

## Notice of Meeting and Agenda

### Infrastructure, Land and Environment Policy Board

Date	Time	Venue
Wednesday, 07 June 2017	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillor Jennifer Marion Adam-McGregor: Councillor Bill Binks: Councillor Stephen Burns:  
Councillor Jacqueline Cameron: Councillor Michelle Campbell: Councillor Carolann Davidson:  
Councillor Eddie Devine: Councillor Audrey Doig: Councillor Neill Graham: Councillor John  
Hood: Councillor Karen Kennedy: Councillor James MacLaren: Councillor Will Mylet:

Councillor Cathy McEwan (Convener): Councillor Natalie Don (Depute Convener):

### Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

### Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at [www.renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx](http://www.renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx)

For further information, please either email [democratic-services@renfrewshire.gov.uk](mailto:democratic-services@renfrewshire.gov.uk) or telephone 0141 618 7112.

## Items of business

### Apologies

Apologies from members.

### Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

- |          |   |                |
|----------|---|----------------|
| <b>1</b> | <b>Revenue Budget Monitoring</b>  | <b>5 - 10</b>  |
|          | Joint Report by Director of Finance & Resources and Director of Community Resources.  |                |
| <b>2</b> | <b>Capital Budget Monitoring</b>  | <b>11 - 16</b> |
|          | Report by Director of Finance & Resources.  |                |
| <b>3</b> | <b>Renfrewshire Community Meals Service - Lease Renewal</b>   | <b>17 - 20</b> |
|          | Report by Director of Finance & Resources.  |                |
| <b>4</b> | <b>Lease of the former Janitors Cottage at East Fulton Primary School to KLAS CARE</b>  | <b>21 - 24</b> |
|          | Report by Director of Finance & Resources.  |                |
| <b>5</b> | <b>Proposed Compulsory Purchase Powers, City Deal</b>   | <b>25 - 30</b> |
|          | Report by Director of Development & Housing Services.   |                |
| <b>6</b> | <b>The Renfrewshire Council (Paisley Phoenix, East Avenue and Environs) (No Waiting at any Time) Order, Sustained Objections</b>  | <b>31 - 40</b> |
|          | Report by Director of Community Resources.  |                |
| <b>7</b> | <b>National Roads Development Guide - Adoption by Renfrewshire Council</b>  | <b>41 - 46</b> |
|          | Report by Director of Community Resources.  |                |
| <b>8</b> | <b>Extension of Paisley Residents Parking Scheme, Zone 2 to include Residents' Parking/Pay and Display Restrictions on Oakshaw Street West, Oakshaw Head and West Brae, Paisley</b> | <b>47 - 52</b> |
|          | Report by Director of Community Resources.  |                |

<b>9</b>	<b>Community Resources Service Improvement - Outturn Report for 2016/17 and Service Improvement Plan for 2017/18</b>	<b>53 - 132</b>
	Report by Director of Community Resources.	
<b>10</b>	<b>Operational Performance Report</b>	<b>133 - 144</b>
	Report by Director of Community Resources.	
<b>11</b>	<b>Consultation - Proposed Restricted Roads (20mph Limit) (Scotland Bill)</b>	<b>145 - 194</b>
	Report by Director of Community Resources.	
<b>12</b>	<b>Transport Scotland - Parking Consultation</b>	<b>195 - 254</b>
	Report by Director of Community Resources.	
	<b>EXCLUSION OF PRESS AND PUBLIC</b>	
	The Board may by resolution exclude the press and public from the meeting during consideration of the following items of business as it is likely, in view of the nature of the business to be transacted, that if members of the press and public are present, there could be disclosure to them of exempt information as defined in paragraphs 8 and 9 of Part I of Schedule 7A of the Local Government (Scotland) Act, 1973.	
<b>13</b>	<b>Roads Services Trading Operation Business Plan (2017-2020) Executive Summary</b>	
<b>14</b>	<b>Roads Trading Budget Monitoring Report</b>	
<b>15</b>	<b>Vehicle Maintenance Trading Operation Business Plan (2017-2020) Executive Summary</b>	
<b>16</b>	<b>Vehicle Maintenance Trading Budget Monitoring Report</b>	






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**To:** Infrastructure, Land and Environment Policy Board

**On:** 7 June 2017

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**Report by:** Director of Finance and Resources and Director of Community Resources

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**Heading:** Revenue Budget Monitoring to 3 March 2017

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## 1. Summary

- 1.1 Gross expenditure is £170,000 (0.3%) less than budget and income is £86,000 (1.0%) less than anticipated which results in a net underspend of £84,000 for those services reporting to this Policy Board. This is summarised over the relevant services in the table below. It should be noted that following the Council meeting on 18 May which agreed new governance structures for the Council, there has been insufficient time to amend the detailed appendices to this report to exclude services which are now the responsibility of other Policy Boards (eg the Civil Contingencies Service). The new areas of responsibility will be fully reflected in future monitoring reports.

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
Community Resources	£84,000 underspend	0.2%	Breakeven	-

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## 2. Recommendations

- 2.1 Members are requested to note the budget position

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### 3. **Community Resources**

<b>Current Position:</b>	<b>Net Underspend £84,000</b>
<b><i>Previously Reported:</i></b>	<b><i>Breakeven</i></b>

The main areas contributing to the net underspend above are as follows:

#### 3.1 **Refuse Collection**

<b>Current Position:</b>	<b>Net overspend £112,000</b>
<b><i>Previously Reported:</i></b>	<b><i>Net overspend £68,000</i></b>

The overspend is mainly due to lower income from trade waste and special uplifts, and an overspend on employee costs, for leave and absence cover, which is partly offset by an underspend on property costs.

#### 3.2 **School Crossing Patrollers**

<b>Current Position:</b>	<b>Net underspend £48,000</b>
<b><i>Previously Reported:</i></b>	<b><i>Net underspend £38,000</i></b>

The underspend is due to lower than budgeted employee costs, as a result of vacancies throughout the year. A targeted recruitment campaign has now been undertaken to attract local residents to uptake posts as School Crossing Patrollers. This has included advertising banners targeted outside schools with vacancies, information in school newsletters and posters in local shops.

#### 3.3 **Refuse Disposal**

<b>Current Position:</b>	<b>Net underspend £93,000</b>
<b><i>Previously Reported:</i></b>	<b><i>Net underspend n/a</i></b>

The underspend is due to a small underspend on payments to contractors for the disposal of residual waste.

### 3.4 Roads Maintenance

<b>Current Position:</b>	<b>Net underspend £73,000</b>
<b><i>Previously Reported:</i></b>	<b><i>Net underspend n/a</i></b>

The underspend is due to a higher than anticipated level of income.

### 3.5 Projected Year End Position

It is currently forecast that Community Resources will have a small underspend at the year end.

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## Implications of the Report

1. **Financial** – Net revenue expenditure will be contained within available resources.
2. **HR & Organisational Development** – none
3. **Community Planning** – none
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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**Authors:** Debbie Farrell, Ext.7536  
Lisa Dickie, Ext.7384

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2016/2017**  
**1st April 2016 to 03 March 2017**

**POLICY BOARD : ENVIRONMENT**

Description (1)	£000's	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)		
		£000's	£000's	£000's	£000's	£000's	£000's	%	
Employee Costs		23,947	22,427	22,669	0	22,669	(242)	-1.1%	overspend
Property Costs		1,124	863	1,166	(324)	842	21	2.4%	underspend
Supplies & Services		3,984	3,528	3,711	(365)	3,346	182	5.2%	underspend
Contractors and Others		16,470	14,623	14,561	0	14,561	62	0.4%	underspend
Transport & Plant Costs		4,925	4,483	4,364	(23)	4,341	142	3.2%	underspend
Administration Costs		10,421	454	444	10	454	0	0.0%	breakeven
Payments to Other Bodies		3,422	3,402	3,381	16	3,397	5	0.1%	underspend
CFCR		0	0	0	0	0	0	0.0%	breakeven
Capital Charges		6,743	3,972	4,266	(294)	3,972	0	0.0%	breakeven
<b>GROSS EXPENDITURE</b>		<b>71,036</b>	<b>53,752</b>	<b>54,562</b>	<b>(980)</b>	<b>53,582</b>	<b>170</b>	<b>0.3%</b>	<b>underspend</b>
Income		(17,484)	(8,366)	(8,019)	(261)	(8,280)	(86)	-1.0%	under-recovery
<b>NET EXPENDITURE</b>		<b>53,552</b>	<b>45,386</b>	<b>46,543</b>	<b>(1,241)</b>	<b>45,302</b>	<b>84</b>	<b>0.2%</b>	<b>underspend</b>

	£000's
Bottom Line Position to 03 March 2017 is an underspend of	<u>84</u>
Anticipated Year End Budget Position is an underspend of	<u>140</u>

0.2%  
0.3%

**RENFREWESHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2016/2017**  
**1st April 2016 to 03 March 2017**

**POLICY BOARD : ENVIRONMENT**

Description (1)	£000's	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)	%	
MSS		(197)	2,853	2,896	(43)	2,853	0	0.0%	breakeven
Refuse Collection		4,483	4,139	4,477	(226)	4,251	(112)	-2.7%	overspend
School Crossing Patrol		695	572	524	0	524	48	8.4%	underspend
Regulatory Services		2,239	1,137	1,152	(15)	1,137	0	0.0%	breakeven
Refuse Disposal		7,928	7,502	8,014	(605)	7,409	93	1.2%	underspend
Streetscene		6,318	4,510	4,764	(254)	4,510	0	0.0%	breakeven
Cleaning & Janitorial		7,354	6,519	6,516	3	6,519	0	0.0%	breakeven
Catering Client		4,015	3,359	3,359	0	3,359	0	0.0%	breakeven
Land Services		744	(87)	(220)	133	(87)	0	0.0%	breakeven
Transport		1,713	1,399	1,406	(6)	1,400	(1)	-0.1%	overspend
Renfrewshire Wardens		2,660	2,236	2,292	(56)	2,236	0	0.0%	breakeven
Civil Contingencies Service		111	45	46	(1)	45	0	0.0%	breakeven
Maintenance		8,808	5,806	5,533	200	5,733	73	1.3%	underspend
Flooding		365	193	164	29	193	0	0.0%	breakeven
Structures		307	184	194	(11)	184	0	0.0%	breakeven
Street Lighting		1,842	1,423	1,580	(158)	1,423	0	0.0%	breakeven
Traffic Management		1,627	1,032	1,065	(33)	1,032	0	0.0%	breakeven
Traffic & Transport Studies		0	(1)	(1)	0	(1)	0	0.0%	breakeven
Parking of Vehicles		(824)	(793)	(744)	(33)	(777)	(16)	-2.0%	under-recovery
Roads grant Funded Projects		11	11	177	(166)	11	0	0.0%	breakeven
SPTA		3,355	3,348	3,348	0	3,348	0	0.0%	breakeven
<b>NET EXPENDITURE</b>		<b>53,554</b>	<b>45,387</b>	<b>46,542</b>	<b>(1,242)</b>	<b>45,302</b>	<b>84</b>	<b>0.2%</b>	<b>underspend</b>

£000's

0.2%

0.3%

**Bottom Line Position to 03 March 2017 is an underspend of**  
**Anticipated Year End Budget Position is an underspend of**

83

140




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**To: INFRASTRUCTURE, LAND & ENVIRONMENT POLICY BOARD**

**On: 7 JUNE 2017**

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**Report by: Director of Finance and Resources**

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**Heading: Capital Budget Monitoring Report**

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**1. Summary**

- 1.1 Capital expenditure to 3<sup>rd</sup> March 2017 totals £10.528m compared to anticipated expenditure of £10.563m for this time of year. This results in an under-spend position of £0.035m for those services reporting to this board, and is summarised in the table below:

<b>Division</b>	<b>Current Reported Position</b>	<b>% Variance</b>	<b>Previously Reported Position</b>	<b>% Variance</b>
Community Resources	£0.035m u/spend	1% u/spend	£0.047m u/spend	1% u/spend
<b>Total</b>	<b>£0.035m u/spend</b>	<b>1% u/spend</b>	<b>£0.047m u/spend</b>	<b>1% u/spend</b>

- 1.2 The expenditure total of £10.528m represents 70% of the resources available to fund the projects being reported to this board. This reflects the large capital value programmes due to be completed within the final quarter of the financial year, including, the LED Street Lighting Strategy, Vehicle Replacement Programme, Community Halls and Facilities Investment Programme, and the Parks Improvement Programme.

- 1.3 Appendix 1 provides further information on the budget monitoring position of the projects within the remit of this board.

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## 2. **Recommendations**

- 2.1 It is recommended that Members note this report.

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## 3. **Background**

- 3.1 This report has been prepared by the Director of Finance and Resources in conjunction with the Chief Executive and the Director of Community Resources.
- 3.2 This capital budget monitoring report details the performance of the Capital Programme to 3<sup>rd</sup> March 2017, and is based on the Capital Investment Programme which was approved by members on 3<sup>rd</sup> March 2016, adjusted for movements since its approval.

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## 4. **Budget Changes**

- 4.1 Since the last report budget changes totalling £1.702m have arisen which reflects the following:-

Budget re-profiled from 2016/17 to 2017/18 reflecting updated cashflows received for the projects:

- Vehicle Replacement Programme (£0.044m).
- Paisley Town Centre Signage (£0.032m).
- LED Street Lighting Strategy (£1.747m).
- Improving Community Safety (CCTV) (£0.010m).

Budget re-profiled from 2017/18 to 2016/17 reflecting updated cashflows received for the projects:

- Bridge Assessment/Strengthening (£0.064m).
- Roads/Footways Upgrade Programme (£0.017m).
- Lighting Columns Replacement (£0.053m).
- Parks Improvement Programme (£0.051m).
- Community Halls & Facilities Improvement Programme (£0.076m).

Reduction in Grants Funding in 2016/17 due to revised spend expectations:

- Programme Funded By Specific Consent (£0.011m).
- Strathclyde Partnership Transport (£0.120m).

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## **Implications of the Report**

1. **Financial** – The programme will be continually monitored, in conjunction with other programmes, to ensure that the available resources are fully utilised and that approved limits are achieved.
2. **HR & Organisational Development** – none.
3. **Community Planning** –  
**Greener** - Capital investment will make property assets more energy efficient.
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. 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**

- (a). Capital Investment Programme 2016/17 & 2017/18 – Council, 3<sup>rd</sup> March 2016.

The contact officers within the service are:

- Debbie Farrell, Extension 7536
- Geoff Borland, Extension 4786

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**Author:** *Geoff Borland, Principal Accountant, 0141 618 4786, geoffrey.borland@renfrewshire.gov.uk.*

# Infrastructure, Land & Environment - Appendix 1

## RENFREWSHIRE COUNCIL

### CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES

#### BUDGET MONITORING REPORT

#### BOARD: INFRASTRUCTURE, LAND & ENVIRONMENT

Project Title	Approved Programme @03/03/16	Current Programme MR 12	Year To Date Budget to 03-Mar-17	Cash Spent to 03-Mar-17	Variance to 03-Mar-17	% Variance	Cash to be Spent by 31-Mar-17	% Cash Spent
<b>COMMUNITY RESOURCES</b>								
Programme Funded By Specific Consent	191	180	65	33	32	50%	147	18%
Vehicle Replacement Programme	1,500	1,470	300	311	-11	-4%	1,159	21%
Bridge Assessment/Strengthening	1,400	1,384	1,019	1,002	17	2%	382	72%
Roads/Footways Upgrade Programme	3,000	2,995	2,715	2,728	-13	0%	267	91%
Lighting Columns Replacement	0	331	227	224	3	1%	107	68%
Traffic Management	0	4	0	4	-4	100%	0	100%
Paisley Town Centre Signage	0	89	25	21	4	15%	68	24%
LED Street Lighting Strategy	11,000	6,256	5,100	5,141	-41	-1%	1,115	82%
Parks Improvement Programme	0	266	181	154	27	15%	112	58%
Community Halls & Facilities Improvement Programme	3,000	1,086	100	87	13	13%	999	8%
Improving Community Safety (CCTV)	0	19	27	19	8	29%	0	100%
North Renfrew Flood Prevention Scheme	0	296	198	198	0	0%	97	67%
Free School Meals (Capital)	0	16	16	14	2	11%	2	90%
Strathclyde Partnership Transport	0	590	590	590	0	0%	0	100%
<b>TOTAL INFRASTRUCTURE, LAND &amp; ENVIRONMENT BOARD</b>	<b>20,091</b>	<b>14,983</b>	<b>10,563</b>	<b>10,528</b>	<b>35</b>	<b>0%</b>	<b>4,456</b>	<b>70%</b>






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**To: Infrastructure, Land and Environment Policy Board**

**On: 7 June 2017**

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**Report by: Director of Finance & Resources**

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**Heading: Renfrewshire Community Meals Service – Lease Renewal**

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## **1. Summary**

- 1.1 The purpose of this Report is to seek authority from Members to renew the lease of premises at Unit 11 Baltic Business Park Paisley for the Community Meals Services as part of the Renfrewshire Community Health Partnership.
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## **2. Recommendation**

The Board is asked to:-

- 2.1 Authorise the Head of Property and the Head of Corporate Governance to conclude a new lease of the premises at Unit 11, Baltic Business Park, Murray Street, Paisley, as shown on the attached report plan, on the provisional terms and conditions outlined in this report, and subject to such other conditions as may be considered necessary to protect the interests of the Council.
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## **3. Background**

- 3.1 The Head of Health and Social Care Services of Renfrewshire Community Health Partnership has advised of the need to continue the Renfrewshire Community Meals Service, initially looking to extend the current lease. The Head of Property was instructed accordingly.
- 3.2 Renfrewshire Council currently lease premises at Unit 11 Baltic Business Park, Murray Street Paisley in terms of a 10 year lease from 29 September 2007, for the Community Meals Service at an annual rent of £17,826 plus VAT.

- 3.3 In terms of the existing lease, there was scope for the landlord to seek to review the rent at the end of year 5, however when the review was scheduled in 2011 the rent was not increased due to the then market conditions. This current lease also provided the Council with an opportunity to extend the lease for a further 10 year period, subject to the rent being reviewed to current market value levels. Following clarification with the Head of Health and Social Care, it became apparent that it would not be in the Council's interest to implement the option for the 10 year extension, and the Head of Property requested that the landlord offer terms for a 5 year lease to continue the service at this locality.
- 3.4 The Head of Property also considered options for a suitable relocation for the service within the Council's property portfolio, in seeking to end the current leasing obligations. Whilst potential alternative premises had been identified and will remain under consideration, the practicalities and timing of any potential move meant that this cannot be completed in time for the current lease end date. Accordingly, for service continuity, there is a need to continue occupying the current leased premises.
- 3.5 Discussions for a lease extension / new lease have been concluded with the Landlord, with an improvement in the market for this type of property resulting in the terms noted in part 4.
- 3.6 The potential for relocation will remain under consideration during the lease extension period. If that does indeed progress, a suitable replacement occupier will be sought.

#### **4. Provisional Terms and Conditions**

- 4.1 The current lease has been in place since 28/9/2007 with the current passing rent of £17,826 + VAT per annum, payable quarterly in advance. It is on a full repairing and insuring basis. Following discussions with the Landlord he has offered a new lease / lease extension under a 5 year term only at a revised rental of £22,275 + VAT per annum, with all other lease terms generally remaining the same albeit the Landlord will provide a 3 month rent free period as an incentive for renewing the lease. It is anticipated however that the existing cap on the service charge in place under the current lease will be ended under a new lease.
- 4.2 The lease transaction shall include such other terms and conditions as may be considered necessary by the Head of Property and the Head of Corporate Governance to protect the interests of the Council

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#### **Implications of this report**

1. **Financial Implications** – Annual rental of £22,275 payable per annum over 5 years, with additional service charges and insurance payments.
2. **HR and Organisational Development Implications** - None

**3. Community Plan/Council Plan Implications**

Wealthier and Fairer – continuation of a popular and well used service.

Smarter - None.

Healthier – beneficial nutrition to client users.

**4. Legal Implications – New lease / lease extension to be concluded.**

**5. Property/Assets Implications – As per this report.**

**6. Information Technology Implications - None**

**7. Equality and Human Rights Implications**

(a) 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 membership of both groups is open to all members of the community. 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 and Safety Implications – None.**

**9. Procurement Implications – None.**

**10. Risk Implications – None.**

**11. Privacy Impact – None.**

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**List of Background Papers**

Report to Council on 14<sup>th</sup> December 2006 entitled "Lease of Premises at Baltic Business Park, Murray Street, Paisley for Renfrewshire Community Meals Service".

