



To: ENVIRONMENT POLICY BOARD

On: 11th MARCH 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 During the Christmas holidays, Street Stuff hosted a festive football programme for girls and boys aged 10-18 at St Mirren's indoor dome. There were 9 sessions of football that took place in the evenings from 22nd December 2014 to 3rd January 2015 which were attended by over 400 young people. This was an improved turnout for the festive football programme when compared to its inaugural event last year.

4.1.2 An independent evaluation of the Street Stuff programme was undertaken by the University of the West of Scotland in 2014. As a follow up, Social Work students from the University have undertaken a two week observation placement during January 2015. The students were shown how Street Stuff links into Social Work in practice and making key linkages on understanding poverty, inequality and discrimination. This work will be used by Street Stuff for further evaluation and development purposes.

4.2 Community Safety Service

4.2.1 A Safe Bus was provided in Paisley Town Centre as part of the Renfrewshire Community Safety Partnership's festive safety campaign for 2014/15. The bus was staffed by wardens, paramedics from the Red Cross, and police officers. The bus was equipped to provide a safe space for partygoers and to enable staff to provide support to the public. There were 111 attendees in total at this year's Safe Bus, with 72 accessing welfare services, 9 accessing first aid and 5 attendees accessing both services.

4.2.2 The Community Safety Hub contributed as part of the Integrated Inspection of Services for Children and Young People in Renfrewshire as currently ongoing. The visit was led by the Care Inspectorate with support from Her Majesty's Inspectorate of Constabulary for Scotland. The Inspectors observed the Daily Tasking and the Community Safety Hub meetings and visited the Street Stuff programme during February 2015.

4.3 Regulatory Services

4.3.1 Business Regulation

Following implementation of the Food Information (Scotland) Regulations 2014, which came in to force in December 2014, the Business Regulation team have provided advice to Renfrewshire food businesses on the requirements of the new regulations and what they should do to comply. These regulations simplify and consolidate existing labelling legislation and

improve the way information about food allergens is made available to consumers.

4.3.2 Public Health, EBOLA Incident Training

In December 2014, officers took part in a live multi-agency exercise at Glasgow Airport with colleagues from NHS, the UK Border Force and key emergency services.

4.3.3 Trading Standards

The local Best Bar None awards were presented at Renfrew Town Hall in January 2015. Standards achieved by applicants this year were very high and 20 venues achieved either gold, silver or bronze awards. Six of the category winners have been selected to represent our local scheme at the National Best Bar None Awards on 26th March 2015

4.3.4 Environmental Improvements

The Scottish Government introduced legislation in October 2006 to transpose the European Union Environmental Noise Directive into Scottish legislation. The Directive requires that member states avoid, prevent or reduce the harmful effects of environmental noise exposure to the public. Environmental noise exposure can be noise arising from road, rail and air traffic sources (air traffic noise has been addressed by Glasgow Airport). Scottish Government specialist advisors have modelled and mapped what they consider to be the noisiest areas across Scotland. The next stage is for each local authority to consider these mapped areas, and assess the requirement for potential Noise Management Areas and Quiet Areas. The aim is to identify areas where the public are exposed to excessive levels of transportation noise, particularly within built up areas, public parks or other quiet areas near to schools, hospitals and other sensitive buildings. If such areas are confirmed through these visits, a report will be brought back to a future meeting of the Environment Policy Board. The Scottish Government will be responsible for drawing up appropriate Noise Action Plans, with individual Councils responsible for management of agreed actions relating to their own road network.

4.3.5 Town Centres, Renfrewshire – Duty of Care, Trade Waste

Officers from the Environmental Improvement Team, in conjunction with colleagues from the Wardens Service and Amenity Services, the Environmental Improvement team continue to visit and patrol within town centre areas to ensure businesses and residents are disposing of their waste appropriately. Routine visits will continue to sustain improvements made since the introduction of these visits last year.

4.4 Amenity Services Waste

4.4.1 Improved Recycling Facilities in Erskine

From March 2015, the Council will commence a programme to make significant improvements to waste collection and recycling in Erskine. New services will be introduced to help residents to recycle more household waste. This will replace the current refuse sack collections with more convenient and hygienic waste bins.

Where possible households will be provided with a new set of wheeled bins for recyclable and non-recyclable waste. For areas that are not suitable for wheeled bins, a number of new neighbourhood communal facilities will be installed to allow residents to dispose of waste and recycling conveniently. This part of the service will take more time to introduce in view of the timescales associated with constructing the new facilities. The Council has been working closely with Bridgewater Housing Association to make sure the neighbourhood communal recycling facilities go in the most suitable locations. The Council is also providing a new food waste recycling service to every household in Erskine currently using sacks.

