
To: ENVIRONMENT POLICY BOARD

On: 18 MAY 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 4 March 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

Stalled Spaces

- 4.1 Renfrewshire Council distributed £20,000 of funding through a grant funding scheme run as part of Stalled Spaces, Scotland, a programme to revitalise town centres and empower communities. This scheme is supported by Architecture and Design Scotland (A&DS) who contributed funding of £10,000 to the scheme. In total, nine projects have been successful in their bid for Stalled Spaces funding with all of the £20,000 having been allocated. The projects are as follows:

- Reaching Older Adults in Renfrewshire (Paisley, West End)
- Paisley West & Central Community Council (Paisley, West End)
- Loud n Proud (Paisley, Town Centre)
- Environmental Training Team (Paisley, Town Centre)
- I Am Me (Johnstone)
- Renfrew Development Trust (Renfrew)
- Kilbarchan Community Council (Kilbarchan)
- Erskine Music & Media (Erskine)
- STAR Project (Paisley, Love Street)

Each of the funded projects will report back to the Greener Renfrewshire Thematic Board on the progress of the projects.

Street Stuff

- 4.3 The Street Stuff programme continues to be delivered throughout Renfrewshire. To date a record 37,000 plus attendances have been reported for the core programme in 2015/16. Funding received from Renfrewshire's Tackling Poverty Programme has contributed to this success and has allowed Street Stuff to expand its programme to include after-school sessions in the Shortroods and Gallowhill areas during the period January-March 2016. There has been an average of 100 young people per week participating in these activities. As part of the expanded programme of activities, all young people who have attended the programmes have received a hot meal. Similar expanded sessions are now being rolled out in other communities across Renfrewshire.
- 4.4 The Street Stuff programme continues to work in partnership with the University of the West of Scotland. There are currently 8 Social Work students on observation placements at Street Stuff.

4.5 Training and Employability

Following an eight week training programme at the end of 2015, nine trainees are continuing with the wardens' service and Street Stuff. This is being funded via Renfrewshire's Tackling Poverty programme. Trainees' activities include engaging with community networks, extra attention patrols and environmental activities, as well as delivering an educational workshop on dog fouling and littering at the annual Safe Kids programme.

4.6 Rapid Response Team

The Rapid Response Team has been undertaking environmental enforcement patrols within Paisley town centre three times a day. This includes engaging with local businesses regarding trade waste issues as well as providing graffiti kits. The team have also been engaging with community groups, as well as monitoring hot spot areas for environmental issues. Community Resources has also 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. In 2015/16, ETT volunteers have been involved in the several projects including Hammills Walkway, Paisley BID area, old Arnotts building, Paisley High Street, Anderson Drive, Renfrew and various gap sites through 'Stalled Spaces' funding.

5. Regulatory Services

Trading Standards

5.1 Best Bar None

Best Bar None is an accreditation scheme which aims to recognise and reward well-managed licensed on-sales venues. Five venues from this year's local scheme were short-listed for the Best Bar None Scotland Awards 2015-16 on Thursday 24 March 2016.

5.2 None of our nominees received national awards at the ceremony; however as national finalists they have been recognised as being in the top five venues of their type in Scotland, which is a great achievement. The Renfrewshire venues which were shortlisted are:

- Bishopton Inn Hotel - Best Bar
- Bar Varia - Best Independent Bar
- Lord of the Isles - Best Pub
- Fantoosh - Best Nightclub
- Bar Varia - Best Use of Innovation

- Hamishes' Hoose - Heart of the Community
- 5.3 A forthcoming report to the Environment Policy Board will seek approval to re-invigorate the local scheme through the introduction of new local categories such as best premises manager, best family establishment and most improved venue.
- 5.4 **Trusted Trader**
The Renfrewshire Trusted Trader scheme continues to steadily grow, with 43 traders now members of the scheme and a further 6 applications pending. Four new trade categories are represented this year, and customer feedback about member traders remains high, with more than 1,700 customer feedback forms received and an average customer satisfaction score of 9.7 out of 10. Annual unique web hits have increased to over 12,000 in 2015/16, an increase of 25% on the previous financial year.
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6 Amenity Services Waste

Glasgow Bin Lorry Crash – Fatal Accident Inquiry

- 6.1 A short term multi-disciplinary task team has been set up to consider the findings of the recent fatal accident inquiry relating to the December 2014 Glasgow bin lorry crash. The task team will develop an action plan to address the Sheriff's recommendations in so far as it relates to our function as a local authority.
- 6.2 A report was submitted to the Leadership Board on 29 March which provided an update on the early action undertaken by the task team. Progress has been made in the following areas:
- Implications for HR policies and procedures associated with recruitment and employment health checks;
 - Training for employees and risk assessments for waste collection routes;
 - Implications of any legislative changes;
 - The potential impact on the wider council LGV and PCV fleet;
 - The implications for private sector operators of heavy goods vehicles operating in and around town centres;
 - Implications for procurement of employees or services; and
 - Further reports will be submitted to the Leadership Board with updates being provided to the Environment Policy Board.
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7. Amenity Services, StreetScene & Land Services

7.1 StreetScene Services

StreetScene Services continue to provide operational support to initiatives in Paisley Town Centre, and has been working with Development and Housing Services to continue the successful Employability Initiative aimed at delivering environmental improvements in:

- Neighbourhoods managed by Housing Services and
- Paisley Town Centre

7.2 The initiative provides hard to reach, long term unemployed, individuals aged between 16 and 25 with life skills, training and work experience to allow them to enter the job market. The initiative also delivers environmental improvements in Paisley Town Centre and neighbourhoods that have suffered from poor environments.