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**Author:** John Mitchell, tel. 0141 618 6177, email [john.Mitchell@renfrewshire.gov.uk](mailto:john.Mitchell@renfrewshire.gov.uk)

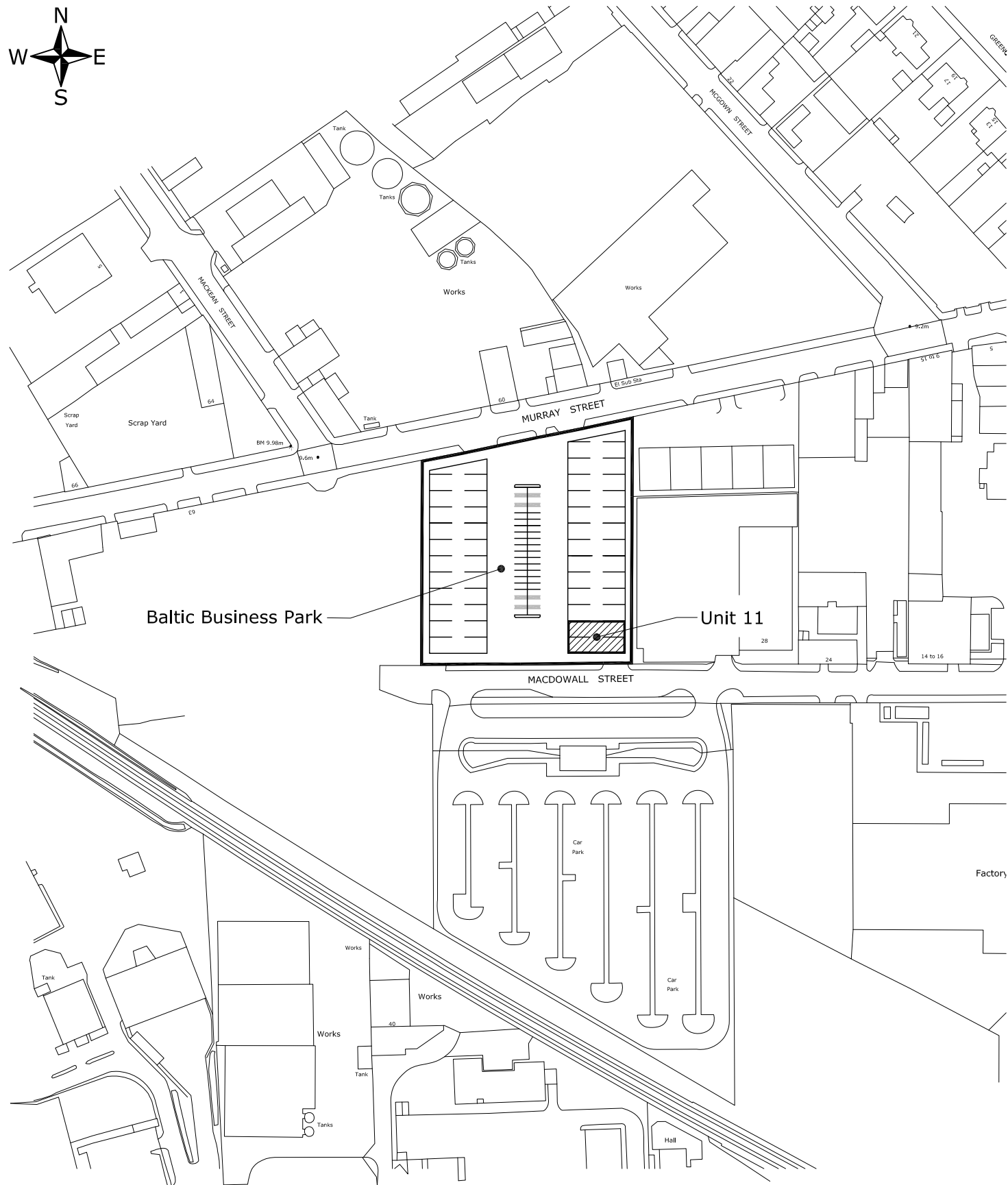
# FINANCE & RESOURCES

## ASSET & ESTATES SECTION



Renfrewshire  
Council

TITLE	REPORT PLAN BALTIC BUSINESS PARK MURRAY STREET / MACDOWALL STREET, PAISLEY	DRAWING No.	E2616	SCALE	NTS
		DRAWN BY	JW	DATE	MAY 2017






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**To: Infrastructure, Land and Environment Policy Board**

**On: 7 June 2017**

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**Report by: Director of Finance and Resources**

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**Heading: Lease of the Former Janitors cottage at East Fulton Primary School to KLAS CARE**

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## **1. Summary**

- 1.1 The purpose of this report is to seek the consent of the Board to extend the existing lease of the Janitors cottage at East Fulton Primary School to KLAS CARE as outlined on the attached plan E2454.

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## **2. Recommendations**

- 2.1 Authorise the Head of Corporate Governance to conclude the lease extension of this former Janitor's cottage on the terms detailed within the body of this report and on such other terms and conditions that may be deemed necessary to protect the Council's interest.
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## **3. Background**

- 3.1. The former Janitor's cottage is located adjacent to East Fulton Primary School, Linwood and can be accessed via Gilmartin Road. The Planning & Property Policy Board at its meeting on the 15 March 2016 authorised the grant of a 15 year lease to KLAS CARE, a after school provider, who currently occupy a classroom within East Fulton Primary.
- 3.2. KLAS CARE following conclusion of the 15 year lease on 1 January 2017 have continued to work in the background with their plans to bring the former Janitors cottage back into use.
- 3.3. They have recently approached the Council and advised that they have been successful in securing a place on a programme called "Launch Me" which is Scottish Government and Big Lottery funded, and controlled by Firstport.

- 3.4. They have been offered additional funding of £125,000 however their funders have concerns about the existing length of the 15 year lease and have asked that KLAS CARE seek to extend the lease to a period of 25 years, as this would provide additional security for their investment.
- 3.5. In terms of the existing 15 year lease there was a mutual break option at the end of years 5 and 9, recognising that through time the Council and the company may have alternative proposals. The Board further agreed that should it choose to end the lease prior to the end of year 5, then the Council would compensate KLAS CARE on a sliding scale in terms of their initial £52,000 investment to bring the former Janitors cottage back into use.
- 3.6. The additional funding secured from Launch Me is aimed at young Social Enterprise companies and aimed at assisting those companies to accelerate their growth.
- 3.7. Discussions with KLAS CARE have been positive and officers have provisionally agreed the following:-

### **Terms & Conditions**

- KLAS CARE have agreed that there can be further mutual break options at the end of years 15 and 20.
- KLAS CARE shall meet the Council's reasonable professional & legal expenses in amending the lease.

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## Implications of the Report

1. **Financial** – £600 per annum which will increase after year 3 by 10% per annum
2. **HR & Organisational Development** – Not Applicable.
3. **Community Planning** – Not Applicable.
4. **Legal** – Completion of the lease extension by the Head of Corporate Governance
5. **Property/Assets** – As per report.
6. **Information Technology** – Not Applicable
7. **Equality & Human Rights** -
  - (a) 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. 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** – Not Applicable.
9. **Procurement** –Not Applicable.
10. **Risk** –Failure to agree the lease extension could impact on KLAS CARE securing the additional funding from LAUNCH ME.
11. **Privacy Impact** – Not Applicable.

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**Author:** Frank Hughes  
Asset Manager  
0141 618 6175  
frank.hughes@renfrewshire.gov.uk

**Date:** 19/05/2017

User: howardhaughj2

Date: 19/02/2016



### Legend

- Area to be leased extends to 580sqm or thereby
- Right of access

Notes:



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**To: Infrastructure, Land and Environment Policy Board**  
**On: 7 June 2017**

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**Report by: Director of Development and Housing Services**

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**Heading: Proposed Compulsory Purchase Powers, City Deal**

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**1. Summary**

- 1.1 The Leadership Board approved the Outline Business Case (OBC) for the Clyde Waterfront and Renfrew Riverside Project (CWRR) and the Glasgow Airport Investment Area Project (GAIA) on 30 November 2016. The City Region Cabinet approved both OBCs on 12 December 2016 and authorised funding of £10.84m (CWRR) and £6.64m (GAIA) to progress the Projects and develop Final Business Cases, including funding for land acquisition.
  - 1.2 A third phase of consultation has been completed as part of the Statutory Process for major planning applications, ahead of the submission of applications for Planning Permission for both CWRR and GAIA in June 2017.
  - 1.3 In order to further progress both Projects in line with the programme it is necessary to commence land assembly. Voluntary negotiations are ongoing with the owners of key sites. Authority is sought to widen voluntary negotiations to other landowners and to authorise the use, in principle, of compulsory purchase powers, if necessary, to allow the acquisition of sites and interests where voluntary acquisition has not been possible. Further reports will be brought back to Board prior to the acquisition of any land interests and/or the publication of any Compulsory Purchase Orders (CPOs).
-

## **2. Recommendations**

It is recommended that Board:-

- 2.1 Agree that the Director of Development and Housing Services and Director of Finance and Resources seek to voluntarily acquire the required sites and interests for CWRR and GAIA.
  - 2.2 In the event that negotiations for voluntary acquisition of sites and interests has not been possible, authorise the use, in principle, of compulsory purchase powers.
  - 2.3 Note that before CPO powers are implemented a further report would be brought to this Board for approval detailing the sites and interests and the owners.
- 

## **3. Background**

- 3.1 The Clyde Waterfront and Renfrew Riverside (CWRR) project comprises a new opening bridge across the River Clyde, the Renfrew Northern Development Road, new cycle routes aimed at providing improved access to development opportunities, employment, education, health and leisure locations. The Project will link the communities of Renfrew, Yoker and Clydebank.
- 3.2 The Glasgow Airport Investment Area Project (GAIA) comprises the realignment of Abbotsinch Road to facilitate new development opportunities and business growth associated with the airport. It also provides new and improved connections between the Westway, Inchinnan and Airport Business Parks with the provision of a new bridge across the White Cart at Wright Street and new off-road cycling infrastructure
- 3.3 A third phase of consultation has recently been completed as part of the statutory process for major planning applications, ahead of the submission of applications for planning permission for both CWRR and GAIA in June 2017.
- 3.4 A 'Proposal of Application Notice' (PAN) for both projects, was submitted on 17 March 2017. The third phase of consultation followed previous (non statutory) engagement events held in May and December 2016.
- 3.5 In parallel with the planning process, in order to further progress both Projects it is necessary to commence land assembly. Voluntary negotiations are ongoing with the owners of key sites. Authority is sought to widen voluntary negotiations to other landowners and to authorise the use, in principle, of compulsory purchase powers, if necessary, to allow the acquisition of sites and interests where voluntary acquisition has not been possible.

- 3.6 The Council is adopting a 'twin track' approach to land acquisition. The Council is pursuing acquisition of land required for the project on a voluntary basis while at the same time progressing with the preparation of draft compulsory purchase orders. These orders would be used as a fall back in the event of failure to reach agreement with the affected parties. It is common for acquiring authorities to take this approach in order to provide a greater degree of certainty on programme should voluntary negotiations falter and is recommended by Scottish Government guidance (Planning Circular 6/2011). Further reports will be brought back to Board prior to acquisition of any land interests and/or the promotion of any Compulsory Purchase Orders.
- 

#### 4. **CWRR**

- 4.1 The location of the opening bridge was partly driven by public feedback from the May 2016 events. As well as being the most popular location with survey respondents, the westernmost corridor option (Lobnitz Dock to Rothesay Dock) performed best in terms of being considered most suitable for development potential, for accommodating revised traffic flows in the area, reducing the potential through traffic to route via Renfrew Cross and to minimise impact on existing residential areas.
- 4.2 Concerns expressed by survey respondents about the potentially adverse impact on ecology and wildlife in the Blythswood, were taken into account when determining the preferred alignment of the Renfrew North Development Road. As well as being the most direct and efficient engineering solution, the preferred alignment, which skirts the edge of the woodland, minimises any adverse impact on the Blythswood and arguably has a positive impact in terms of making it a safer and more accessible space.
- 4.3 Views expressed by the public and consultees also played a part in the decision to extend the cycle routes to include a link from the opening bridge to Dock Street and onwards to Yoker Station, thereby providing a connection to rail services to cyclists from the south side of the River Clyde.
- 4.4 A detailed transport modelling exercise has been undertaken to assess and report on the predicted impact of the CWRR project on future traffic flows and will be included in the environmental impact assessment.
- 4.5 An initial summary of emerging key issues arising from the Environmental Impact Assessment confirmed;
- A 20-35% reduction in peak traffic at Renfrew Cross compared with current levels due to relief provided by the Renfrew North Development Road
  - Cross Clyde journey times between Yoker and Renfrew reduced by approximately 50%

- No significant adverse affect on local habitats or ecology. Mitigation proposals for any affects will be outlined in the environmental statement.
- 4.6 The key statistics from the December 2016 consultation events for CWRR include;
- 85% were found to believe that the CWRR project will have positive outcomes for the area, showing considerable support for the project
  - 84% have agreed the project will improve their access to facilities on the other side of the River Clyde, including healthcare, education, employment locations and public transport
  - 88% thought the new opening bridge and associated works, have the potential to create jobs and help businesses expand
  - 81% of respondents were supportive of the proposed location of the opening bridge
  - 85% of respondents were supportive of the proposed route for the Renfrew Northern Development Road avoiding Renfrew Town Centre.
- 4.7 At the time of writing the responses from the third round of statutory consultation in relation to the planning application are still being collated. Responses assessed to date show 95% of respondents being in favour of the CWRR project.
- 

## **5. GAIA**

- 5.1 The junction at Abbotsinch Road / Greenock Road / Inchinnan Road will be modified (subject to agreement with Historic Environment Scotland on alterations to the listed White and Black Cart masonry arch bridges) to optimise the performance of the junction and minimise delays and queuing. This is due to concerns expressed by survey respondents about this junction.
- 5.2 Views expressed by the public and consultees (including Sustrans) were a key factor in the choice of off-road cycling facilities as opposed to an on-road solution, as was the decision to include the design of a new cycle / pedestrian bridge across the Black Cart, the construction of which is subject to external funding contributions being secured.
- 5.3 An initial summary of emerging key issues arising from the environmental impact assessment confirmed;
- Significant elimination of HGV traffic on Porterfield Road (due to Wright Street link) leading to reductions of HGV traffic on Paisley Road
  - No significant adverse affect on local habitats or ecology. Mitigation proposals for any affects will be outlined in the environmental statement

- 5.4 The key statistics from the December events include;
- 85% thought the realignment of Abbotsinch Road to have the potential to create significant employment opportunities through the development of sites neighbouring Glasgow Airport;
  - 85% agreed a new crossing of the White Cart will better link businesses and reduce commercial traffic on residential roads such as Porterfield Road;
  - 90% of respondents believe that the installation of off-road cycleways throughout the improved and upgraded road network will encourage cycling; and
  - 86% of respondents believed that the package of proposed new infrastructure components, including roads, a bridge and cycleways, would improve connections between residential and employment centres.
- 5.5 At the time of writing the responses from the third round of statutory consultation in relation to the planning application are still being collated. Responses assessed to date show 97% of respondents being in favour of the GAIA project.
- 

## Implications of the Report

1. **Financial** – Costs associated with acquisitions are included in project budgets and will be brought to a future board
2. **HR & Organisational Development** – N/A
3. **Community Planning** –

**Community Care, Health & Well-being** – By linking the communities of Renfrew, Yoker and Clydebank the CWRR project will provide improved connections between key educational and health centres, such as: Queen Elizabeth University Hospital; Golden Jubilee Hospital; West College Scotland (Clydebank and Paisley Campuses) and West of Scotland University. The GAIA development will facilitate new development opportunities and business growth with both projects improving educational and health opportunities for people within the local communities as well as aiding employees to access these major existing and new employment centres.

**Greener** – The completed infrastructure will include segregated provision for walking and cycling. It will also enable improved public transport links. The cycle ways will link west between the Projects

**Jobs and the Economy** – the completed infrastructure will provide connectivity and access to new and existing jobs for people in our communities

4. **Legal** - Acquisition of the properties as outlined in the body of the report

5. **Property/Assets** - As per this report.

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. 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** - Should land acquisition be taken forward in due course and planning and other statutory consents not be granted or Glasgow City Region funding for the projects is not approved at Final Business Case stage, the Council may have acquired ownership of property for which an alternative use / purchaser may have to be found.

11. **Privacy Impact** - none

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**Author:** Barbara Walker  
**Telephone** 0141 618 7156  
**Email** barbara.walker@renfrewshire.gcsx.gov.uk




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**To:               Infrastructure, Land and Environment Policy Board**

**On:               7 June 2017**

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**Report by:     Director of Community Resources**

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**Heading:       The Renfrewshire Council (Paisley Phoenix, East Avenue and Environs)  
(No Waiting at Any Time) Order, Sustained Objections**

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## **1.       Summary**

- 1.1.   Following various enquiries and some concerns raised and observed by the public regarding parking of vehicles in streets surrounding the Phoenix Retail Park, a traffic regulation order (TRO) is being proposed to support traffic flow and safe movement of vehicles and pedestrians.
- 1.2.   Under the Road Traffic Regulation Act 1984, the making of a Traffic Regulation Order (TRO) is a function delegated to the Director of Community Resources, after consultation with the Convener of the Infrastructure, Land and Environment Policy Board and the local ward members.
- 1.3.   The proposed Traffic Regulation Order as being proposed for this location will allow for better management of available road space around the access and egress routes of the Phoenix Retail Park, allowing traffic to flow more freely. It will allow enforcement of footway parking in West Avenue and this will prevent pedestrians from having to walk on the carriageway. It will also curtail the nuisance parking through the night by shift workers at the logistics depot on East Avenue and the overnight stay of HGV drivers sleeping in their cabs overlooking residents of Rootes Place.
- 1.4.   Following consultation on the above TRO, 6 objections and 2 responses in support of the TRO were received.
- 1.5.   In accordance with the "Local Authorities' Traffic Orders (Procedures) (Scotland) Regulations 1999" and the Council's procedures, the Policy Board may now decide

how to proceed, either to decide on the objections itself or appoint an independent reporter to do so.

- 1.6. A location plan of the streets subject to the TRO consultation is shown within Appendix A.
  - 1.7. A summary of the details of the proposal and the consultation responses are included in Appendix B.
- 

## **2. Recommendations**

It is recommended that the Infrastructure, Land and Environment Policy Board:

- 2.1. Considers and decides on the six objections made and not withdrawn, in relation to the Renfrewshire Council (Paisley Phoenix, East Avenue and Environs) (No Waiting at Any Time) Order at this meeting of the Policy Board, rather than appointing an independent reporter.
  - 2.2. Subject to recommendation 2.1 and the objections not being upheld, then approves the implementation of the restrictions as advertised and authorises the Director of Community Resources in conjunction with the Convener of the Infrastructure, Land and Environment Policy Board to make the Traffic Regulation Order.
- 

## **3. Background**

- 3.1. Vehicles parking on Griffen Avenue reduces the available road space to the extent that it restricts two way flow of traffic. This makes it a less inviting route to or from the retail park via the north most roundabout on Linwood Road and as such exacerbates the queuing on Saturn Avenue which leads to the blocking of both lanes at Linwood Road, particularly southbound.
- 3.2. Vehicles are being parked totally on the footway on West Avenue, albeit this frees the carriageway for access and egress to haulier's yards it also forces pedestrians to walk on the carriageway in the vicinity of a large number of HGV movements.
- 3.3. Residents of Rootes Place are being disturbed through the night by shift workers parking outside their place of work and slamming car doors closed, when arriving or leaving. In addition to this, HGV drivers in transit are parking overnight to sleep in their cabs that then overlook residents' homes due to the height of the cabs.
- 3.4. The above requires to be considered as an area wide scheme, as omission of any part would exacerbate the existing issues due to the displacement from the other locations.

- 3.5. The proposals have been consulted upon in accordance with statute and 6 objections were received. The objections are detailed in Appendix B.

#### **4. Consultation Results**

- 4.1. The proposal went through the statutory two stage consultation process as required to create a TRO. The first stage was issued on 18 May 2016, where the proposals were issued to emergency services, public utilities, local road user groups, local community groups, local area ward councillors with a response date of 13 June 2016. With no objections or comments forthcoming the traffic regulation order proceeded to stage 2 and was advertised in the Paisley and Renfrewshire Gazette on 22 June 2016. Notices were also placed on streets throughout the vicinity of the proposals at that time.
- 4.2. One letter from Strathclyde Partnership for Transport advised it had no objection to the proposal.
- 4.3. One letter from Renfrewshire Access Panel advised it had no objection to the proposal.
- 4.4. One objection came from a Street Trader who had previously operated out of East Avenue adjacent to Hillhead Drive. This street trader's licence expired in September 2016, with the street trader no longer trading at this location.
- 4.5. Five objections came from office staff, all working at the same Car Dealership on Griffen Avenue. The office staff concerned have been denied access to park on site by their employer, despite staff parking being a condition of the Dealer's licence.