4.4.2 Invest in Renfrewshire, Joint Working

The Council offers a range of opportunities to young people who require work experience and training. Community Resources has been working with Development & Housing services in youth employability projects since February 2014. Waste Services has recently recruited four graduate interns, in partnership with Invest in Renfrewshire. The new staff members will be supporting the waste strategy team to improve recycling across Renfrewshire. Two further projects that are due to come to an end are the employment of trainee waste operatives (8 places) and the Neighbourhood Environment Project working in Council housing areas (12 places for operatives and 2 for trainee arborists). Trainees will be able to apply for the seasonal positions within waste and streetscene just before their traineeships end.

4.5 Amenity Services, StreetScene & Land Services

4.5.1 StreetScene

StreetScene has progressed the planned programme for winter maintenance works within parks and open spaces. This primarily involves pruning and cutting back shrub beds and overgrown vegetation at these locations.

StreetScene has also provided operational support to the Council's Events Team, and in particular the Monte Carlo Rally event held in January 2015.

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

4.6.1 Roads, Winter Maintenance

Winter maintenance activities are being provided in line with the Winter Maintenance Plan (as is available on the Council's website). All salt stores have been fully stocked and crews are undertaking gritting activities as required.

4.6.2 Renfrew Flood Prevention Scheme

Works are progressing on the North Renfrew Flood Prevention Scheme which will be operational by December 2015. This Scheme will directly help protect residential and commercial properties in Renfrew from flood risk.

4.6.3 Roads & Transportation, Infrastructure

Work has now commenced on the replacement footbridge over the M8 at Arkleston. The new bridge will have ramps to encourage cycling. Link Housing is due to start work on bringing Blythwood, Andrews and Albion Streets up to standard to allow them to be adopted by the Council. Designs have been received for the redevelopment of vacant sites in Brown Street, Renfrew and in Houston for housing and will include new roads and footways.

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, to Period 10.

Performance Indicators and Benchmarking Targets	Target for 2014/15	Target to Period 10	Actual to Period 10
A Better Future			
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	95%	97%
(Lighting) Street Lighting Indicators - % repaired within 7 days: combined faults	95%	95%	76%
Percentage of household waste which is recycled	52%	52%	49.3% (to Period 8)
Tonnage of Biodegradable Waste Landfilled	26,300	16,185 (to Period 8)	9,912 (to Period 8)

Performance Indicators and Benchmarking Targets	Target for 2014/15	Target to Period 10	Actual to Period 10
Domestic Noise Complaints – Part V – the average time (hours) between time of complaint and attendance on site	1	1	0.46
Street Cleanliness Score - % of areas assessed as clean	90%	Annual Indicator	89% (to Nov 2014)
Food Safety- % of broadly compliant food premises based on food business risk assessment scores	90%	90%	86%
Trading Standards – Business Advice Requests completed within 14 days	100%	100%	100%
Trading Standards – Consumer Complaints completed within 14 days	82%	82%	78%
A Better Council			
Community Resources – Sickness Absence	4%	4%	5.0%
Grounds Maintenance - Sickness Absence	4%	4%	2.9%
Street Cleansing - Sickness Absence	4%	4%	3.8%
Refuse Collection - Sickness Absence	4%	4%	3.5%
Building Cleaning and Janitorial - Sickness Absence	4%	4%	6.5%
Renfrewshire Community Safety Service - Sickness Absence	4%	4%	7.7%
Roads and Transportation – Sickness Absence %	4%	4%	2.7%
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	n/a	26

Performance Indicators and Benchmarking Targets	Target for 2014/15	Target to Period 10	Actual to Period 10
A High Performing Council			
Percentage of front line resolutions dealt with within timescale by Community Resources	100%	100%	76%
Percentage of complaint investigations dealt with within timescale by Community Resources	100%	100%	74%
% of Freedom of Information requests completed within timescale by Community Resources	100%	100%	99%
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	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. The absence within the Community Safety Services is due to a small number of long term absences.
- Traffic light failure** –The percentage of traffic light repairs completed within 48 hours is 97% compared to 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. 26 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

Author: David Walls, Head of Resource Services, Tel 0141 618 7625
e-mail: david.walls@renfrewshire.gov.uk