team has been working in partnership with Border Force, in relation to consignments of suspected unsafe goods being imported at Glasgow Airport. Consignments containing suspected unsafe toys, safety harnesses and cosmetic products have recently been investigated. Where the consignments are destined for neighbouring authorities, Trading Standards services in those authorities liaise with the importers in their area. Safety testing documentation has been checked, and advice and support has been given to importers. Where goods cannot be shown to be safe, or cannot be brought into compliance, the consignments are formally abandoned, and the goods are destroyed. To date, around 95% of products investigated have been found to be unsafe. As such this work is crucial in protecting the safety of UK residents, and ensuring the integrity of the UK economic market.

Contaminated Land

- 6.2 Officers have been working closely with BAE Systems personnel to review site contamination reports to address remediation at the ROF Bishopton site. This is a complex process and has resulted in the successful remediation of Phases I and II of the site, with residential development progressing at the northern extent. The programme has been ongoing now for a number of years and is expected to continue into the 2030's, which will result in further areas of redevelopment being remediated. The remediation programme in this site is one of the biggest in Europe. As part of our work, regular liaison meetings are held with BAE Systems personnel, as are site visits to monitor the remediation works.
- 6.3 While there are currently no sites in Renfrewshire that are listed on the contaminated land register there are sites that may be developed in the future that contain contamination and would require similar remedial works to be carried out as part of the development process. One such site is the former BASF site in Hawkhead Road where remedial works are currently being undertaken. Community Resources is a statutory consultee and works with Development and Housing Services to ensure all sites are appropriately identified and remediated.

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 3	Actual to Period 3	Comments
A Better Future – Place			
1. Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating			
97%	97%	97%	<p>Of the 1,446 premises in Renfrewshire, 1,404 achieved a 'Pass' rating. This reflects a very high level performance where 97% of food premises inspections meet or exceed compliance at the point of inspection.</p> <p>All premises are required to make the improvements necessary to achieve the Pass rating in order to continue trading.</p>
2. Trading Standards – Consumer Complaints completed within 14 days			
82%	82%	85%	<p>This performance was above the period 3 target of 82%. At the end of period 3, the service dealt with 171 consumer complaints, 146 of which were completed within the 14 day timescale.</p>
3. % of household waste which is recycled (** Waste data is now published by SEPA on a calendar year basis – this is the data for 2016 calendar year and has still to be verified by SEPA.)			
55%	55%	43.6%	<p>This is the data for the first quarter of 2017 calendar year and has not yet been verified by SEPA. The recycling rate was 43.6%.</p> <p>Waste performance data is measured on a calendar year basis. The 43.6% performance detailed above reflects the first quarter of the calendar year i.e. January to March 2017. This first period reflecting a seasonal low level of recycling. The 43.6% compares with a 43.3% performance level for the same period in 2016.</p>
A Better Council			
4. Land Audit Management System - % of areas assessed as acceptable			
90%	90%	95%	<p>Performance in the first 3 periods of 2017/18 exceeded the target of 90%.</p>

Target for 2017/18	Target to Period 3	Actual to Period 3	Comments
5. % of front line resolutions dealt with within timescale			
i) Community Resources			
100%	100%	86%	Community Resources has received 1,444 front line resolutions in the first 3 periods of 2017/18, of which 1,240 (86%) were responded to within timescale.
ii) Amenity Services			
100%	100%	86%	Over the same period Amenity Services received 1,380 front line resolutions of which 1,182 (86%) were responded to within timescale.
iii) Regulatory Services			
100%	100%	100%	Regulatory Services received 7 front line resolutions in the first 3 periods of 2017/18 and all were responded to within timescale.
6. % of complaint investigations dealt with within timescale			
i) Community Resources			
100%	100%	71%	Community Resources has dealt with 7 complaint investigations in the first 3 periods of 2017/18, 5 (71%) of which were dealt with within the agreed timescale.
ii) Amenity Services			
100%	100%	100%	Amenity Services has dealt with 3 complaint investigations; all (100%) were dealt with within the agreed timescale.
iii) Regulatory Services			
100%	100%	100%	There was 1 complaint investigation for Regulatory Services in the first 3 periods of 2017/18 and this was dealt with within the agreed timescale.
7. % of Freedom of Information requests completed within timescale			
Community Resources			
100%	100%	100%	All FOIs were responded to on time, achieving the annual target. 112 FOI requests were received, 84 of which were departmental specific and the other 28 were cross-departmental.

Target for 2017/18	Target to Period 3	Actual to Period 3	Comments
8. (Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours			
95%	95%	84%	<p>At the end of Period 3, 84% of traffic repairs were completed with 48 hours.</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.</p>
9. Overtime as a % of total employee costs			
i) Community Resources			
6%	6%	6.5%	<p>The level of overtime across Community Resources, in the first 3 periods of 2017/18, was slightly above target.</p> <p>This was due to additional overtime being required to deliver two elections in the reporting period with all cost recoverable.</p>
ii) Amenity Services			
6%	6%	5.2%	In this period the level of overtime in Amenity Services was within target.
iii) Regulatory Services			
6%	6%	0.8%	In the same period the level of overtime in Regulatory Services was within target.
10. Sickness Absence Figures:			
i) Community Resources			
4%	4%	6.9%	<p>The absence level for Community Resources at the end of period 3 was 6.9% compared to the target of 4%.</p> <p>The absence level of 6.9% is due to a number of long term absences, with the overall absence rate consisting of :-</p> <ul style="list-style-type: none"> - 79.9% long-term absences - 20.1% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>

Target for 2017/18	Target to Period 3	Actual to Period 3	Comments
ii) Grounds Maintenance			
4%	4%	2.7%	<p>Absence level for grounds maintenance employees was 2.7% at the end of period 3 and was within target.</p> <p>Overall absence rate is made up of:-</p> <ul style="list-style-type: none"> - 60.5% long-term absences - 39.5% short-term absences. <p>Absence is within target.</p>
iv) Street Cleansing			
4%	4%	1.5%	<p>Absence levels for street cleansing employees was 1.5% end of period 3.</p> <p>The absence level of consisted of:-</p> <ul style="list-style-type: none"> - 92.9% long-term absences - 7.1% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
v) Refuse Collection			
4%	4%	9.2%	<p>Absence levels for refuse collection employees was 9.2% at the end of period 3.</p> <p>This consisted of:-</p> <ul style="list-style-type: none"> - 63.8% long term absence - 36.2% short term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
vi) Roads & Transportation			
4%	4%	2.1%	<p>Absence levels for Roads & Transportation employees was 2.1% at the end of period 3.</p> <p>Overall absence is made up of:-</p> <ul style="list-style-type: none"> - 68.9% long-term absence - 31.1% short-term absence. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>

Target for 2017/18	Target to Period 3	Actual to Period 3	Comments
vii) Regulatory Services			
4%	4%	1.7%	<p>Absence levels for Regulatory Services employees was 1.7% at the end of period 3. This consisted of:-</p> <p>- 100% long term absence.</p> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
11. % of pothole repairs completed within timescales			
66%	66%	60%	<p>Early focus of resources has been to take forward the capital investment programme of roads resurfacing. These activities coupled with high absence levels within the service has contributed towards the performance dipping below the repair target of 66%.</p>

Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – None.
3. **Community Planning**

Children and Young People – Renfrewshire Community Safety Wardens and the Youth Team work with schools regarding the issue of litter generated by pupils from Secondary schools.

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 and investing in road network to support and facilitate economic growth.

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** – 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 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.
12. **CoSLA Policy Position** - none

List of Background Papers: None

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