#### **5. Consideration of The Objections**

- 5.1. A TRO allows local authorities to impose restrictions on traffic for reasons such as road safety, free flow of traffic and parking controls. This involves following a statutory procedure where the proposals form a consultation process and if not opposed they can be implemented. If opposed then the objections require to be considered by the appropriate Council Policy Board, in this instance the Infrastructure, Land and Environment Policy Board.
- 5.2. The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999 state that before making the order, the Council must consider all objections made and not withdrawn. In this respect, the terms of the Regulations state that the Council may consider the objections itself in fulfilment of its statutory obligation to give due consideration to all objections made and not withdrawn. Alternatively the Council may choose to appoint an Independent Reporter to hold a hearing to consider the objections.
- 5.3. If the Policy Board decides to exercise its discretion and not appoint an Independent Reporter, then it must consider the objections and either uphold them in which case the proposal shall be dropped or consider the objections and then approve the

implementation of the restrictions as advertised, also approving the Director of Community Resources to make the Order.

- 5.4. If the Policy Board decides to choose the public hearing, it should be recognised that the Reporter's deliberations could take approximately 15 weeks. Thereafter, the Council still has an obligation to consider the report and any recommendation(s) made by the Reporter. Therefore, once the Reporter has completed the report from the hearing, it will still have to be considered by this Policy Board at a future meeting for a decision on whether to proceed with the order or not.
- 5.5. The cost of arranging an independent Reporter to hold a public hearing is estimated at £5000. Estimated cost of Reporter's time @ £290 per day plus expenses for 15 days.
- 5.6. Reflecting the circumstances surrounding the Traffic Order the Policy Board is being asked to consider the objections itself rather than appointing an Independent Reporter.

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### **Implications of the Report**

1. **Financial** - the nominal capital and revenue costs of implementing and maintaining the proposed yellow lines can be accommodated within existing budgets.
2. **HR & Organisational Development** – The nominal increase in the length of yellow lines to be enforced by the Council's Parking Attendants can be accommodated within the current staffing levels.
3. **Community Planning** – none
4. **Legal** - The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999.
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. 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.

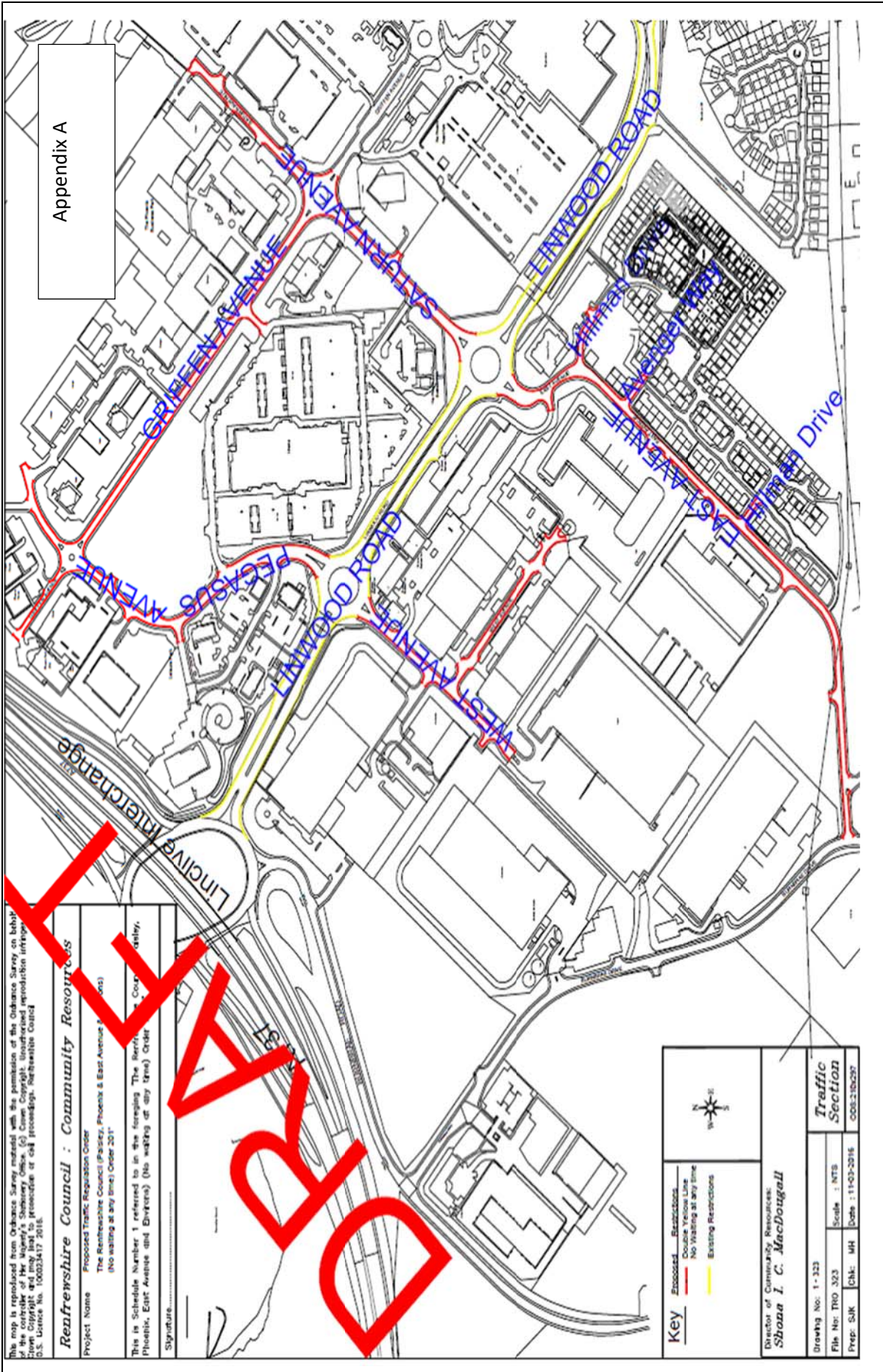
8. **Health & Safety** – The primary reason for the proposal is for avoiding danger to persons or other traffic using the road or any other road or for preventing the likelihood of any such danger arising.
  9. **Procurement** – none
  10. **Risk** - no risks have been identified in relation to what is being proposed.
  11. **Privacy Impact** – none
- 

**List of Background Papers** - none

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**Author:** Gordon McNeil, Head of Amenity Services  
gordon.mcneil@renfrewshire.gov.uk





Appendix A

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**Renfrewshire Council : Community Resources**  
 Project Name: Proposed Traffic Regulation Order  
 The Renfrewshire Council (Phoenix, Phoenix & East Avenue 194th Street)  
 (No waiting at any time) Order 2011

<b>Key</b> Enclosed Restrictions Double Yellow Line No Waiting at any time Existing Restrictions		Drawing No: 1 - 323 File No: PRO 323 Prep: SJR	
Director of Community Resources: <b>Shona I. C. MacDougall</b>		<b>Traffic Section</b> Scale: 1:1000 Date: 11-03-2016 Code: 100202	

Location (Ward)	Paisley North West (Ward 4) East Avenue, Hillhead Drive, Avenger Way, West Avenue, Pegasus Avenue, Griffen Avenue and Saturn Avenue
Original Request	Request from developers over road safety on West Avenue, complaints from local residents of new housing development on East Avenue, new industrial development off Pegasus Avenue and existing traffic management issues on Saturn Avenue and Linwood Road

Objection 1	Objector advised that this would put him out of business as he would no longer be able to trade from the same location.
Objection 2-5	Five objections concerned the effect of the order on a small number of office staff who worked in a car sales depot and would be unable to park on street on Griffen Avenue due to the proposed restrictions.
Response to objection 1	A meeting was held with the street trader objector on 10 <sup>th</sup> August 2016. He was advised in detail of the reasons for the proposal and that prior to the house building the area had been suitable for his business, however now that homes were now built in the immediate area then it was no longer a suitable location and that when consulted upon his license renewal the roads section would object. It was put to the objector that we could consider reducing the length of the restriction to allow him to trade at the bottom end of East avenue however this was refused as he advised that most of his trade depended upon being visible from the B761 Linwood Road.
Response to objectors 2-5	A meeting was held on 10 <sup>th</sup> November 2016 with 3 of the office staff able to attend on the date and time. The objectors were advised in detail for the reasons for the proposals. They explained that there was insufficient parking made available within the car sales depot's curtilage. They were advised that it was a condition of a second hand dealer's license that staff parking was provided within the depot and that it was their employer's duty to supply such and they should request this facility from their employer. They wanted to pass this information on to their colleagues who had been unable to attend. Their main spokesperson later advised by telephone that they wished to maintain their objection.






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**To:** Infrastructure, Land and Environment Policy Board

**On:** 7 June 2017

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**Report by:** Director of Community Resources

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**Heading:** National Roads Development Guide – Adoption by Renfrewshire Council

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## **1. Summary**

- 1.1 The purpose of this report is to seek approval from the Infrastructure, Land and Environment Policy Board to adopt the National Roads Development Guide, as the roads development guide for Renfrewshire.
  - 1.2 The National Roads Development Guide will deliver consistency across local authorities with their design approach for new developments, supporting Scottish Government Policy of Designing Streets. This Guide replaces the Strathclyde Regional Council Guidelines for Development Roads and the Roads Development Guide of 1995 as currently used by Renfrewshire Council.
  - 1.3 The National Roads Development Guide aligns the current planning process and the roads construction consent process, reducing the time involved to determine and approve a development. The Guide ensures accessibility is at the centre of decision making and supports the priority of pedestrians, cyclists and public transport before the private car.
- 

## **2. Recommendations**

It is recommended that the Infrastructure, Land and Environment Policy Board:-

- 2.1 Approves the adoption of the National Roads Development Guide, as the assessment document for roads development within Renfrewshire;

- 2.2 Approves the inclusion of Renfrewshire Council's local variation, detailed in paragraph 3.11 of this report, into the National Roads Development Guide; and
  - 2.3 Delegates authority to the Director of Community Resources to incorporate further variations into the Guide's Appendix 'Local Authority Variations, Renfrewshire', as a result of changes to legislation, best practice, codes of practice, guides and other such documents relevant to roads development within Renfrewshire.
- 

### **3. Background**

- 3.1 To ensure a degree of commonality nationally and to make the best use of resources, The Society of Chief Officers in Transportation in Scotland (SCOTS) agreed to develop and conform to a National Roads Development Guide. All 32 Local Authorities, Transport Scotland and the Scottish Government agreed to participate in the process.
- 3.2 The National Roads Development Guide, which provides consistent and transparent guidance for developers and their agents across Scotland, is web based, free to access and provides hyperlinks to relevant legislation, best practice and specific technical advice. It describes the necessary legislative framework and requirements, explains the policies with regard to the adoption of roads infrastructure on completion and includes guidance on the technical process together with electronic application forms to apply for Road Construction Consent.
- 3.3 In recognition that the requirements of each Scottish Local Authority will vary and to support their place making ambitions, a map embedded in the Guide provides effective links to a Local Authority's Appendix page, where variations unique to that authority are identified or hyperlinked to their bespoke guidance if required.
- 3.4 The National Roads Development Guide incorporates a review panel which meets annually to update the Guide content over time, which effectively future proofs the work to date. This ensures that the most relevant and contemporary technical advice and guidance is being delivered for road infrastructure developments.
- 3.5 The National Roads Development Guide is consistent with Planning Policy 'Designing Streets'. Also, in response to Scottish Government's requirement to further integrate the Road Construction Consent (RCC) process with the Planning process, the Guide has developed a two part RCC process outlined below. This revision to practice is designed to better align with the Planning process, resulting in a more effective and efficient RCC process. No change to primary legislation to support this procedural development is required as it can operate within the existing Acts. In practice, this means that the road layout contains sufficient road infrastructure details so that an early stage approval (RCC Stage 1) can be granted in conjunction with the planning permission so that no further material changes in layout are encountered at the final RCC stage (RCC Stage 2).

- 3.6 Renfrewshire Council has already been running its RCC process in parallel with the planning process since taking part in a trial for the Scottish Government around five years ago.
- 3.7 The Guide builds on 'Designing Streets' planning policy, providing more details to assist developers understanding. It moves away from a standards based approach, supporting early engagement and a multi-disciplinary approach to achieve a balanced outcome based on the user hierarchy and function. It includes Sustainable Urban Drainage Systems (SUDS) as a part of the Road Infrastructure and provides a system that enables suitable SUDS Infrastructure to be vested by Scottish Water on completion.
- 3.8 A quality audit is introduced into the RCC process and this is currently linked to Scottish Government guidance to demonstrate a development's compliance with Designing Streets Policy. The quality audit ensures accessibility is central to consideration during the design. This provides a particular benefit in terms of the Council's equalities requirements.
- 3.9 The National Roads Development Guide was launched in May 2014. It was recommended for immediate use by all developers, their agents and local authorities. Adoption of a National Roads Development Guide replacea both the former 'Strathclyde Regional Council's Roads Development Guide' (1995) and the parking standards included in the 'Strathclyde Guidelines for Development Roads' (1986), which are currently in use by Renfrewshire Council. Nineteen local authorities have adopted the National Roads Development Guide to date.
- 3.10 The quality of Road's Infrastructure is critical to supporting sustainable development and economic growth in Renfrewshire. The National Roads Development Guide provides comprehensive and innovative methods, based on scientific evidence, and includes best practice to assist developers when preparing their development plans to ensure that they meet the Council's sustainability requirements.
- 3.11 Under the National Roads Development Guide, local authorities can provide variation to support local place development aspirations. Under most circumstances accommodation of parking provision is required where residential development is proposed. However, a local variation is proposed for Town Centre areas within Renfrewshire where parking provision may not be possible. The local variation would be as follows:
- "Where proposals involve the conversion or sub-division of upper floors to residential use within the designated town centres, where no land is available, no off-street or dedicated car parking provision will be sought."
- 3.12 Adoption of the National Road Development Guide supports Renfrewshire's Cycling Strategy approved by the former Environment Policy Board in November 2016. It does this by placing the development of cycling infrastructure at the centre of development proposals.

- 3.13 Any changes to legislation, best practice, codes of practice, guides and other such documents may be incorporated into the document such that the Guide is maintained and reflects current practice at all times.
- 3.13 The national status of the Roads Development Guide together with the extensive consultation on a wide range of technical issues with all the relevant national agencies, provides significant depth as non-statutory guidance when considering a planning application. It is not necessary to term the Guide as Statutory Supplementary Guidance at this stage. However, if the Council introduces any significant future variations it may be considered appropriate to revisit the Guide with a view to adopting it as Statutory Supplementary Guidance at that stage.

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### **Implications of the Report**

1. **Financial** - There are no financial implications as a result of the adoption of the National Roads Development Guide.
2. **HR & Organisational Development** - There are no Human Resource or Organisational Development implications as a result of the adoption of the National Roads Development Guide.
3. **Community Planning**  
  
**Jobs and the Economy** – Quality Road Infrastructure supports sustainable growth and economic development in Renfrewshire.
4. **Legal** - There are no legal implications with regards to the adoption of the National Roads Development Guide.
5. **Property/Assets** - There are no impacts on the assets of the Council as a result of the adoption of the national Roads Development Guide.
6. **Information Technology** - The National Roads Development Guide is available on-line, and supports digital service delivery.
7. **Equality & Human Rights** - Adoption of National Roads Development Guidance will ensure disability and accessibility is considered during Infrastructure design.
8. **Health & Safety** - There are no health and safety implications with regards to the adoption of the National Roads Development Guide.
9. **Procurement** - There are no health and safety implications with regards to the adoption of the National Roads Development Guide.
10. **Risk** - There are no risk implications with regards to the adoption of the National Roads Development Guide.

11. **Privacy Impact** - There are no privacy implications with regards to the adoption of the National Roads Development Guide.
- 

### **List of Background Papers**

The National Roads Development Guide can be found on-line with this link;

<http://www.scotsnet.org.uk/documents/national-roads-development-guide.pdf>

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**Author:** Mark Higginbotham  
Mark.higginbotham@renfrewshire.gov.uk  
0141 618 4510






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**To:               INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD**

**On:               7 JUNE 2017**

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**Report by:     DIRECTOR OF COMMUNITY RESOURCES**

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**Heading:       EXTENSION OF PAISLEY RESIDENTS' PARKING SCHEME, ZONE 2 TO  
INCLUDE RESIDENTS' PARKING / PAY AND DISPLAY RESTRICTIONS  
ON OAKSHAW STREET WEST, OAKSHAW HEAD AND WEST BRAE,  
PAISLEY**

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## **1.       Summary**

- 1.1     This report sets out the proposal to expand Paisley Parking Zone 2 to include Oakshaw Street West, West Brae and Oakshaw Head, to facilitate the introduction of a residents' parking scheme combined with pay and display parking.
  - 1.2     This proposal will allow for better management of parking at these locations for the benefit of residents who do not have access to off street parking. At present, residents at this location are adversely affected by commuter parking.
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## **2.       Recommendations**

It is recommended that the Infrastructure, Land and Environment Policy Board:-

- 2.1     Approves the proposed expansion of Paisley Parking Zone 2, to include Oakshaw Street West, West Brae and Oakshaw Head;
- 2.2     Notes that following approval of recommendation 2.1 the service will commence the statutory process to promote a Traffic Regulation Order (TRO) to enable a residents' parking scheme combined with pay and display parking to be introduced on these roads.

### 3. **Background**

- 3.1 A traffic regulation order (TRO) allows local authorities to impose restrictions on traffic for reasons such as road safety, the free flow of traffic and parking controls. This involves following a statutory procedure where the proposals form a consultation process and if not opposed they can be implemented. If opposed then the objections require to be considered by the appropriate Council Policy Board, in this instance the Infrastructure, Land and Environment Policy Board or appoint an Independent Reporter to hold a public hearing. If successful then the traffic restrictions are implemented with yellow lines and signage.
- 3.2 Parking controls in Renfrewshire have been in place for many years involving a combination of yellow line waiting restrictions and pay and display parking for on-street parking and for off-street car parks.
- 3.3 These measures ensure the free flow of traffic, create opportunities for both long stay and short stay parking which assist both businesses and customers. Yellow line restrictions also permit loading at specific locations to assist businesses with deliveries.
- 3.4 In 1997, some roads within Paisley Town Centre were pedestrianised, resulting in a reduction in on-street parking provision. In order to assist Town Centre residents within Paisley a permit scheme was introduced.
- 3.5 Paisley Town Centre has three zones for residents' parking, each with different restrictions as detailed in Appendix A. The new proposals as set out in this report affect Zone 2.
- 3.6 The present Paisley Parking Zone 2 applies parking controls to manage the availability of on-street parking spaces between the general public and residents in a number of streets to the west of the town centre. See Appendix A
- 3.7 Over a number of years pressure on parking has increased in Oakshaw Street West and West Brae through parking associated with commuters and the university, resulting in a request from the local residents' community group (Oakshaw Residents' Association) for on-street pay and display parking and inclusion in the Paisley Residents' Parking Scheme.
- 3.8 The proposed extension of Parking Zone 2 consists of short stay on-street parking, fronting the dwellings on Oakshaw Street West, Oakshaw Head and West Brae and yellow line restrictions at narrow sections of Oakshaw Street West to help traffic flow.

- 3.9 Parking controls and charges associated with Parking Zone 2 will be replicated in Oakshaw Street West, West Brae and Oakshaw Head together with the regulations governing resident and visitor parking permits. The tariffs are:

Zone 2	
30 mins	30p
1 hour	60p
1 hour 30 mins	90p
2 hours	£1.20
2 hours 30 mins	£1.50
3 hours	£1.80
3 hours 30 mins	£2.10
4 hours	£2.40
Saturdays and Sundays	Free

- 3.10 Households in Parking Zone 2 are entitled to 2 free residents' permits per household, with the opportunity to also request a number of visitor permits. Business permits are also available for use in Parking Zone 2.
- 3.11 Implementation of this proposal will ensure that parking spaces are more readily available for residents, at the specific locations set out in this report.
- 3.12 Under the Road Traffic Regulation Act 1984, the making of Traffic Regulation Orders is delegated within Renfrewshire Council to the Director of Community Resources after consultation with the Convener of the Infrastructure, Land and Environment Policy Board and the local ward members.