7.3 The aim of this approach is to provide a mix of development opportunities for trainees within the available funding constraints, whilst addressing operational priorities identified by officers and communities. This approach will also contribute to the aims and objectives of the Paisley Town Centre Heritage Strategy, and the Paisley Business Improvement District.

7.4 The second group of trainees has recently started with Community Resources, and has been working in the Seedhill area to address environmental issues there.

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

8.1 Roads Capital Programme, 2015/16

The capital resurfacing programme for financial year 2015/16 was completed on time and in budget, continuing the investment by the Council to improve the condition of the road network. The new capital resurfacing programme for financial year 2016/17 started in April and will continue on from improvements made in the last financial year to help improve local access within Renfrewshire.

8.2 Improvements to Paisley Town Centre Bus Facilities

The installation of improved bus facilities around Paisley Town Centre has now been completed. 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 have been installed in Smithhills Street, St Mirren Street and on Gauze Street,

outside the Piazza Centre. To complete the project Smithhills Street and Gauze Street have been resurfaced and the carriageway markings repainted.

8.3 North Renfrew Flood Prevention Scheme

The Scheme is now substantially complete, operational and within budget. The Scheme protects some 300 ground floor addresses from direct flood risk from the Mill Burn and tidal Clyde for up to a 1 in 200 year event, inclusive of climate change allowances. Around of 20 mainly business addresses, remain unprotected in line with the approved flood prevention scheme. A scheme of increased flood resilience, rather than direct protection from the Scheme is being promoted whereby such properties could be protected by demountable flood guards at doorways, air bricks etc.

9. Facilities Management

9.1 Soft Services (Catering & Cleaning)

Facilities Management (Soft 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, one in Renfrewshire House and six in schools and social work establishments. Placements are offered on a rotational basis giving young people opportunities to gain vital work experience.

9.2 Facilities Management Building Services

On 17 February 2016 the contract for Street Lighting maintenance was brought in-house to be operated by the Facilities Management Building Services team and will run until 31 March 2017. The contract will be monitored and progress reported back to future Environmental Policy Boards.

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 12	Actual to Period 12
A Better Future			
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	94% (2015/16 year end figure)
(Lighting) Street Lighting Indicators - % repaired attended within 7 days: combined faults	95%	95%	68.7% (2015/16 year end figure)
Percentage of household waste which is recycled	52%	52%	43.9%**
% of all waste collected which is landfilled	36%	36%	32%**
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.5
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%	83% (2015/16 year end figure)
Food Safety - % of premises which currently achieve a Pass rating	97%	97%	97.3% (2015/16 year end figure)
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%	7.3%
Community Resources – Sickness Absence	4%	4%	4.8%
Grounds Maintenance - Sickness Absence	4%	4%	3.6%
Street Cleansing - Sickness Absence	4%	4%	6.5%
Refuse Collection - Sickness Absence	4%	4%	8.5%
Building Cleaning and Janitorial - Sickness Absence	4%	4%	5.4%
Renfrewshire Community Safety Partnership - Sickness Absence	4%	4%	6.6%

Performance Indicators and Benchmarking Targets	Target for 2015/16	Target to Period 12	Actual to Period 12
Roads and Transportation – Sickness Absence %	4%	4%	2.8%
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	n/a	46
A High Performing Council			
Land Audit Management System - % of areas assessed as acceptable	90%	90%	93%
Percentage of front line resolutions dealt with within timescale by Community Resources	100%	100%	87%
Percentage of complaint investigations dealt with within timescale by Community Resources	100%	100%	93%
% 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%	82% (2015/16 year end figure)

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

10.2 Supporting Information

- **Absence** – sickness absence at the end of Period 12, across Community Resources, was 4.8% this is slightly above the target set of 4%. 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** – 93% of all grounds maintenance areas inspected were assessed to be of acceptable standard at the end of Period 12. This is above the 90% target set.
- **Percentage of household waste which is recycled** - The percentage of household waste which was recycled in 2015 reduced to 43.9%. This is below a target of 52% and below the 45.2% reported to board at the end

of Period 10. This figure has been influenced by the circumstances following termination of the contract for dry recyclate in April 2015. Immediately following the failure of the contractor to take Renfrewshire's co-mingled dry recyclate waste, an emergency contract was put in place. Whilst this contract ensure that the Council's dry recyclate was uplifted, the amount of material actually recycled, initially significantly reduced. Performance improved when a substantive contract was put in place. The figure is also influenced by the reduction of paper in Blue bins associated with the decline in traditional newspapers.

- **(Lighting) Street Lighting Indicators - % repaired attended within 7 days: combined faults** – The street lighting performance was significantly influenced by the contractual issues which occurred through late 2015 and early 2016. This service is now being delivered in house and significant improvements are anticipated through effective performance management.

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. 46 Community Resources' employees have achieved an SVQ since April 2015.

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.

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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