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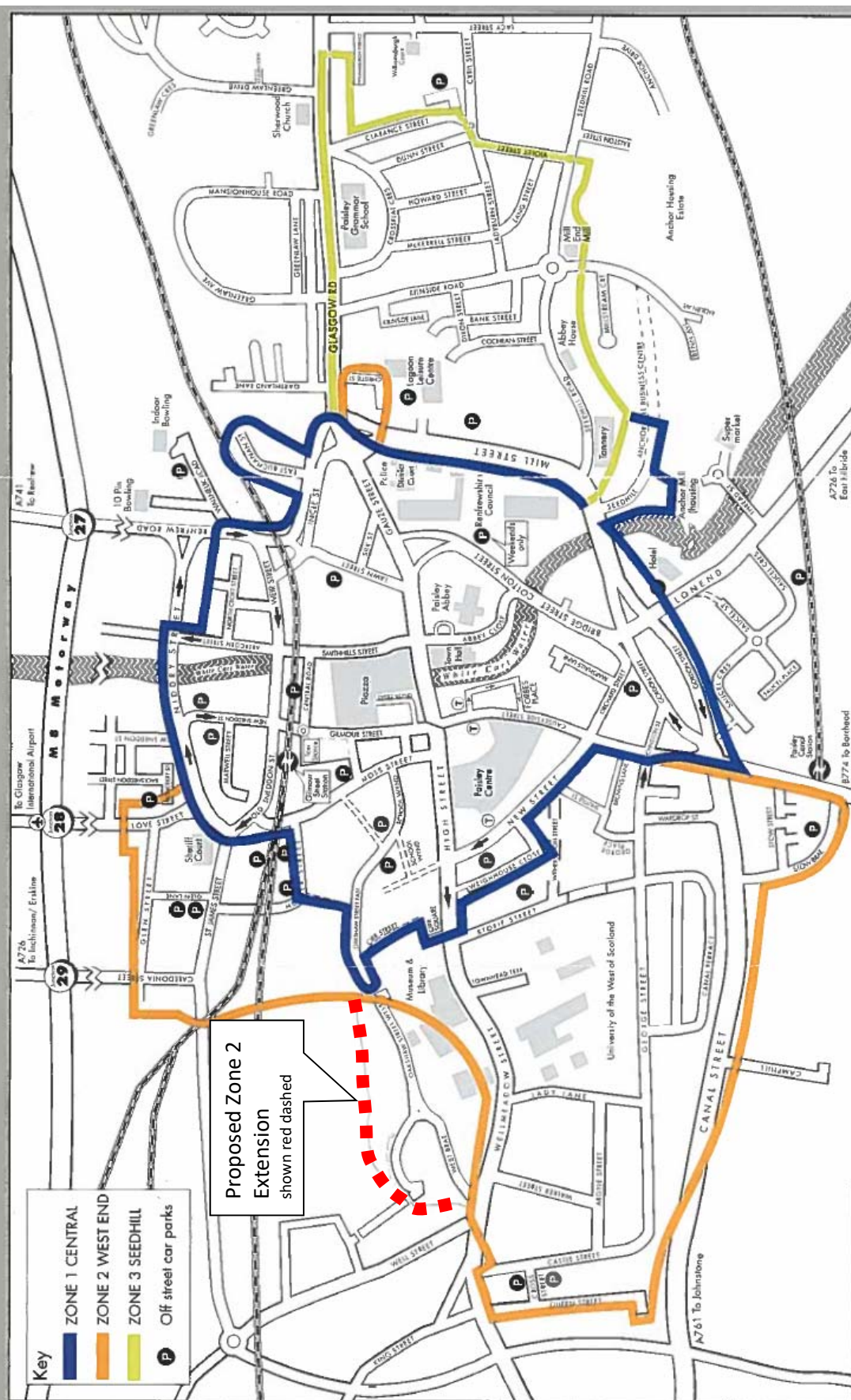
## Implications of the Report

1. **Financial** – Costs associated with implementing this scheme will be met from the revenue budget.
2. **HR & Organisational Development** – None
3. **Community Planning** – Implementation of this proposal will improve the quality of life for residents who presently are unable to park outside their homes during the day.
4. **Legal** – none
5. **Property/Assets** – As per this report.
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. 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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**Author:** Mark Higginbotham, Development Manager  
email [mark.higginbotham@renfrewshire.gov.uk](mailto:mark.higginbotham@renfrewshire.gov.uk)








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**To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD**

**On: 7 June 2017**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: COMMUNITY RESOURCES SERVICE IMPROVEMENT – OUTTURN REPORT FOR 2016/17 AND SERVICE IMPROVEMENT PLAN FOR 2017/2018 TO 2019/20**

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1.1 The purpose of this report is to:

- Provide a summary of performance for Community Resources for 2016/2017, with a detailed explanation on all relevant actions and performance indicators attached as Appendix 1.
- Seek approval of the Community Resources Service Improvement Plan covering the 3 year period from 2017/2018 to 2019/2020, attached as Appendix 2 and as specific to the the areas of activity delegated to this Policy Board, highlighted in paragraph 5.6.

1.2 Service Improvement Plans are important documents which provide an opportunity for elected members to scrutinise service levels, activity and associated performance. Service improvement plans are three year rolling documents which are reviewed and updated on an annual basis to ensure there is sufficient focus by services on improvement activity, and sufficient awareness of the key challenges and opportunities which have emerged for the service over the preceding period.

1.3 Community Resources has continued to progress an ambitious programme of service development and improvement over 2016/17 covering the areas of activity overseen by the Infrastructure, Land and Environment Policy Board. Key achievements that are relevant to the remit of this Policy Board over the period have included:

- i. **Better Council Change Programme** - Implementing the Better Council Change Programme - to support delivery of revenue savings. This included: the review of transportation, fleet and roads infrastructure; and rationalisation of depots.
- ii. **Glasgow City Region/City Deal** - Community Resources contributed to the joint working in supporting the Glasgow and Clyde Valley City Deal to the £1.13bn Glasgow and Clyde Valley Infrastructure Fund – in particular roads, transportation & cycling

aspects of the Renfrewshire projects.

- iii. **£2.25m Investment in Renfrewshire Parks** – this included 2 Flagship parks –Barshaw Park in Paisley and Robertson Park in Renfrew along with 5 Community parks.
  - iv. **Depot Rationalisation/Infrastructure Investment of £2.5m** – upgrading of Underwood Road depot to further rationalise moving from 3 depots (Underwood Road, Scotts Road & Clark Street) to one integrated Community Resource depot.
  - v. **Tackling Poverty** – support was provided to the Renfrewshire Tackling Poverty Strategy through enhanced Enforcement Activity within the private housing sector.
  - vi. **LED Street Lighting Investment Programme** – delivering Renfrewshire's £11m LED Street Lighting investment programme.
  - vii. **Purple Flag, Paisley Town Centre** - in January 2017 Paisley First were advised that their bid for Purple Flag status for Paisley Town Centre had been successful, this award will support the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid.
  - viii. **Clyde Valley Residual Waste Project** remains on target to be commissioned mid to end 2019 and fully operational for the start 2020.
  - ix. **Support for Events** - providing operational support for events in Renfrewshire including: Fireworks display; The Spree; Sma' Shot Day; Hallowe'en Festival; Remembrance events; Christmas Lights switch-ons; Paisley 2021 Launch; and the historic Monte Carlo Rally.
  - x. **Renfrew Flood Prevention Scheme** - the £10.3m Renfrew flood prevention scheme was completed in 2016 and protects in the region of 1,000 properties.
  - xi. **Vehicle Replacement Programme** - £1.5m capital investment per year including replacement of Council's heavy & light fleet (a fleet of over 450 vehicles).
- 1.3 Community Resources operates within a dynamic financial, demographic and policy environment, with a number of new and emerging developments or legislation at a national level having a significant impact at a local level.
- 1.4 In light of these challenges, the service has reviewed its Service Improvement Plan for the period 2017 to 2020, and identified a range of actions that will be undertaken to improve and develop service provision. A revised performance scorecard has been developed as a critical element of the Service Improvement Plan. This includes a number of specific performance indicators and associated targets which will be used to monitor and report service performance against.
- 1.5 The Service Improvement Plan is one of the key mechanisms by which elected members scrutinise service performance across the Council. The first progress update on relevant actions and progress on the Service Improvement Plan 2017 to 2020 will be submitted to the Infrastructure, Land and Environment Policy Board in November 2017.
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## **2. Recommendations**

It is recommended that the Infrastructure, Land and Environment Policy Board:

- 2.1 Notes the progress that has been made by Community Resources with implementation of the 2016 to 2019 Service Improvement Plan actions and performance indicators as detailed in Appendix 1;
  - 2.2 Approves the 2017/2018 to 2019/2020 Service Improvement Plan for Community Resources attached as Appendix 2 and as specific to the areas of activity delegated to this Policy Board, as highlighted in paragraph 5.6;
  - 2.3 Note that this Service Improvement Plan for Community Resources is also being presented to the Communities, Housing and Planning Policy Board and the Finance, Resources and Customer Services Policy Board for their approval with regard to relevant areas of their respective delegated activities; and
  - 2.4 Agrees that progress in respect of areas of activity delegated to this Policy Board be reported to the Infrastructure, Land and Environment Policy Board in November 2017.
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## **3. Role of Community Resources and Key Service Activities**

- 3.1 The principal role and purpose of Community Resources is to provide:
    - Amenity Services - Waste, StreetScene & Land Services, Roads & Transportation, Fleet & Transportation, Infrastructure.
    - Public Protection - Regulatory Services, Community Safety and Civil Contingencies.
    - Facilities Management (Hard & Soft Services) – including PPP & Compliance and Building Services.
  - 3.2 Services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. Services are delivered by approximately 1,800 employees employed on a full-time or part-time basis, with a gross expenditure budget of approximately £68 million.
  - 3.3 These wide ranging and highly visible services are delivered at around 270 Council premises, to over 83,000 households and businesses with more than 800km of roads and transport structure being maintained across Renfrewshire. Community Resources also provides statutory enforcement and related advisory/educational activities. These activities ensure the safeguarding of public health, and the protection of the environment, consumers, workers and local communities within Renfrewshire.
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## **4. Overview of Community Resources Performance in the Year 2016/17**

- 4.1 One of the purposes of the Service Improvement Plan is to enable elected members to take stock of what is happening in the service. It also allows for consideration to be given to the development of policy options which reflect changing circumstances both in terms of customer needs and resource availability in the context of the Council's priorities and the need to deliver Best Value.

- 4.2 Appendix 1 provides an update on the progress made by the service during 2016/17 in terms of implementing the 2016-2019 Service Improvement Plan. It includes an update on the Service's action plan and a scorecard of indicators as at 31 March 2017.
- 4.3 Some of the key achievements of Community Resources for the year to 31 March 2017 delegated to this Policy Board are highlighted below. Full details of the progress in terms of implementing the actions outlined are detailed in Appendix 1 to this report.
- i. **Better Council Change Programme** - Implementing the Better Council Change Programme - to support delivery of revenue savings. This included: the review of transportation, fleet and roads infrastructure; and rationalisation of depots.
  - ii. **Glasgow City Region/City Deal** - Community Resources contributed to the joint working in supporting the Glasgow and Clyde Valley City Deal to the £1.13bn Glasgow and Clyde Valley Infrastructure Fund – in particular roads, transportation & cycling aspects of the Renfrewshire projects.
  - iii. **£2.25m Investment in Renfrewshire Parks** – this included 2 Flagship parks –Barshaw Park in Paisley and Robertson Park in Renfrew along with 5 Community parks.
  - iv. **Depot Rationalisation/Infrastructure Investment of £2.5m** –upgrading of Underwood Road depot to further rationalise moving from 3 depots (Underwood Road, Scotts Road & Clark Street) to one integrated Community Resource depot.
  - v. **Tackling Poverty** – support was provided to the Renfrewshire Tackling Poverty Strategy through enhanced Enforcement Activity within the private housing sector.
  - vi. **LED Street Lighting Investment Programme** – delivering Renfrewshire's £11m LED Street Lighting investment programme.
  - vii. **Purple Flag, Paisley Town Centre** - in January 2017 Paisley First were advised that their bid for Purple Flag status for Paisley Town Centre had been successful, this award will support the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid.
  - viii. **Clyde Valley Residual Waste Project** remains on target to be commissioned mid to end 2019 and fully operational for the start 2020.
  - ix. **Support for Events** - providing operational support for events in Renfrewshire including: Fireworks display; The Spree; Sma' Shot Day; Hallowe'en Festival; Remembrance events; Christmas Lights switch-ons; Paisley 2021 Launch; and the historic Monte Carlo Rally.
  - x. **Renfrew Flood Prevention Scheme** - the £10.3m Renfrew flood prevention scheme was completed in 2016 and protects in the region of 300 properties.
  - xi. **Vehicle Replacement Programme** - £1.5m capital investment per year including replacement of Council's heavy & light fleet (a fleet of over 450 vehicles).
- 4.4 The Community Resources key performance indicators are detailed in Appendix 1.

Some indicators to highlight are detailed below;

- Renfrewshire's household waste recycling rate improved from 43.9% in 2015 to 48.4% in 2016 but was below the annual target of 55%. It should be noted that performance in 2015 was adversely impacted by a contractual issue which was subsequently addressed. Improvements in contractor performance and the introduction of the co-mingled food and garden waste collections have seen improvements in recycling performance in 2016.
- The percentage of household waste which is landfilled has again achieved the target set. A strategic approach to encourage behavioural change to tackle contamination of recycling and to improve presentation levels of all recyclates has helped to reduce the amount of waste which is landfilled. In 2016, 24.2% of household waste was landfilled, 48.4% was recycled, and a further 27.4% was diverted from landfill to energy from waste.
- The percentage of the Council vehicle fleet which uses alternative fuel such as electricity was 6.7% at the end of 2016/17 and exceeded the annual target of 5%. This is up from 5.5% in 2015/16.
- Renfrewshire's £11m LED street lighting investment programme has made significant progress on the delivery of LED street light conversions. At the end of 2016/17 82% of street lights were now LED. The overall programme is on schedule to be completed by summer 2017.
- At the end of 2016/17, of the 1,400 premises in Renfrewshire, there were 1,361 premises within the Food Hygiene Information Scheme, of which 97% have a Pass or Pass with Eatsafe.

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## 5. Service Improvement Plan 2017 to 2020

- 5.1 The Service Improvement Plan is part of the process of cascading the Council's priorities throughout the organisation. It also provides the means to integrate the various other operational plans and action plans and links to financial, risk management and workforce planning processes. Work is also being progressed within the Council to ensure that Service Improvement Plans link Council and Community Planning priorities to team and Individual Development Plans, so that every employee knows how they help contribute to the Council achieving its objectives.
- 5.2 The Service Improvement Plan provides a strategic assessment of the key challenges and changes which will face the service during the period of the delivery of this plan, including the challenging and uncertain financial environment and expected significant demographic changes and that will impact on the demand for services.
- 5.3 Renfrewshire Council, along with other Scottish local authorities, faces some financial challenges over the next few years. The Council has been able to maintain financial stability during a period of uncertainty and economic downturn and despite considerable demand pressures.
- 5.4 The priorities of Community Resources are aligned with those in the Council Plan and Community Plan, and will be reviewed and refreshed in response to the new Council Plan and Local Outcome Improvement Plan which will be published in Autumn 2017. In addition, there may be improvement activities which the service will support at a Council level, in relation to the

Best Value Audit assurance process which the Council is currently progressing with Audit Scotland.

5.5 The current strategic priorities identified for Community Resources reflect the key challenges and opportunities identified by the Service and can be summarised as:

- The Council continues to face a number of financial pressures and challenges in both the medium and long term. Community Resources will help deliver, for the Council, significant financial efficiency savings over the medium term. In order to identify and deliver efficiencies, Community Resources will continue to review its services to help the Council manage this reduction in resources.
- The full impact of Brexit for Renfrewshire is likely to take several years to become fully apparent. However, uncertainty is likely to adversely impact on the Council's financial outlook. It is also likely that there will be implications for the way Community Resources does business in terms of the European legislative framework of key environmental policies, e.g. Air Quality and Food Standards.
- The Better Council Change Programme was established to ensure the Council could remain financially sustainable, whilst delivering on its strategic objectives. Community Resources has supported the strategic development and delivery of the transformation programme and will continue to deliver on the service changes it leads on as part of phases 1 and 2. In addition, the service will be actively involved in developing and delivering the next phase of the Council's future change programme which will require a deeper rooted, cross cutting transformational change.

5.6 During 2017/18, the main focus of activity for Community Resources will be:

#### **A Better Future: Place**

##### **Priority 1: Driving Physical and Economic Regeneration**

- i) Contributing to the Economic Framework and Paisley Town Centre Action Plan with particular focus on regenerating and investing in Paisley Town Centre and strengthening the transport infrastructure.
- ii) Through the Glasgow and Clyde Valley City Deal, assisting the delivery of strategic roads & transport schemes within the Renfrewshire projects.
- iii) Improving the strategic road and rail connections to the conurbation and to the wider motorway and rail network in order to sustain economic growth across Renfrewshire and link with the marketplace in the UK and beyond.

##### **Priority 2: Building on our Culture and Heritage**

- i) Contributing to the Paisley 2021 City of Culture Bid by focussing on working with stakeholders including the business and local communities to promote a clean, safe and welcoming Paisley.

##### **Priority 3: Protecting the Public**

- i) Providing effective regulatory services that support businesses, protect consumers, ensure public health and maintain food standards.
- ii) Provide occupational health & safety enforcement and food hygiene inspections in relevant workplaces to protect employees, workers and the general public across Renfrewshire.
- iii) Implementation of the Council's contaminated land strategy with a focus on ROF Bishopton and other key regeneration sites across Renfrewshire.

- iv) Delivering an Air Quality Action Plan for the 3 Air Quality Management Areas within Renfrewshire.
- v) Flood risks are minimised through interventions, flood management studies and action plans.

#### **Priority 4: Creating a Sustainable Renfrewshire**

- i) Completing the Street Lighting Investment Programme to replace conventional street lamps across Renfrewshire with more energy and cost efficient LED alternatives by summer 2017.
- ii) Delivering the Clyde Valley Shared Service Residual Waste Project to ensure compliance with the landfill ban, to be introduced in January 2020, and to contribute to the National Zero Waste targets.
- iii) Developing the Community Resources' Waste Strategy, 2017 to 2022. This will set out a holistic approach for improving waste services and increasing recycling across Renfrewshire.

#### **A Better Future: People**

##### **Priority 5: Reducing the Level and Impact of Poverty**

- i) Providing environmental protection support to improve private sector rented housing standards and conditions in houses in multiple occupation.

##### **Priority 7: Supporting and Sustaining People into Employment**

- i) The service will continue to be actively involved in the Invest in Renfrewshire scheme through modern apprenticeships, graduate internships and the Project SEARCH initiative.

##### **Priority 8: Improving Care, Health and Wellbeing**

- i) Maintaining, developing and promoting our open space for recreational and active lifestyle use.

#### **A Better Council**

##### **Priority 9: Supporting our Employees**

- i) A workforce plan as specific to Community Resources has been developed and will be in place by mid-2017. It will address learning & development, skills development. and development of career pathways.

##### **Priority 10: Continuing to be a Well Run Council**

- i) Actively promote equality and diversity mainstreaming through service activity.
- ii) Community Resources will contribute to the corporate action plan arising from the Best Value Audit Report received in mid 2017 and will also be actively involved in the development of the new Council Plan and local outcome Improvement Plan.
- iii) Support the implementation of the Enterprise Resource Planning system.

- 5.7 The action plan and scorecard are core elements of the Service Improvement Plan. The action plan sets out how the key priorities outcomes will be addressed, the key tasks to be implemented, an implementation time-table, and the measures of success.
- 5.8 The service scorecard provides a range of key indicators against which the performance of the service will be measured over the period of the plan.
- 5.9 Implementation of the Service Improvement Plan is monitored and relevant activities and progress will be reported to the Infrastructure, Land and Environment Policy Board on a six

monthly basis. The first progress update on the Service Improvement Plan 2017 to 2020 will be submitted to the Infrastructure, Land and Environment Policy Board in November 2017.

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## Implications of the Report

1. **Financial** – The Service Improvement Plan includes an analysis of the Revenue and Capital Estimates for 2017/18.
2. **HR & Organisational Development** – The Service Improvement Plan links closely with the Workforce Plan for Community Resources, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.
3. **Community Planning**

**Community Care, Health & Well-being** – the service 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 and greener 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** – providing a public protection service for the residents of Renfrewshire and carrying out flood protection.
4. **Legal** – None.
5. **Property/Assets** – Section 7.5 of the 2017 – 2020 Service Improvement Plan sets out the asset management priorities for 2017/18.
6. **Information Technology** – The Service Improvement Plan supports the implementation of the Enterprise Resource Planning System.
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. The Service Improvement Plan also links with the Council’s Equality Outcomes and Mainstreaming Equality Report and includes actions to ensure the Service contributes positively to reducing inequality.
8. **Health & Safety** – The Service Improvement Plan supports Community Resources commitment to ensuring effective Health & Safety management.

9. **Procurement** – None.
10. **Risk** – The Service Improvement Plan supports the overarching management of risk within Renfrewshire Council and aligns closely with the Community Resources Risk Register.
11. **Privacy Impact** – None.

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**List of Background Papers:** None

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**Author:** Shona MacDougall, Director of Community Resources  
**Tel:** 0141 618 7626  
**e-mail:** shona.i.macdougall@renfrewshire.gcsx.gov.uk



## Community Resources Service Improvement Plan 2016-2019 Action Plan


Action Status	
	Overdue
	In progress
	Completed

### 1. A Better Future: Place 01: Driving Physical and Economic Regeneration

Action Code	Description	Status	Progress	Due Date	Update
01	Support community and partnership participation, involvement and ownership of community assets		<div><div>30%</div></div>	31-Mar-2019	The service is working with community groups who are actively seeking the transfer of community assets to enable a community led approach to asset management and service delivery.
02	Facilitate the delivery of City Deal initiatives including: * A link to Glasgow airport; * Investment in roads around Glasgow airport; * A crossing of the Clyde at Renfrew		<div><div>15%</div></div>	31-Mar-2019	The service continues to support the City Deal team as transportation analysis of the projects progresses.
03	Support economic regeneration and improve job creation through the: * Regeneration and revitalisation of town centres; * Delivery of better transport networks; * Improvements in public transport infrastructure		<div><div>15%</div></div>	31-Mar-2019	Close working is being maintained with regard to the Renfrewshire Economic Strategy and the City of Culture Bid 2021. Key service actions include progressing a refresh of the Local Transport Strategy and the development of traffic and transport plans for Paisley and Johnstone.
04	Deliver the actions of the Paisley Town Centre Environmental Action Plan in order to make the town centre a more attractive place to work, live and visit.		<div><div>100%</div></div>	31-Mar-2017	Community Resources continue to work in partnership with Paisley First to deliver the key priorities of the joint plan.


## 1. A Better Future: Place

### 01: Driving Physical and Economic Regeneration




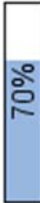

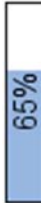

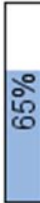
Action Code	Description	Status	Progress	Due Date	Update
05	Engage in a strategic partnership with Clyde Valley Roads Alliance - potential collaboration to deliver improved roads and transport infrastructure		<div><div>10%</div></div>	31-Mar-2019	City Deal continues to deliver on major transport infrastructure projects amongst the eight partners. Initial exploratory decisions have taken place on potential wider collaboration with North Lanarkshire taking the lead in line with their wider City Deal lead role on connectivity.

## 1. A Better Future: Place

### 02: Building on our Culture and Heritage




Action Code	Description	Status	Progress	Due Date	Update
06	Lead on the works to improve the public realm and support Renfrewshire's City of Culture bid		<div><div>75%</div></div>	31-Mar-2019	The Public Realm workstream of the City of Culture project has now been merged with the previous Venues workstream in to a new Infrastructure workstream. Key officers from Community Resources are playing an active role in the Infrastructure group and taking forward key priorities such as the local transport strategy and assisting with the delivery of the town centre action plan. An initial Public Realm Strategy Report has been developed with initial findings. The initial findings will be developed in to a high level action plan for delivering sustainable improvements to the public realm in our town centres.

## 1. A Better Future: Place 03: Protecting the Public

Action Code	Description	Status	Progress	Due Date	Update
07	Fulfil the requirements of the Flood Risk Management Act and develop action plans to address flooding risk			31-Mar-2019	The Renfrew Flood Scheme has been completed. The Loch Lomond & Clyde Flood Risk Management Plan was published in June and the priorities attached to Renfrewshire were reported to the Environment Policy Board.
08	Lead on the public protection agenda, working with partners to improve the delivery of adult and child protection arrangements			31-Mar-2019	Community Resources continue to lead on the public protection agenda with all relevant partners. This includes disposals and referrals from Daily Tasking, the now well established MARAC and the proposal to introduce the monthly Community Safety Case Review.
09	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub			31-Mar-2018	The CCTV Control Room is currently operating on a trial basis to provide 24 hour cover, increasing resilience and improving the Council's response to out of hours incidents. As part of this trial, additional services are also being tested with e.g. CCTV operatives liaising with the Winter Service Duty Manager to assist with the activation of out of hours responses to incidents.
10	Deliver safer and stronger communities through improved intelligence sharing and provision of the Street Stuff youth diversionary programmes, through the Renfrewshire Multi-Agency Tasking Group and as part of the Building Safer Greener Communities programme			31-Mar-2018	The Building Safer & Greener Communities Multi Agency Group has now developed and completed delivery of an action plan for Gallowhill based on consultation and engagement with the community. The Group are currently working on an exit strategy for Gallowhill and moving to Erskine as the next area. A sustainable action plan is being developed for the Erskine Community. The new Street Stuff timetable has been implemented based on analytical information and intelligence from Daily Tasking.


## 1. A Better Future: Place

### 03: Protecting the Public

Action Code	Description	Status	Progress	Due Date	Update
11	Ensure all Council services have business continuity plans in place and that incident response guides are in place for key businesses and assets, so that we can react and recover quickly when things go wrong.		<div><div>65%</div></div>	31-Mar-2018	Currently all services have business continuity plans in place. These are live documents and the oversight on keeping the documents up to date falls under the remit of the Council Resilience Management Team (CRMT) which has it as a standing item on its agenda and action log. A number of key commercial assets across the area already have "Incident Response Guides" in place and these are being rolled out to other businesses and Council premises whose loss would most severely impact on the services provided by the Council.
12	Develop and deliver a strategy for how the Council will respond locally to the risks posed by serious organised crime		<div><div>65%</div></div>	31-Mar-2018	Renfrewshire Council's Integrity Group has responsibility for reducing the threat posed by Serious Organised Crime and Corruption. This group strategically manages risks of fraud, corruption and organised crime and ensures delivery of a coordinated corporate approach.  The Integrity Group worked with Internal Audit and Police Scotland's Counter Corruption Unit to conduct an Organisational Vulnerability Assessment of the corruption and serious organised crime risks faced by the Council. An action plan has been developed which sets out a Council approach to minimising risks with a focus on governance, insider threat, workforce support, procurement and ICT cyber security as the areas of significant vulnerability.
13	Ensure all relevant council officers have received appropriate civil contingencies training to ensure they can carry out their incident response roles in an emergency		<div><div>100%</div></div>	31-Mar-2017	Council incident officer training, along with refresher training, has been delivered. A number of workshops/exercise events are programmed to test officers' training in specialist areas and to look at interdependencies between key Council groups.






## 1. A Better Future: Place

### 03: Protecting the Public

Action Code	Description	Status	Progress	Due Date	Update
14	Support Paisley First to achieve Purple Flag status for Paisley Town Centre and deliver similar standards of community safety in all town centres across Renfrewshire		<div><div>100%</div></div>	31-Dec-2016	<p>Council services worked with Paisley First and other key partners including Police Scotland and the Licensed Trade to submit Renfrewshire's application for Purple Flag status in October 2016. A formal assessment was carried out on 9 December 2016 and Paisley First was advised that the bid had been successful on 10 January 2017. The award being presented by the Association of Town and City Management (ATCM) in Carrick on Shannon, Ireland on 8th February 2017.</p> <p>The learning from the assessment process is being used to ensure similar standards are being achieved across all town centres in Renfrewshire. The working group has been reconvened to assess how Paisley Town Centre can promote the award.</p>

## 1. A Better Future: Place



### 04: Creating a Sustainable Renfrewshire

Action Code	Description	Status	Progress	Due Date	Update
15	Ensure that CO <sub>2</sub> emissions are minimised through the management of our fleet and street lighting assets		<div><div>100%</div></div>	31-Mar-2017	The Council currently has 29 electric vehicles (EVs), which comprises over 6.7% of the existing fleet. As part of the fleet strategy, light fleet vehicles are continuing to be replaced by EVs where appropriate and where they provide best value. 5 electric vehicles were procured in financial year 2016/17. The Council's £11m investment programme for LED street lighting across Renfrewshire will deliver a significant reduction in energy usage for street lighting of approximately 60 to 65%, and will make a substantial contribution towards the Council's carbon reduction targets.
16	Ensure a residual waste treatment and disposal facility is fully operational by 2019 as part of the Clyde Valley Waste Management solution, to ensure that all waste collected by the partner authorities is diverted from landfill		<div><div>75%</div></div>	31-Mar-2019	The contract for residual waste treatment and disposal has been finalised and plant build has commenced. Discussions are now taking place regarding delivery of commissioning tonnage to the new plant prior to the formal contract commencing. This ambitious collaborative project remains on target to be fully operational by 2019. A Procurement timeline is being developed for the associated works required at Linwood Waste Transfer Station.
17	Review the delivery of the waste and recycling service to minimise waste and optimise recycling		<div><div>100%</div></div>	31-Mar-2017	Council has signed up to the Charter for Household Waste and plans are being prepared to submit future funding bids to Zero Waste Scotland.
18	Engage with the community to encourage behavioural change to ensure recycling opportunities are maximised and contamination is minimised		<div><div>100%</div></div>	31-Mar-2017	Funding was secured from Zero Waste Scotland to carry out a Food Waste Awareness project in February this year. The service is in the process of measuring its effect.
19	Deliver the project to replace all street lighting in Renfrewshire with LEDs		<div><div>85%</div></div>	31-Mar-2017	Renfrewshire's £11m LED street lighting investment programme has made significant progress on the delivery of LED street light conversions. This ambitious programme is being delivered over a 12-15month period. Currently

Action Code	Description	Status	Progress	Due Date	Update
					more than 82% of street lights have been converted to LEDs and the overall programme is on schedule to be completed by summer 2017. Under this programme 28,613 lights will be replaced which will see a total of 30,756 street lights converted to LEDs across Renfrewshire.

## 2. A Better Future: People



### 05: Reducing the Level and Impact of Poverty

Action Code	Description	Status	Progress	Due Date	Update
20	Contribute to the Tackling Poverty Action Plan through the Families First project by delivering free school meals during designated holiday periods		<div><div>100%</div></div>	31-Mar-2017	During the School holiday periods, Families First clubs have operated within Renfrewshire. These clubs provide activities and 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. Over 2016/17 around 27,000 meals have been provided as part of this initiative.
21	Contribute to the Tackling Poverty Action Plan through the Families First Project by delivering breakfast clubs in targeted areas		<div><div>100%</div></div>	31-Mar-2017	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 over 70,000 breakfasts served at financial year end 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, Bredland 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, NHS and Active Schools. Pupils eligible for a free school meal at Castlehead High School can receive a healthy breakfast in the cafe area before school starts.

Action Code	Description	Status	Progress	Due Date	Update
22	Contribute to the Tackling Poverty Action Plan through enhanced StreetStuff activities including meals and transport			31-Mar-2017	The expanded Street Stuff programme continues to go from strength to strength with over 50,000 attendees in the past 18 months. A healthy meal has been provided to youths in areas where it is needed the most, including holiday periods. The 2017 Easter programme has been a success with over 700 recorded attendances and meal provided. The programme will continue to deliver activities at school holidays and weekends over the coming year.
23	Contribute to the Tackling Poverty Action Plan through the provision of employment and training opportunities for identified groups of young people in Renfrewshire			31-Mar-2017	12 trainees have been recruited in the last year. 5 Special Wardens, 4 Street Stuff Coaches and 3 Community Safety Officers, who have received extensive training and experience during their time with the service. Continual support and assistance is being provided to create pathways into positive destinations with many obtaining permanent jobs.
24	Contribute to the Tackling Poverty Action Plan through enhanced enforcement activity in the private rented sector			31-Mar-2017	Continued funding through the Tackling Poverty Commission funding for the 2017/18 financial year will support further enforcement activity in identifying unregistered landlords and improving standards of accommodation within the private rented sector. This activity supports all tenants within the sector but particularly these tenants considered as the most vulnerable within Renfrewshire.
<b>2. A Better Future: People 07: Supporting and Sustaining People into Employment</b>					
25	Actively participate in the Invest in Renfrewshire strategy to support young people into work			31-Mar-2017	Community Resources continues to participate in the Invest in Renfrewshire youth employability initiatives including the Project Search employability programme for young people with learning disabilities and/or autism.




## 2. A Better Future: People







### 08: Improving Care, Health and Wellbeing

Action Code	Description	Status	Progress	Due Date	Update
26	Achieve Sustainable Food Cities Status to help tackle food poverty and promote healthy eating		<div><div>50%</div></div>	31-Mar-2017	Discussions have been held with Soil Association and Renfrewshire Council representatives to progress Sustainable Food Cities status and update the Food Strategy in line with new initiatives and establish governance arrangements.
27	Lead and implement Renfrewshire's Sustainable Food Strategy		<div><div>100%</div></div>	31-Mar-2017	Community Resources has led on the implementation of Renfrewshire's Sustainable Food Strategy and delivering food education programmes with partners.

## 3. A Better Council

### 09: Supporting our Employees

Action Code	Description	Status	Progress	Due Date	Update
28	Improve absence performance across Community Resources		<div><div>100%</div></div>	31-Mar-2017	Regular meetings take place across all areas of Community Resources to ensure supporting attendance procedures are being followed with a series of supporting attendance workforce meetings due to take place. Supporting attendance roadshows are being undertaken in Spring 2017 to all staff by Managers and Senior Managers. Although progress has been good in putting in place relevant interventions absence rates remain above target reflected in the amber status.
29	Ensure effective management arrangements are in place for overtime levels		<div><div>100%</div></div>	31-Mar-2017	Overtime reports are discussed with managers on a four weekly basis, to identify areas of concern and agree action to be taken. In addition, they are also a regular item on the SLT Agenda.
30	Maintain effective communications with employees including regular engagement with trade unions		<div><div>100%</div></div>	31-Mar-2019	Meetings with the Trade Unions are held regularly through the established forums and the outcomes of these meetings are being communicated to staff at team meetings.

Action Code	Description	Status	Progress	Due Date	Update
31	Implement the Council's new Organisational Development Strategy, ensuring all employees are equipped with the skills required to deliver our services		<div><div>100%</div></div>	31-Mar-2017	Individual Training Needs Analysis and Team Training Needs Analysis have been implemented ensuring development plans are reviewed and monitored by Improvement and Development Team and Managers.  A workforce plan specific to Community Resources has also been developed and will be in place by mid-2017 – addressing age profiling, learning & development and skills development.
<b>3. A Better Council</b>					
<b>10: Continuing to be a Well Run Council</b>					
Action Code	Description	Status	Progress	Due Date	Update
32	Manage the four trading operations of Roads Services; Catering; Vehicle Maintenance; and Building Services and achieve their financial and operational targets		<div><div>100%</div></div>	31-Mar-2017	Trading Operations were presented to the Environment Policy Board and Housing & Community Safety Policy Board and noted to be within budget for 2016/17.
33	Support corporate reviews as part of the Phase 2 of the Better Council Change Programme, including: Enterprise Resource Planning Model and the Corporate Support Model		<div><div>50%</div></div>	31-Mar-2019	Community Resources continue to play an active role in the Better Council Change Programme and are contributing to corporate reviews with senior managers being involved in the ERP working groups and BCCP cross-cutting change programmes.
34	Involve our customers more in the design and review of our services and actively seek their ideas for improvement		<div><div>50%</div></div>	31-Mar-2019	The service is working with customers and community groups to enable a community led approach to service review and delivery.
35	Further develop asset management plans to ensure that whole life costs are understood and annual investment is sustained at the most efficient level for: * Roads and infrastructure; * Parks, cemeteries and open spaces; * Fleet		<div><div>50%</div></div>	31-Mar-2019	Developing and implementing the Investment Strategy for Renfrewshire Parks. Ground works began on both Robertson and Barshaw Parks at the end of March 2017.
36	Continue to monitor the schools PPP contract and make preparations for the benchmarking of cleaning and catering services during 2017		<div><div>100%</div></div>	31-Mar-2017	The schools PPP contract continues to be monitored robustly to ensure services are delivered to a high standard and to specification. Regular meetings are held at an operational level

as well as with the Renfrewshire Schools Partnership to ensure contract performance.

3. A Better Council 10: Continuing to be a Well Run Council					
Action Code	Description	Status	Progress	Due Date	Update
37	Plan effective communication activities to support the service's priorities and outcomes, using the most appropriate method		<div><div>100%</div></div>	31-Mar-2017	All communication activities within Community Resources are co-ordinated centrally to ensure they support the service's priorities and outcomes. These are planned in advance, although can be dealt with on an adhoc basis should the need arise. For 2016/17 all communications took place as planned.
38	Review and maintain: * quality assurance and self evaluation frameworks; * health and safety accreditations; * staff and customer service national accreditations		<div><div>100%</div></div>	31-Mar-2017	Community Resources continue to maintain ISO9001, ISO22000 and OHSAS18001 accreditations. FM (Hard Services) have retained their Investors in People Gold accreditation.
39	Ensure that Renfrewshire Council buildings are compliant with all relative legislative requirements		<div><div>60%</div></div>	31-Mar-2019	The service is working to utilise the CAMIS system to provide planned programmed maintenance schedules and act as a central location for all certification. Substantial works are being undertaken to improve the information held on the system specific to an individual property. This will improve data reporting. A full review of all certification across the public buildings is being carried out and an action plan developed to ensure full compliance across the whole estate.







# Community Resources Service Improvement Plan 2016-2019 Scorecard







PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

## Priority 1. A Better Future: Place Local Outcome 01: Driving Physical and Economic Regeneration

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
01	(Maintenance) Carriageway Condition: % of road network considered for treatment (v) Overall		37.5%	36%	34.8%	36%	Data not yet available	35%	35%	35%			Annual Indicator: There has been a significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
02	(Maintenance) Carriageway Condition: % of road network considered for treatment (i) A Class Roads		26.3%	26%	26.3%	26%	Data not yet available	25%	25%	25%			Annual Indicator: This indicator remains close to the target set following significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
03	(Maintenance) Carriageway Condition: % of road network considered for treatment (ii) B Class Roads		29.6%	26%	31.6%	26%	Data not yet available	25%	25%	25%			Annual Indicator: There has been a significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.





Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
04	(Maintenance) Carriageway Condition: % of road network considered for treatment (iii) C Class Roads		39.5%	35%	38.8%	35%	Data not yet available	35%	35%	35%			Annual Indicator: There has been a significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
05	(Maintenance) Carriageway Condition: % of road network considered for treatment (iv) Unclassified Roads		39.3%	32%	37.2%	36%	Data not yet available	36%	36%	36%			Annual Indicator: Although not achieving target, this indicator has shown improvement over the last year. There has been a significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
06	Local traffic growth is stabilised so that it does not exceed 0.5% per year.		0.01%	0.50%	0%	0.50%	0%	0.5%	0.5%	0.5%			Long term traffic flow trends are developed from traffic counts undertaken at 19 sites across Renfrewshire. Traffic flows remained static between the measures for 2015/16 and 2016/17.
<b>Priority 1. A Better Future: Place</b>													
<b>Local Outcome 03: Protecting the Public</b>													
Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
07	Percentage of adults who agree that Renfrewshire is a safe place to live.		80%	83%	86%	83%	82%	84%	84%	84%			The percentage of adults who agree Renfrewshire is a safe place to live falls just below the target set.
08	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".		79%	83%	79%	85%	81%	86%	87%	87%			This is an annual indicator from the Council's Public Services Panel survey with 81% of respondents agreeing that they were satisfied with their neighbourhoods as a place to live - this is a 2% improvement from 2015/16.
09	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service		1,903	2,200	2,110	1,800	1,916	1,700	1,750	1,750			The reported number of incidents of anti-social behaviour is reported as 1,916.  This is over the annual target of 1,700 but

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
10	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site		0.46	1	0.53	1	0.5	1	1	1		1	reflects the drive to improve reporting and recording of these activities and the very challenging nature of the target agreed. <sup>1</sup>  In 2016/17, a total of 1082 domestic noise complaints were received, 610 of which required attendance on site with an average response time of half an hour.
11	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating		n/a	n/a	97.3%	97%	97%	97%	97%	97%		97%	At the end of 2016/17, of the 1,400 premises in Renfrewshire, there were 1,361 premises within the Food Hygiene Information Scheme, of which 97% have a Pass or Pass with Eatsafe. This reflects very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are required to make the improvements necessary to achieve the Pass rating in order to continue trading.
12	Trading Standards - consumer complaints completed within 14 days		81.1%	82%	87.4%	82%	89%	82%	82%	82%		82%	A higher than average number of complaints continues to be referred for investigation, in relation to alleged criminal breaches, where in fact there is either no locus or no evidence to substantiate these claims. These complaints are logged as intelligence, and patterns are monitored over time. The resolution rate therefore appears to have increased, as these complaints are usually closed same day.
13	Number of recorded attendances at Street Stuff activities		25,163		37,269	32,000	43,758	50,000 <sup>2</sup>	45,000	25,000		25,000	Recorded attendances for Street Stuff during 2016/17 is 43,758 including 15,378 with the provision of a healthy meal.





<sup>1</sup> Over the past year the performance information has been reviewed and updated to ensure consistency in the analytical process. As a result performance figures reported previously show a slightly lower figure for 2014/15 (1,887) and a higher figure in 2015/16 (2,407) than this report. The figures in this report reflect a robust and consistent analysis of the data held which will be applied from now on.





<sup>2</sup> Please note that 50,000 target set for indicator, **Number of recorded attendances at Street Stuff activities**, reflects an 18 month target and not a 12 month target.

**Priority 1. A Better Future: Place**  
**Local Outcome 03: Protecting the Public**



Code	Performance Indicator	On Target	2014		2015		2016		2017		2018		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
14	Number of people killed in road traffic accidents in Renfrewshire		9	n/a	1	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	The Road Casualty figures for 2016 will not be published by Traffic Scotland until November 2017.
15	Number of people seriously injured in road traffic accidents in Renfrewshire		37	n/a	43	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	
16	Number of children killed in road traffic accidents in Renfrewshire		0	n/a	0	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	
17	Number of children seriously injured in road traffic accidents in Renfrewshire		4	n/a	5	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	

**Priority 1. A Better Future: Place**  
**Local Outcome 04: Creating a Sustainable Renfrewshire**

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
18	Air Quality - Annual average PM10 value across all continuous monitoring sites		New from 15/16		13.8	n/a	Data not yet available	18	18	18	18	18	Average of the PM10 values across the 3 automatic monitors in Renfrewshire is within the 2016/17 target value of 18.
19	% of air quality monitoring sites within AQMA(s) which exceed nitrogen dioxide limits		24%	22%	0%	22%	Data not yet available	22%	22%	22%	22%	22%	During 2015/16 no air quality monitoring sites within the Paisley Town Centre AQMA exceeded nitrogen dioxide limits.
20	Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits		44.9	46	45	46	Data not yet available	45	44	43	43	43	During 2015/16, no monitoring sites within the Paisley Town Centre AQMA exceeded nitrogen dioxide limits.
21	Street Cleanliness Score - % of areas assessed as clean		88.2%	90%	88%	90%	Data not yet available	90%	90%	90%	90%	90%	Annual Indicator: The percentage of Renfrewshire's street assessed as clean

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
			available										has remained consistent from 2014/15 to 2015/16. This score represents the percentage of areas assessed as acceptably clean (categories A and B) using Keep Scotland Beautiful's Local Environmental Audit and Management System (LEAMS) methodology.
22	% of the vehicle fleet which uses alternative fuels, such as electricity		3.6%	2.25%	5.5%	5%	6.7%	5%	7%	9%			The percentage of the Council vehicle fleet which uses alternative fuel such as electricity was 6.7% at the end of 2016/17 and exceeded the annual target of 5%. This is up from 5.5% in 2015/16.
23	Amount of CO <sub>2</sub> emitted by the public vehicle fleet		3,570	3,450	3,535	3,170	3,109	3,060	2,950	2,840			This indicator reflects the tonnes of CO <sub>2</sub> emitted from Renfrewshire Council vehicle fleet based on the fuel usage with a slight reduction in the amount of CO <sub>2</sub> emitted by the public fleet in 2015/16. Although there has been an increase in the number of electric vehicles in the Council fleet, these are small vehicles which do not significantly impact the overall amount of fuel used.
24	Reduce the amount of CO <sub>2</sub> emitted from public space lighting.		7,778	6,980	6,482	6,720	5,191	6,451	3,200	3,000			There has been a significant reduction in CO <sub>2</sub> emissions from public space lighting in 2016/17 due to the implementation of the LED replacement programme. This figure is likely to continue to show a significant improvement over the coming year.
25	% of street lighting lanterns in Renfrewshire which are LED		0.3%	n/a	6.01%	5%	82%	50%	100%	Complete 2017/18			Renfrewshire's £11m LED street lighting investment programme has made significant progress on the delivery of LED street light conversions. At the end of 2016/17 82% of street lights were now LED. The overall programme is on schedule to be completed by summer 2017.

**Priority 1. A Better Future: Place**  
**Local Outcome 04: Creating a Sustainable Renfrewshire**

Code	Performance Indicator	On Target	2014		2015		2016		2017		2018		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
26	% of Household Waste Recycled (Calendar year data)		46.6%	52%	43.9%	52%	48.4%	55%	55%	55%			Renfrewshire's household waste recycling rate improved from 43.9% in 2015 to 48.4% in 2016. It has to be noted that the Council's recycling performance in 2015 was adversely impacted by a contractual issue which was subsequently addressed. Improvements in contractor performance and the introduction of the co-mingled food and garden waste collections have seen improvements in recycling performance in 2016.
27	% of Household waste collected which is landfilled (Calendar year data)		31.49%	36%	31.96%	36%	24.2%	35%	34%	34%	33%		The percentage of household waste which is landfilled has again achieved the target set. A strategic approach to encourage behavioural change to tackle contamination of recycling and to improve presentation levels of all recyclates has helped to reduce the amount of waste which is landfilled. In 2016, 24.2% of household waste was landfilled, 48.4% was recycled, and a further 27.4% was diverted from landfill to energy for waste.


**Priority 2. A Better Future: People**  
**Local Outcome 05: Reducing the Level and Impact of Poverty**

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
28	% uptake of free school meals in primary and secondary schools		68.7%	71%	69.5%	72%	70%	73%	75%	75%			The percentage of pupils entitled and who took a free meal has shown an increase from 2015/16 but remains slightly below the target set.





**Priority 3. A Better Council**  
**Local Outcome 09: Supporting our Employees**



Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
29	% of CR managers in the 360 process with a completed 360 report		82%	100%	88%	100%	88%	100%	100%	100%	100%	100%	The 360% assessment process for all Community Resources managers is continually being progressed.
30	% of CR employees having completed IDPs (from MDP/MTIPD)		87%	100%	84%	100%	84%	100%	100%	100%	100%	100%	The MDP/MTIPD reviews have been ongoing across the service throughout the year with personal development plans being established for individuals and teams.
31	Improve SVQ levels across the front line workforce - number of staff obtaining SVQ qualifications		43	50	49	50	39	50	50	50	50	50	During 2016/17, a total of 39 Community Resources' employees achieved an SVQ qualification.
32	Community Resources - Absence %		5.2%	4%	4.9%	4%	5.8%	4%	4%	4%	4%	4%	The annual absence rate for Community Resources has increased from 2015/16. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
33	Grounds Maintenance - absence %		3.3%	4%	3.7%	4%	3%	4%	4%	4%	4%	4%	Absence levels for grounds maintenance employees continue to remain within target. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
34	Street Cleansing - absence %		3.2%	4%	7.2%	4%	4.5%	4%	4%	4%	4%	4%	Absence levels for our street cleansing staff have improved during 2015/16. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
35	Catering Trading Operation - absence %		6.1%	4%	4.6%	4%	6.5%	4%	4%	4%	4%	4%	Absence levels for our catering staff have increased during 2016/17. We continue to






Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
36	FM (Soft Services) - % absence of building cleaning staff		7.1%	4%	6.1%	4%	6.5%	4%	4%	4%			address employee absence through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.  FM (Soft Services) employee absence has increased from 2015/16 but has again failed to meet the target set. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
37	Vehicle Maintenance Transport - absence %		3%	4%	2.9%	4%	3.4%	4%	4%	4%			Absence levels of our vehicle maintenance staff have again achieved the target set during 2016/17. Absence is being addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
38	Refuse Collection - absence %		4.1%	4%	8.5%	4%	8.6%	4%	4%	4%			The absence levels of refuse collection employees showed a slight increase in 2016/17. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
39	Renfrewshire Community Safety Partnership - absence %		6.7%	4%	7%	4%	8.2%	4%	4%	4%			Absence levels for Community Safety staff showed an increase during 2016/17. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
40	Roads Trading Operation - absence %		4.2%	4%	7.4%	4%	5.4%	4%	4%	4%			The Roads Trading Operation absence rate has improved from 7.4% in 2015/16 to 5.4% in 2016/17. Absence continues to be addressed through the council's Supporting Attendance policy.



Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
41	Building Services' Trading Operation - % absence		4.8%	4.9%	4.5%	4.6%	4.3%	4%	4%	4%	4%	4%	The absence rates for Building Services Trading Operation has shown a slight improvement from 2015/16 and is within the target set. Absence continues to be addressed through the Council's supporting attendance procedures.

### Priority 3. A Better Council Local Outcome 10: Continuing to be a Well Run Council

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
42	(Traffic & Transportation) Traffic Light Failure % of Traffic Light Repairs completed within 48 hrs		97%	95%	94%	95%	94.1%	95%	95%	95%	95%	95%	In 2016/17 there was a total of 306 faults reported (154 urgent and 152 non urgent)- of these, 288 were completed within the target 48hr timescale.
43	% of reported street lighting faults which were repaired within the 7 day timescale		62.4%	95%	68.6%	95%	93%	95%	95%	95%	95%	95%	93% of reported street lighting faults which were repaired within the 7 day timescale at the end of 2016/17.  This was slightly below the target of 95% and reflects the impact of the first quarter performance of 78.1% during the initial start-up months of the in house service.
44	Community Resources - Overtime as a % of total employee costs (cumulative)		New from 15/16	7.3%	8%	7.3%	7.3%	7%	6%	5%			Overtime costs to the end of 2016/17 were 7.3% of total employee costs which, although just outside the target set is the same as 2015/16.
45	Cost of Maintenance per Kilometre of roads		£10,940	n/a	£12,752	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
46	% of adults satisfied with parks and open spaces		84%	n/a	83%	n/a	Data not yet available	n/a	n/a	n/a	n/a		and is extracted from the LFR information from the Scottish Government website. The 2016/17 data is due to be published late in 2017.
47	Cost of parks and open spaces per 1,000 of the population		£33,898	n/a	£21,041	n/a	Data not yet available	n/a	n/a	n/a	n/a		This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey - Renfrewshire's ranking moved from 19th in 2014/15 to 23rd in 2015/16
48	% of adults satisfied with refuse collection		84%	n/a	85.3%	n/a	Data not yet available	n/a	n/a	n/a	n/a		This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 17th in 2014/15 to 18th in 2015/16.
49	Net cost of waste collection per premise		£53.06	n/a	£54.85	n/a	Data not yet available	n/a	n/a	n/a	n/a		This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey - Renfrewshire's ranking moved from 19th in 2014/15 to 17th in 2015/16.
50	Net cost of waste disposal per premise		£83.61	n/a	£98.51	n/a	Data not yet available	n/a	n/a	n/a	n/a		This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking remained 11th in 2015/16.

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
51	% of adults satisfied with street cleaning		70.67%	n/a	66%	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	information from the Scottish Government website. Renfrewshire's ranking moved from 14th in 2014/15 to 18th in 2015/16.
52	Net cost of street cleaning per 1,000 of the population		£13,258	n/a	£10,014	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey. Renfrewshire's ranking moved from 26th in 2014/15 to 30th in 2015/16.
53	Cost of Trading Standards per 1,000 of population		£2,898	n/a	£2,624	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking improved from 15th in 2014/15 to 6th in 2015/16.
54	Cost of Environmental Health per 1,000 of population		£21,179	n/a	£10,661	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking improved from 24th in 2014/15 to 4th in 2015/16.
55	Land Audit Management System - % of areas assessed as acceptable		93.2%	90%	92.7%	90%	97%	90%	90%	90%	90%	90%	In 16/17, the percentage of areas which were assessed increased to

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
56	% of pothole repairs completed within timescales		63%	80%	62%	80%	66%	66%	68%	70%	97%. 66% of pothole repairs completed within target at the end of 2016/17 meeting the target.		
57	% of FOI requests completed within timescale by Community Resources		99%	100%	100%	100%	100%	100%	100%	100%	During 2016/2017 the service dealt with 550 Information Governance Request (FOI / DP or EIR). All of these were responded to within the statutory timescale.		
58	% of front line resolutions dealt with within timescale by Community Resources		80%	100%	87%	100%	84%	100%	100%	100%	The service responded to 4,911 front line resolutions request during 2016/17, with 84% (4,126) of these being responded to within 5 days.		
59	% of complaint investigations completed within timescale by Community Resources		84%	100%	94%	100%	91%	100%	100%	100%	There were 33 complaints investigations dealt with during 2016/17. Of these 91% were responded to within timescale..		
60	Building Services - % of overall housing repairs completed within target		n/a	n/a	91%	95%	95%	95%	95%	95%	2016/17 figure for repairs completed in target is 95% which meets the expectations set out at the beginning of the last financial year.		

## Community Resources

### Service Improvement Plan 2017–2020



# Community Resources Service Improvement Plan 2017-2020

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## **1. Introduction to the Service Improvement Plan**

- 1.1 The Service Improvement Plan for Community Resources covers a 3 year period from 2017/18 to 2019/20. The plan outlines what the service intends to achieve based on the financial and employee resources likely to be available.
- 1.2 The plan notes the principal factors that will influence service need, development and delivery. It sets out the main priorities to be pursued and outcomes to be achieved over the next three years. An action plan detailing the outcomes and key tasks to achieve them is included in Section 8. A performance scorecard is included in Section 9 detailing the performance indicators which will be used to help measure progress towards achieving the priorities.
- 1.3 The major factors that this Service Improvement Plan will require to respond to are the challenging financial environment, public sector reform and delivering the key priorities and outcomes of the Council Plan and Community Plan. The plan sets out the likely impact that these issues will have on the service and our actions to address them.
- 1.4 The Council Plan clearly articulates the Council's priorities for Renfrewshire, and along with the Community Plan, sets out an ambitious programme of work. The focus is on achieving a number of key outcomes, including:
  - Driving physical and economic regeneration
  - Building on our culture and heritage
  - Reducing the level and impact of poverty
  - Raising attainment and closing the attainment gap
  - Supporting and sustaining people into employment
  - Improving care, health and wellbeing
  - Protecting the public
  - Creating a sustainable Renfrewshire, including sustained performance in the cleanliness of streets across Renfrewshire
- 1.5 As part of the Community Resources strategic planning process, workshops were held during January and February 2017. Actions and initiatives identified during the workshops have been reflected in this plan or the relevant operational plans, as appropriate.
- 1.7 The key priorities for Community Resources are closely aligned to both the Council and Community Plans, and support all local work undertaken across partnerships to deliver on these priorities for Renfrewshire.
- 1.8 Service level workforce plans and financial plans are closely aligned to the Service Improvement Plan, and translate into team and individual development plans.
- 1.9 Service planning informs the budget process by enabling budget proposals to be seen in a wider policy development context. In turn, the outcomes of the budget process shape the final content of Service Improvement Plan. Integration of the budget and the service planning process assists elected members to arrive at budget decisions in the

full knowledge of how these will impact at a service level. Financial information and data should also be linked to outcomes and priorities.

## 2. What We Do

- 2.1 The principal role and purpose of Community Resources is to provide Public Protection (Community Safety & Regulatory Services in Renfrewshire, including Civil Contingency Services for Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Council areas), Amenity Services (waste management and refuse collection), StreetScene (street cleansing, grounds maintenance) Land Services (parks, play areas & cemeteries), Transportation (vehicle maintenance, fleet management and social transport), Roads Services & Transportation Infrastructure, (road management & infrastructure management, road safety, transport strategy, flood prevention and structures & bridges) and Facilities Management (Hard Services including building services & street lighting repairs, repairs & maintenance and compliance and strategic monitoring of PPP contracts) (Soft Services including janitorial, cleaning, catering, caretaking and school crossing patrollers).
- 2.2 Community Resources' services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. The service contributes to the development of corporate policies and initiatives and the maintenance of effective working relationships with our partners and other organisations to deliver services throughout Renfrewshire. These services are delivered by approximately 1,800 employees employed on a full-time or part-time basis, with a gross expenditure budget of approximately £68 million. These wide ranging and highly visible services are delivered at around 270 Council premises, to over 83,000 households and businesses with more than 800km of roads and transport structure being maintained across Renfrewshire. Community Resources also provides statutory enforcement and related advisory/educational activities. These activities ensure the safeguarding of public health, and the protection of the environment, consumers, workers and local communities within Renfrewshire.
- 2.3 Community Resources also has an active role in supporting elected members and plays a key role within the five local area committees.
- 2.4 Community Resources has three main service areas/groupings:
- 2.4.1 **Amenity Services: Waste, StreetScene & Land Services, Roads & Transportation, Fleet & Transportation, Infrastructure**

The key responsibilities for Amenity Services include:

- The management and delivery of waste and recycling services, including kerbside collections and strategic waste management activities;
- Ensuring Renfrewshire's streets and town centres are clean, safe and welcoming;
- Maintaining roads, pavements, parks, play areas, open spaces and cemeteries across Renfrewshire;
- Managing and developing a road network to sustain economic growth across Renfrewshire;

- Maintaining the Council vehicle fleet (approximately 450 vehicles, both heavy and light fleet) and providing a social transport service to vulnerable clients (adults and children);
- Procuring the Council's vehicle replacement programme through the capital programme;
- Providing a transport infrastructure & network which delivers strategic and local connectivity in support of social and economic development;
- Flood prevention and the maintenance infrastructures, including bridges, rivers and water courses;
- Facilitating road safety programmes, cycling and green travel planning in partnership with schools, community groups and partners.
- Working in partnership with Strathclyde Partnership for Transport to support regional transport policy, including the maintenance of the local bus service and infrastructure across Renfrewshire.
- Working in partnership with Strathclyde Partnership for Transport (SPT) to meet the objectives of the Regional Transport Strategy outcomes and to enhance, develop and improve the local bus services and infrastructure across Renfrewshire.

#### **2.4.2 Public Protection: Regulatory Services, Community Safety and Civil Contingencies.**

The key responsibilities of Public Protection include:

- Protecting public health and promoting community safety;
- Providing effective regulatory services that support businesses, protect consumers, ensure public health and maintain food standards;
- Providing consumer protection and business advice through Trading Standards
- Providing occupational Health & Safety enforcement and food hygiene inspections in relevant work places to protect employees, workers and the general public across Renfrewshire;
- Implementation of the Council's contaminated land strategy and the maintenance of air quality across Renfrewshire;
- Providing environmental protection support to improve private sector housing standards and conditions in houses in multiple occupation;
- Supporting communities with the services provided by Renfrewshire Community Safety Partnership Hub, Integrated CCTV Control Room and daily tasking;
- Delivering StreetStuff diversionary programme across Renfrewshire;
- Working with Police Scotland and other key partners to combat serious organised crime, counter terrorism and tackle domestic abuse & hate crime;
- Delivering a comprehensive civil contingencies capability across the communities of Renfrewshire, Inverclyde, East Renfrewshire and West Dunbartonshire.

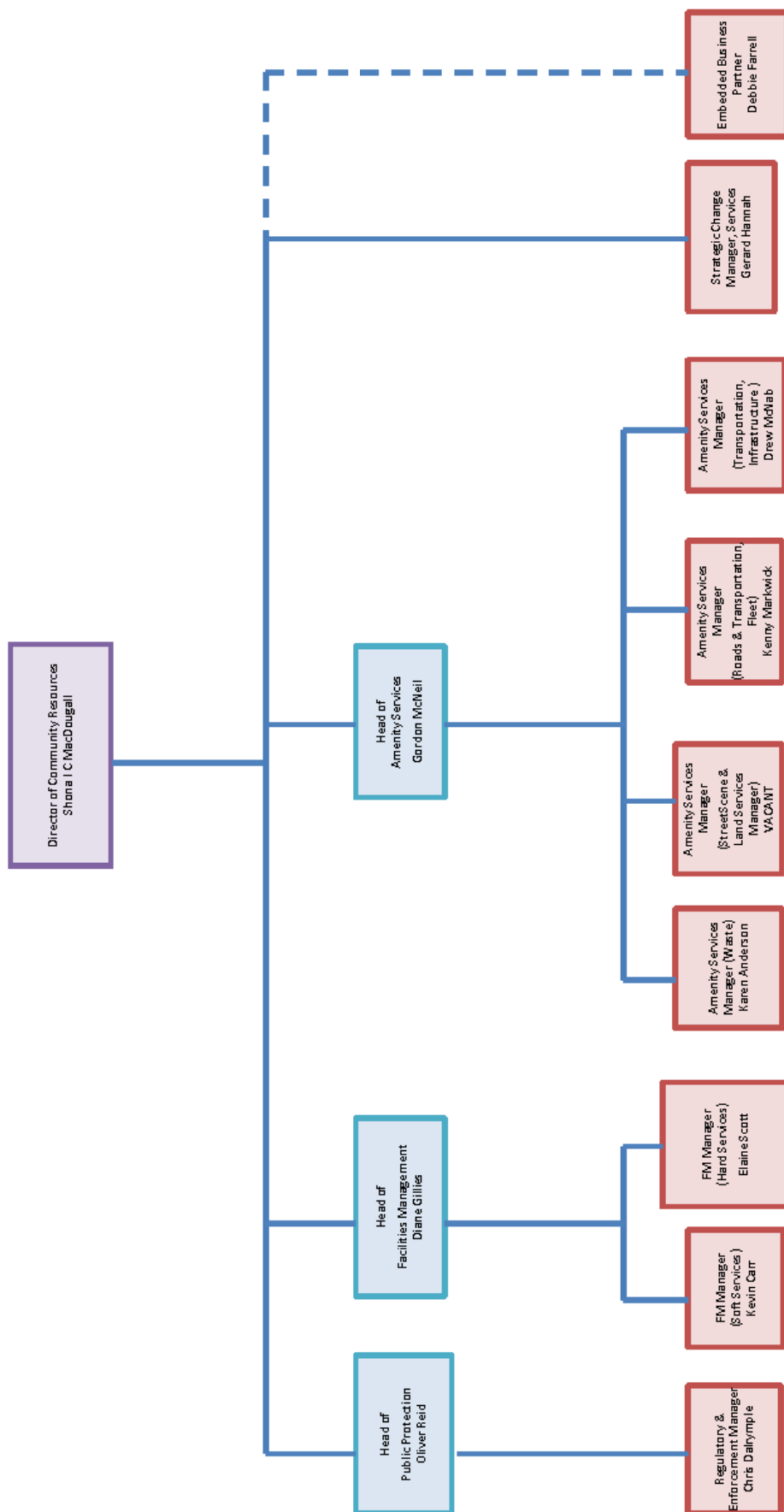
#### **2.4.3 Facilities Management (Hard & Soft Services)**

The key responsibilities of Facilities Management include:

- Providing soft facilities management services including janitorial; caretaking; cleaning; catering, housekeeping and school crossing patrol services at Council premises;

- The provision of healthy school meals in our nursery, primary, secondary and assisted special needs schools;
- Providing hard facilities management services, including delivery of repairs & maintenance service including ensuring compliance for all Council owned properties in Renfrewshire ie: Council housing; schools; public buildings, community halls / centres;
- Carrying out the repairs and maintenance function of street lighting;
- Responsibility for the provision of the commissionaire service and integrated hard & soft FM activities for Renfrewshire House;
- Strategic lead of the Schools' PPP contract;
- Carrying out the repairs and maintenance function for Renfrewshire Leisure (RL).

Community Resources  
Senior Management Structure at April 2017  
Directorate and Senior Managers



### **3. What we achieve**

3.1 The key achievements of Community Resources for the year to 31 March 2017 are highlighted below:

#### **3.2 Better Council Change Programme**

- Implementing the Better Council Change Programme - to support delivery of revenue savings. This included: the review of facilities management (hard and soft FM), catering; transportation, fleet and roads infrastructure; and the rationalisation of depots.

#### **3.3 Glasgow City Region/City Deal**

- Community Resources contributes to the joint working in supporting the Glasgow and Clyde Valley City Deal to the £1.13bn Glasgow and Clyde Valley Infrastructure Fund – in particular roads, transportation & cycling aspects of the Renfrewshire projects.

#### **3.4 Roads Investment Programme**

- Annual capital investment is normally £3.239m per year. The Council approved a further £3.477m in 2017/18 to boost investment in the roads infrastructure. A total of £6.7m capital being invested in the roads & pathways infrastructure across Renfrewshire

#### **3.5 Investment in Renfrewshire Parks of £2.25m**

- 2 Flagship parks, Barshaw Park in Paisley & Robertson in Renfrew
- 5 Community parks

Upgrading and redevelopment of Knockhill Park following an award of £1.1m grant funding from the Big Lottery Fund (2015).

#### **3.6 Depot Rationalisation/Infrastructure Investment of £2.243m**

- Upgrading of Underwood Road depot to further rationalise moving from 3 depots (Underwood Road, Scotts Road & Clark Street) to one integrated Community Resource depot.

#### **3.7 Tackling Poverty**

- A budget of £6m was approved by Council in 2015 to support the Renfrewshire Tackling Poverty Strategy. The projects as specific to Community Resources:
- Morning Clubs were introduced in February 2016 in a total of 9 primary schools and one secondary school;
- Expanding Families First project by delivering free school meals during designated holiday periods;
- Enhanced Enforcement Activity within the private housing sector.

N.B: Initial £6m Council investment supplemented by further £1.5m in February 2017 for spend 2017/18, allowing StreetStuff, Morning Clubs and Landlord Registration to continue.

### 3.8 MARAC – Multi Agency Risk Assessment Conference for Domestic Abuse

Introduction of the MARAC, multi agency victim focused meeting to share information on the highest risk cases of domestic abuse. 103 cases have been referred so far and the process has been recognised as best practice and replicated in East Renfrewshire and Inverclyde. Since the establishment of the Renfrewshire MARAC there has been no homicide victim of domestic abuse in Renfrewshire.

### 3.9 Serious Organised Crime / Counter Corruption

An Organisational Vulnerability Assessment was carried out with the assistance of Police Scotland Counter Corruption Unit which identified over 50 improvement actions that could be taken to strengthen the Council and its core systems and protect against the threat posed by Serious Organised Crime. These are now being addressed through the Council's Integrity Group.

### 3.10 Counter Terrorism Strategy – CONTEST / Prevent

Working closely with Police Scotland, significant efforts have been put into developing consistent and appropriate response arrangements in the event that the UK terrorist threat level is increased to critical. This included the training and development of key staff and the development of an innovative Grey Space Community Tensions Group.

### 3.11 LED Street Lighting Investment Programme

- Renfrewshire's £11m LED Street Lighting investment programme will see 28,613 lights replaced, contributing to a total of 30,756 street lights converted to LEDs across Renfrewshire.
- Over 60% savings on energy/parts & labour costs will provide a £750k net saving per annum.

### 3.12 Street Lighting Repairs

- The Council's Street Lighting Maintenance and repair service was brought in-house in February, 2016 following which performance improved to 93% lamps repaired within target response time.

### 3.13 School Catering

- In 2014 the service implemented a more modern school catering service with the launch of a revised cafe style service.
- Supporting Council's Families First Programme, with the provision of over 61,000 free school meals to eligible children during school holidays.
- In 2015, provided Free School Meals to all P1-P3 pupils across Renfrewshire as part of the national policy, with over 1.6 million free meals now served each year.
- Achieved "Food for Life Served Here" Bronze Award for the primary school catering service, increasing the number of meals freshly prepared on site.

### 3.14 Community Safety Hub & Integrated Control Room

- The new Community Safety Hub & Integrated Control Room in Paisley opened in January 2016 with 49 digital CCTV cameras. This being a £1.5m investment by the Council.

Hub at a Glance:

- Daily Tasking undertaken each week day with Council Services and key partners and agencies, with 6,000 referrals per year.
- CCTV now operating 24 hours per day.
- 49 digital CCTV cameras in operation in Paisley, Johnstone and Renfrew.

### 3.15 Purple Flag, Paisley Town Centre

- In January 2017 Paisley First were advised that their bid for Purple Flag status for Paisley Town Centre had been successful, this award will support the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid.  
Only three other locations in Scotland have attained Purple Flag Status so far, Dunfermline, Aberdeen and Perth.

### 3.16 Street Stuff

- Street Stuff is Renfrewshire's multi-award winning youth engagement and diversionary project which has helped reduce youth disorder in every area of Renfrewshire in which it operates.
- The roll out of an expanded Street Stuff diversionary programme. This also included the funding and provision of 2 additional Street Stuff buses.

StreetStuff at a Glance

- Over 43,700 attendances in the 2016/17 financial year.
- Trainees and coaches taken on via St Mirren to deliver programme.
- 5 activity buses available for use.
- Activities include football, dance, clubbercise and Street Stuff delivered in communities across Renfrewshire on 6 out of 7 days.
- Holiday camps provided, including the provision of healthy food.

### 3.17 Community Halls Investment Programme

- 6 Halls/Centres will be refurbished, investment of almost £3m, delivered in-house by Building Services. Project will complete September 2017.

### 3.18 Clyde Valley Residual Waste Treatment & Proposal

- Remains on target to be commissioned mid to end 2019 and fully operational for the start 2020.

### 3.19 Support for Events

- Providing operational support for events in Renfrewshire including: Fireworks display; The Spree; Sma' Shot Day; Hallowe'en Festival; Remembrance events; Christmas Lights switch-ons; Paisley 2021 Launch; and the historic Monte Carlo Rally.

### 3.20 Renfrew Flood Prevention Scheme

- The £10.3m Renfrew flood prevention scheme was completed in 2016 and protects vulnerable properties.

### 3.21 Additional Employment

Although faced with significant financial challenges in recent years, Community Resources has been able to continue to offer additional employment in a number of service areas as follows:

- Amenity Services-Waste-12 Posts.
- Facilities Management-Building Services-9 Posts.
- Facilities Management Soft Services-79 Posts.
- Provided training for young people as part of Project Search Initiative.

### 3.22 Vehicle Replacement Programme, £1.5m capital investment per Year

- Includes replacement of Council's heavy & light fleet (a fleet of over 450 vehicles).

## 4. Strategic Context

- 4.1 The service improvement plan takes account of key national reviews and policies which have clear implications for the future delivery of public services against a backdrop of increasing demand for services, demographic change and diminishing resources.
- 4.2 The main policy, economic, social and technological changes and challenges which will affect service delivery over the next three years are listed below. These have been prioritised to reflect the key issues which Community Resources will be focussing on in the first year of this Service Improvement Plan as well as the ongoing issues that will be taken forward over the full period of the plan.
- 4.3 **Understanding our Population** - The population of Renfrewshire is 175,930 and accounts for 3.2 per cent of the total population of Scotland. Renfrewshire's population as a whole is projected to remain stable, however, large scale housing development in areas like Bishopton is likely to impact on the waste collection and recycling service as well as the maintenance of the roads and street lighting infrastructure.
- 4.4 In the 2016 release of the Scottish Index of Multiple Deprivation Renfrewshire had a National share of 4.4% of the 20% most deprived areas (datazones). Over 26% of the population of Renfrewshire (46,442 people) were in the top 20% most deprived datazones in Scotland. This has an impact on the demands for services delivered by Community Resources, in particular, the delivery of free school meals and morning clubs by Facilities Management and the diversionary programmes delivered by Street Stuff.

- 4.5 **Financial Climate** - The current economic climate in the UK means that the Council, in common with the wider public sector, continues to face a number of financial pressures and challenges in both the medium and long term. As a result Community Resources will continue in helping deliver, for the Council, significant financial efficiency savings over the medium term. In order to identify and deliver efficiencies, Community Resources will continue to review its services to help the Council manage this reduction in resources in ways that have the minimum adverse impact on the communities of Renfrewshire.
- 4.6 It is likely that changes in the political and national policy environment, arising from the European Union Referendum vote to leave the EU (or Brexit), will have potential implications for both the Council and Renfrewshire's communities and businesses. The full impact for Renfrewshire is likely to take several years to become fully apparent. This uncertainty will impact on the Council's financial outlook. It is also likely that there will be implications for the way Community Resources does business in terms of the European legislative framework of key environmental policies, e.g. Air Quality and Food Standards.
- 4.7 **The Community Empowerment (Scotland) Act and Review of Community Planning** – the 2015 Act helps to empower community bodies through supporting them in taking ownership or control of land and buildings, and by strengthening their voices in decisions about public services. This legislative change has implications for Community Resources as a result of the move towards community ownership and the rights of communities to apply to take over the ownership of land and buildings owned by Councils and other public bodies.
- 4.8 The Act also requires community planning partnerships to review and update planning and governance arrangements which maximise the potential benefits of the legislation. The Renfrewshire Community Planning Partnership is now required to prepare and publish a Local Outcomes Improvement Plan (LOIP) which sets out the local outcomes which the Community Planning Partnership will prioritise for improvement by October 2017. Community Resources will support the revised governance arrangements and locality planning requirements of the Act.
- 4.9 **Food Standards Scotland** - over the past year the new national body has set out its strategic vision for the delivery of food law enforcement in Scotland. There is a positive change in the vision which will have a greater focus on dietary health improvements as well as the traditional focus on food law enforcement.
- 4.10 **Scottish Environment Protection Agency (SEPA)** - SEPA has set out how they plan to use the powers given to them under the Regulatory Reform (Scotland) Act 2014 to help Scotland be one of the first countries to tackle the challenge of the over-use of the planet's natural resources. The regulatory strategy establishes a clear purpose for SEPA which seeks to support and create both social and economic benefits for Scotland by devising and delivering environmental improvements. This is described in the statutory purpose:

- 4.11 Protect and improve the environment (environmental success) in ways that, as far as possible, create:
- Health and well-being benefits (social success); and
  - Sustainable economic growth (economic success).
- 4.12 Implementation of this strategy will lead to benefits for communities, businesses and stakeholders including Renfrewshire Council. The principles adopted take on board the five principles of Better Regulation, as required by the Scottish Government, and align with the approach to regulation agreed by the Council.
- 4.13 **National Waste Strategy** – the Waste (Scotland) Regulations signify a landmark step-change in the way individuals and businesses in Scotland are expected to manage their waste. The regulations are designed to make the most of the fact that waste is a valuable resource which, when treated appropriately, holds the potential to significantly boost Scotland's economy and create green jobs. These regulations will have a significant impact on Renfrewshire's strategic waste strategy and service delivery over the next five years and will also impact on the Council's carbon strategy and targets.
- 4.14 **Building Safer, Greener Communities** - is a programme that seeks a flourishing, optimistic Scotland in which resilient communities, families and individuals live their lives safe from danger, disorder and harm. To address the two objectives of reducing the number of victims of crime and reducing the number of victims of unintentional harm, the Renfrewshire Community Safety partnership has developed a multi agency tasking approach to deliver sustainable long term improvements for local communities.
- 4.15 **Better Council Change Programme** - The Better Council Change Programme was established to ensure the Council could remain financially sustainable, whilst delivering on its strategic objectives. Community Resources has supported the strategic development and delivery of the transformation programme and will continue to deliver on the service changes it leads on as part of phases 1 and 2. In addition, the service will be actively involved in developing and delivering the next phase of the Council's future change programme which it is anticipated will require significant cross cutting transformational change.
- 4.16 **Risk Management** - The Council's "Risk Matters - the risk management policy and strategy" sets out a new approach from 1st April 2017. As our risk management arrangements are well embedded, the Corporate Risk Register has two distinct risk strands; a Strategic Risk Register will contain details of the externally focused risks, and a Corporate Risk Register will contain details of the internally focused risks. Both of these top level risk registers are underpinned by service specific risk registers. In the development of this year's Service Improvement Plan the service has ensured that any corporate or strategic risks that Community Resources' is responsible for, and the actions to mitigate and monitor these risks, are included in the action plan.

## **5. Key Priorities**

- 5.1 The current Council Plan clearly articulates the Council's priorities for Renfrewshire, and along with the Community Plan, which will also be refreshed, sets out an ambitious programme of work.
- 5.2 To deliver our Council and Community Planning priorities, Community Resources has focussed its work and activities to align with a range of key strategic priorities.
- 5.3 The Service Improvement Plan details how Community Resources will contribute to and deliver these key strategic priorities and outcomes. This section of the plan sets out what the service aims to achieve over the duration of the improvement plan and groups them under each Council Plan priority.

### **A Better Future: Place**

#### **Priority 1: Driving Physical and Economic Regeneration**

- 5.4 **Economic Framework and Paisley Town Centre Action Plan** - Community Resources will contribute to the 10 strategic priorities of the Economic Framework with particular focus on the following two priorities:
- **Regenerating and investing in Paisley Town Centre** – The Paisley Town Centre Action Plan provides a framework for the future development of Paisley. The service will support the delivery of investment in the public realm, with particular focus on walking, cycling and civic space. The priority also seeks to connect Paisley to the wider Glasgow City Region through the implementation of a Renfrewshire Integrated Traffic Plan.
  - **Strengthening the transport infrastructure** – a quality transport network is seen as vital for a growing and successful economy. The service will lead on the preparation of a new Transport Strategy for Renfrewshire. This will focus on: achieving a behavioural shift to more sustainable modes of transport; an improved road network; walking and cycling provision; and the development of an enhanced transport infrastructure.
- 5.5 **Glasgow and Clyde Valley City Deal** – the City Region Infrastructure Fund is a partnership with Councils across the conurbation to deliver £1.13bn of infrastructure investment to accelerate economic growth. Community Resources will assist with the delivery of strategic roads & transport schemes within the Renfrewshire projects.
- 5.6 **Roads Infrastructure** – Community Resources will seek to maintain and improve the strategic road and rail connections to the conurbation and to the wider motorway and rail network in order to sustain economic growth across Renfrewshire and link with the marketplace in the UK and beyond. We will also maintain our road network based on the most efficient whole life costs and delivery of the £6.7m roads and footpath investment programme during 2017/18.

## **Priority 2: Building on our Culture and Heritage**

- 5.7 **Paisley 2021 City of Culture Bid** – Community Resources will contribute to the 10 year action plan being developed for the City of Culture Bid by leading on the public realm workstream. This will focus on working with stakeholders including the business and local communities to promote a clean, safe and welcoming Paisley. Consideration will be given to infrastructure transportation and service delivery requirements to support the scaled up events programme and increased visitor numbers that are expected.

## **Priority 3: Protecting the Public**

- 5.8 **Public Protection** – the areas of focussed activities can be summarised as key service outcomes, namely:

- Provision of Public Space CCTV and Community Safety Partnership Hub (operating 24 hours a day) and part of a £1.5m investment in public safety within Renfrewshire.
- Supporting 150 high risk victims of domestic abuse and their families, including almost 200 children through the delivery of the Renfrewshire Multi Agency Risk Assessment Conference (MARAC).
- 100% of mediation agreements still successful 12 weeks after agreement.
- 82% of adults agree Renfrewshire is a safe place to live.
- Inspecting over 1,500 premises per year – for compliance health & safety and food safety legislation.
- Available 24 hours per day for Port Health / Public Health call outs to Glasgow Airport.
- Responding to 1,500 requests per year, from business & public, for trading standards assistance.
- Monitoring air quality at 46 locations throughout Renfrewshire.
- Supporting Civil Contingencies across Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Council areas and developing their civil contingencies plans.
- Training of Council Incident Officers and working with national and local 'blue light' services to improve the resilience of communities and businesses across Renfrewshire including Glasgow Airport, and other key business sites.

- 5.9 The activities of Public Protection will continue to focus on and progress:

- The development of a local serious organised crime strategy that includes private rented housing sector, human trafficking and cyber crime;
- Working with key partners to develop a local counter terrorism CONTEST strategy;
- Improving Organisational, Business and Community Resilience within Renfrewshire;
- Working with partners to protect and support vulnerable people and communities, keeping them from harm;
- Developing community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities;

- Working with Police Scotland to address organisational vulnerabilities to serious organised crime and terrorism;
- Developing the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) to support high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire;
- Supporting businesses to develop in ways that are responsible and that support economic growth and town centre regeneration;
- Supporting Paisley First to maintain Purple Flag status and deliver similar standards of safety in all town centres;
- Delivering an Air Quality Action Plan for the 3 Air Quality Management Areas within Renfrewshire;
- Implementing changes to existing and new legislation including smoking in vehicles with children/misuse of blue badges.

5.10 **Renfrewshire Community Safety Partnership Hub Phase 2** – In order to increase resilience and improve the Council's response to out of hours incidents, the out of hours response will increasingly be facilitated through the Community Safety Hub & Integrated CCTV Control Room. Work is continuing to build appropriate business cases to assess what other functions could be integrated and / or delivered through this facility.

#### **Priority 4: Creating a Sustainable Renfrewshire**

5.11 **Street Lighting Infrastructure** - The service is committed to completing the Street Lighting Investment Programme to replace conventional street lamps across Renfrewshire with more energy and cost efficient LED alternatives, which will be delivered by summer 2017.

5.12 **Clyde Valley Shared Service Residual Waste Project** – Working with partners in East Dunbartonshire, East Renfrewshire, North Ayrshire and North Lanarkshire Councils, Community Resources will deliver the shared service residual waste project to ensure compliance with the landfill ban to be introduced in January 2020 and to contribute to the National Zero Waste targets. A £700m, 25 year residual waste contract has been procured for the design, construction, financing and operation of facilities to treat waste, diverting over 90% Council's waste from landfill. This will be commissioned mid to end 2019 and fully operational by start 2020.

5.13 **Waste Strategy 2017 to 2022** – the Waste Strategy 2017 to 2022 will set out Community Resources' holistic approach for improving waste services and increasing recycling across Renfrewshire. The Waste Strategy will take into account the legislative obligations for reducing waste being sent to landfill and will incorporate the new Scottish Household Recycling Charter and associated Code of Practice. The strategy will be a catalyst for the introduction of further sustainable waste collection service changes in Renfrewshire and will help to meet the future financial challenges faced by the Council.

## **A Better Future: People**

### **Priority 5: Reducing the Level and Impact of Poverty**

- 5.14 **Renfrewshire's Tackling Poverty Strategy** – In 2017/18 Community Resources will continue to deliver and lead on three workstreams funded as part of the further £1.5m investment in tackling poverty: StreetStuff; Morning Clubs and the Private Rented Housing Sector officer, each of which is having a positive impact on the experience of individuals and communities that are experiencing or vulnerable to poverty in Renfrewshire.
- 5.15 **Early Years Strategy (Families First)** – Families First is the Council's programme for Renfrewshire's families to help build a better future for our children. The programme draws upon the Early Years Framework and will boost the life chances of children by improving early education and supporting families to impact directly on a child's ability to learn and develop their potential. The key areas of the strategy which Community Resources helps deliver are:
- Free meals for the most vulnerable children in early years establishments;
  - Morning clubs for our most vulnerable children; and
  - Free school meals and activities during holiday periods.

### **Priority 7: Supporting and Sustaining People into Employment**

- 5.16 **Invest in Renfrewshire and Regeneration** – Invest in Renfrewshire is a commitment bringing together Renfrewshire Council and the area's business community with the aim of reducing youth unemployment and growing the local economy. Community Resources will assist in the Council's significant investment in the scheme with the aim of creating more job opportunities for Renfrewshire's young people and actively preparing them for the world of work. The service will continue to be actively involved in the scheme through modern apprenticeships, graduate internships and the Project SEARCH initiative which helps young people with autism and learning disabilities move from education into employment.

### **Priority 8: Improving Care, Health and Wellbeing**

- 5.17 **Sustainable Food Strategy** – Community Resources has led on the development, design, implementation and awareness raising of a Sustainable Food Strategy for Renfrewshire in partnership with Engage Renfrewshire and the local Health & Social Care Partnership. The aim of the strategy is to; tackle food poverty and improve access to healthy food, boost the local food sector; create employment opportunities, promote food growing, and community enterprise models around food.

## **A Better Council**

### **Priority 9: Supporting our Employees**

- 5.18 **Workforce Planning** – as part of the Council's Organisational Development Strategy, focussed work on the development of a Council Workforce Plan has progressed in 2016/17. This being to recognise and address the Council's "people" resource as a key asset. The Council's workforce plan will recognise the changing workforce profile of the last few years and the required workforce profile and skills required for future years. A workforce plan as specific to Community Resources has been developed and will be in place by mid 2017 – addressing age profiling, learning & development and skills development.

## **Priority 10: Continuing to be a Well Run Council**

- 5.19 **Equalities** - Community Resources will actively promote equality and diversity mainstreaming through the work of its three main service area/groupings and will contribute to the development of the Council's six equality outcomes.
- 5.20 **Council's Best Value Report** - The Council, corporately, was subject to a Best Value Audit during the period October 2016 to April / May 2017. The Audit Report and associated Action Plan arising will require to be progressed 2017/18.
- 5.21 **Council Plan Refresh** – The current Council Plan, 'A Better Future, A Better Council' will be refreshed during 2017 and Community Resources will be actively involved in the development of the new plan.
- 5.22 **Information Technology** – Community Resources supports the implementation of the Enterprise Resource Planning System.

## **6. Continuous Improvement Self-Evaluation Activities**

- 6.1 Renfrewshire Council has a mature and well-developed approach to self-evaluation which has been in place corporately since 2008 and has been based on the Public Services Improvement Framework (PSIF). In addition, the Council also gathers intelligence as part of its self-evaluation activities through; the Public Services Panel, customer experience work, and its complaints handling data.
- 6.2 Community Resources has used the framework to help identify what is working well and what needs to improve within the service. PSIF has helped the service to drive employee involvement, particularly in terms of putting forward suggestions for improvements to services.
- 6.3 Self-assessment activities are also key elements of ISO, health and safety and Investors in People accreditations. Community Resources continues to demonstrate compliance with ISO9001 for quality management systems, while the catering service, in secondary schools and Council run care homes, operates to ISO22000 for Food Safety Management Systems.
- 6.4 The service has also contributed successfully to the Corporate Occupational Health and Safety accreditation, OHSAS18001. This demonstrates a commitment to comply with defined health and safety standards to safeguard employees and customers.
- 6.5 Building Services has continued to maintain its Investors in People Gold standard, demonstrating a clear commitment to business sustainability through strong leadership, support and improvement.
- 6.6 Building Services achieved the "Gold" Investors in Young People (IIYP) award in February 2017. Investors in Young People is a good practice framework that supports organisations to attract and recruit young people, provide support and development opportunities and retain the young people in employment.

- 6.7 For Renfrewshire Council's Best Value corporate assessment, in the summer of 2016, a new approach for self-evaluation was piloted with the CMT and Heads of Service. Community Resources will support the development of this new Council wide approach to self-evaluation during 2017/18.

### **Community engagement**

- 6.8 Community Resources engage with communities through various groups and forums. Senior Managers attend Local Area Committees (LACs) to gather first hand customer insight. Information gathered through LACs informs strategies and policies driving LAC action plans and specific service improvements e.g. play area equipment, Renfrewshire Wardens and provision of waste and recycling facilities.
- 6.9 Partnership engagement with community councils across Renfrewshire provides an invaluable forum to understand what is important to the residents within various community groups.
- 6.10 Service specific consultations gather feedback from service users to determine future direction and service improvement activities. Consultations including Public Service Panel, service specific satisfaction surveys and residents meetings all provide platforms for community insight to be developed and monitored. Examples include:
- **Street Stuff** activities focus on engaging with young people in communities providing diversionary activities. Through engaging with youths who attend the Street Stuff programme has expanded to include additional activities and locations where the success of the programmes has gone from strength to strength. Street Stuff strives to improve community safety through reducing anti-social behaviour and tackling the poverty agenda to improve positive destinations for young people across Renfrewshire.
  - **'Safe Kids'** engages primary 6 pupils in experienced learning of the dangers that anti-social behaviour can bring to their community, directly affecting the lives of their family and friends.
  - **Stalled spaces** engage community groups to determine project based innovation in spaces unused or underused within town centre localities.

### **Workforce Planning**

- 6.11 The Council's Organisational Development Strategy will ensure that the Council can continue to deliver its core business and service objectives, with an engaged and motivated workforce during a climate of financial and resource constraints. A workforce plan as specific to Community Resources has been developed and will be in place by mid-2017 – addressing age profiling, learning & development and skills development.
- 6.12 The plan will take forward the following key objectives:
- **A Strategic Workforce** – to ensure the Community Resources workforce can deliver key services within budgetary and service constraints. A strategic service needs analysis will be undertaken to inform the opportunities and risks 1 year, 3 years and 5 years into the future.

- **A Flexible Workforce** – to ensure employees deployed to the right place with the right skills at the right time with the capacity and understanding to deliver generic working requirements across the service.
- **A Modernised Workforce** – to develop a sustainable long-term workforce plan for Community Resources that ensures that the workforce has the capacity, resilience and skills to align with the Council, service and team objectives. This includes recruitment strategies, employer branding and the workforce motivators to promote Community Resources as a workplace of choice.
- **A Skilled Workforce** – to identify key skills, gaps and opportunities for improved flexibility within Community Resources. This will work towards improving the skill mix within these areas and to promote the service as an exemplar employer with a skills ready workforce.
- **A Developing Workforce** – to identify career pathways within Community Resources that support workforce supply, demand, retention, succession planning, flexibility and facilitate business continuity at all times, maximising the use of resources.
- **A Resilient Workforce** – to establish succession planning for key sections of Community Resources, which reflects workforce availability and demand and is aligned to service plan priorities with appropriate training to support.

## Equalities

- 6.13 Every area of work within the council has a role to play in promoting equality and diversity. While this is the right thing to do and has clear advantages for the Council, there are also legal requirements. Equality law (The Equality Act) protects people from unfair treatment and asks public bodies (including Renfrewshire Council) to show how they make a positive difference to equality groups.
- 6.14 The Council recognise that equality both needs to be mainstreamed fully into its policies and procedures and ensure that its equality outcomes are given high priority, by being part of mainstream progress reporting. The Council has agreed that this is done through departmental Service Improvement Plans. This will allow actions to be monitored on a quarterly basis.
- 6.15 The Council is committed to reporting progress to local equalities led community groups. It is recognised that circumstances for individuals and organisations can change over time and by establishing a clear reporting structure, the Council can demonstrate whether its equality actions and priorities are contributing to overall outcomes need and can be reviewed and amended accordingly.

- 6.16 Community Resources will actively promote equality and diversity mainstreaming through the work of its three main service area/groupings, through this Service Improvement Plan and through the relevant operational plans. Community Resources will contribute to the development of the Council's six equality outcomes listed below as follows:

**Outcome 1: Public spaces improve access and promote dignity for disabled and older people** – the service will build on the positive work it delivers through its roads and transportation services.

**Outcome 2: Our staff and communities fully understand the causes and consequences of gender based violence and are equipped to respond** - the service will continue to make a positive contribution to this outcome through the development of the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) which supports high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire.

**Outcome 3: Equalities-led organisations are supported to become sustainable and influential partners** – the service will continue to support this outcome through the lead role it plays in the Prevent agenda and Renfrewshire's Multi Agency counter terrorism CONTEST Group.

**Outcome 4: Council services are responsive to the needs of equalities groups, with well-designed and flexible services** – the service will continue to be responsive to equalities groups through the support it provides to groups like "Grey Space" and I Am Me.

**Outcome 5: Renfrewshire Council promotes itself as and becomes an employer of choice for disabled people** – the service will seek to contribute to this outcome by playing an active role in employee network groups.

**Outcome 6: Equalities implications are clearly and consistently considered in decision making** – the service will carry out equality impact assessment, as appropriate, and raise awareness through development of case studies of the large projects it is undertaking.

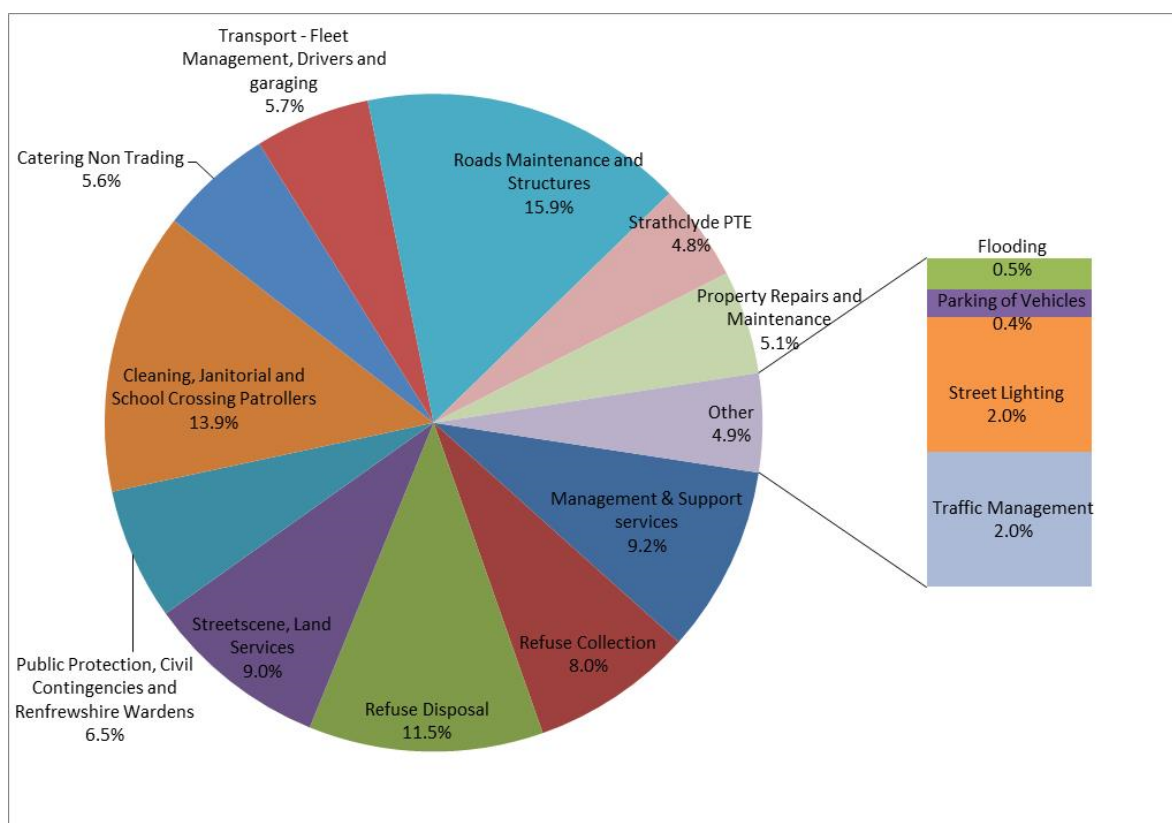
## 7. Resource Analysis

7.1 The table and chart below illustrates the Community Resources Revenue Estimates for 2017/18 across each service area.

**Table 1: Gross Revenue Estimates 2017/18**

Service Activity	Budgeted Gross Revenue Expenditure 2017/18	
	£000	%
Management & Support services	6,332	9.2%
Refuse Collection	5,507	8.0%
Refuse Disposal	7,941	11.5%
StreetScene	5,762	8.4%
Public Protection	1,469	2.1%
School Crossing Patrollers	654	1.0%
Cleaning and Janitorial	8,913	12.9%
Catering Non Trading	3,843	5.6%
Land Services	437	0.6%
Vehicle Maintenance and Transport	3,912	5.7%
Renfrewshire Wardens	2,777	4.0%
Flooding	324	0.5%
Parking of Vehicles	274	0.4%
Roads Maintenance	10,665	15.5%
Roads Structures	309	0.4%
Street Lighting	1,367	2.0%
Traffic Management	1,376	2.0%
Strathclyde PTE	3,288	4.8%
Civil Contingencies	223	0.3%
Property Repairs and Maintenance	3,497	5.1%
<b>Total</b>	<b>68,871</b>	<b>100.0%</b>

**Chart 1: Gross Revenue Estimates 2017/18**



7.2 The following table illustrates the Community Resources Revenue Estimates for 2017/18 in terms of the type of expenditure.

**Table 2: Gross Revenue Estimates by type of expenditure 2017/18**

	Gross Revenue Estimates 2017/18	
Area of Activity	£000	%
Employee Costs	24,277	35.2%
Property Costs	3,270	4.7%
Supplies and Services	3,459	5.0%
Contractors	17,777	25.8%
Transport and Plant	4,158	6.0%
Administrative Costs	3,847	5.6%
Payments to Other Bodies	4,242	6.2%
Capital Charges	7,840	11.4%
<b>Total</b>	<b>68,871</b>	<b>100.0%</b>

### 7.3 Resource Implications

The service issues to be addressed within the Community Resources Action Plan will be met from the agreed Revenue Estimates and from funding allocated through the Capital Investment Plan. The decisions made as part of the Revenue Estimates process for 2017/18 are included in the above tables.

- 7.4 The Capital Investment Programme for the period 2017/18 agreed by the Council on the 3 March 2017, and led by Community Resources includes:

**Table 3: Capital Investment Programme 2017/18**

<b>Project Title</b>	<b>Programme 2017/18 £000s</b>
Vehicle Replacement Programme	1,500
Roads and Footways Upgrade Programme	6,716
Bridge Assessment/Strengthening	500
LED Street Lighting Strategy and Lighting Columns Replacement	3,253
Community Halls and Facilities Improvement programme	2,000
Depots Improvements	2,243
Parks Improvements Programme	1,250
Waste Transfer Station	400
<b>TOTAL</b>	<b>17,862</b>

#### 7.5 Asset Management

- It was agreed at the Council meeting on 16 February 2017 that an additional £3.477 million will be invested in the Roads and Footways upgrade programme, to boost investment in the roads infrastructure across Renfrewshire. This brings the total planned works to £6.716 million.
- It was agreed at the Council meeting in March 2016 that £2.25 million will be invested in a programme of improvement and redevelopment works within parks in Renfrewshire, spread over 2016/17 and 2017/18. The majority of the funding is earmarked for the redevelopment of Roberston Park in Renfrew and Barshaw Park in Paisley, with the remainder to be invested in 5 community parks within Renfrewshire.
- A review of depots is nearing completion to rationalise the number of depots from three to one, by accommodating services provided at Scotts Road and Clark Street depots within the Underwood Road depot.
- The Street Lighting Strategy is in the final stages of the replacement of conventional street lamps across Renfrewshire with more energy and cost effective LED alternatives.

## 8. Community Resources Action Plan 2017/18 – 2019/20

Priority Area: Driving Physical and Economic Regeneration						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
01	Deliver and support actions to meet the Community Empowerment Act through community and partnership participation.	31 March 2020	Communities will be better engaged and involved in the development of their community assets.	Senior Leadership Team	Increased levels of community involvement Successful community asset transfers.	Renfrewshire Forum for Empowering Communities
02	Active involvement in the delivery of City Deal initiatives including: <ul style="list-style-type: none"> <li>a passenger transit link to Glasgow airport</li> <li>investment in roads around Glasgow airport</li> <li>a crossing of the Clyde at Renfrew</li> </ul>	31 March 2020	Transport infrastructure is improved in Renfrewshire offering more diverse employment opportunities through improved connectivity	Head of Amenity Services	The three initiatives are delivered and their benefits in terms of employment and connectivity are maximised.	Jobs and the Economy
03	Support economic regeneration and improve job creation through the regeneration and revitalisation of town centres.	31 March 2020	Better transport networks will be delivered and the public transport infrastructure will be improved.	Head of Amenity Services	Employment opportunities and economic activities are maximised.	Jobs and the Economy

Priority Area: Building on our Culture and Heritage						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
04	Lead on the works to improve the public realm in support of Paisley's 2021 City of Culture bid.	31 March 2020	The action will lead to improvements in transport connectivity & better accessibility as well as achieving enhanced aesthetics in the public realm.	Senior Leadership Team	More efficient and effective delivery of transport and roads infrastructure. Uniformity of signage and street furniture is established.	A safer and stronger Renfrewshire

Priority Area: Protecting the Public						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
05	Fulfil the requirements of the Flood Risk Management Act by developing action plans to address flooding risk in Renfrewshire.	31 March 2020	Better awareness of flood risk areas. Identification of measures required to reduce flood risk.	Head of Amenity Services	Flood risk is minimised. Flood action plan studies are completed.	A safer and stronger Renfrewshire

Priority Area: Protecting the Public						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
06	Lead on the public protection agenda incorporating requirements from national legislation.	31 March 2020	Renfrewshire's residents, communities, workers and visitors will live/visit/work in a safer environment.	Head of Public Protection	<p>By taking a lead role in protecting the public and keeping our communities safe we will raise awareness of the public protection agenda. In the short term there may be increases in key measures but in the long term these should fall.</p> <p>Indicators to measure success will be:</p> <ul style="list-style-type: none"> <li>Percentage of adults who agree that Renfrewshire is a safe place to live</li> <li>% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live"</li> <li>Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service</li> </ul>	A safer and stronger Renfrewshire
07	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub.	31 March 2020	Expansion of the Renfrewshire Community Safety Partnership hub will ensure it is manned and active 24 hours a day to ensure we can respond to residents of Renfrewshire.	Head of Public Protection	There will be increased resilience and improvements in the Council's response to out of hours incidents.	A safer and stronger Renfrewshire

Priority Area: Protecting the Public						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
08	Developing community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities	31 March 2020	<p>Deliver safer and stronger communities through provision of the Building Safer Communities programme.</p> <p>Tailored interventions to meet the needs of the targeted communities which will impact positively on:</p> <ul style="list-style-type: none"> <li>Reducing the number of victims of crime and victims of unintentional harm;</li> <li>Improving perceptions of safety and wellbeing</li> </ul>	Head of Public Protection	<p>Interventions will be successful in building capacity within communities to resolve issues affecting their areas.</p> <p>Surveys carried out in targeted communities will show improvement in success measures.</p>	A safer and stronger Renfrewshire
09	Ensure all council services have robust and up to date business continuity arrangements in place.	31 March 2018	Services will be able to identify critical functions and the resources required to recover from disruptive events.	Head of Public Protection	The Council is able to demonstrate it can recover from a disruptive event in an efficient, effective manner.	A safer and stronger Renfrewshire
10	Develop and deliver a strategy for how the council will respond locally to the risks posed by serious organised crime.	31 March 2018	This will allow us to better understand Renfrewshire's potential risks in terms of serious and organised crime, and to identify resources to mitigate our areas of greatest vulnerability.	Head of Public Protection	There will be less identified areas of vulnerability as measured by Renfrewshire's Integrity Group risk matrix.	A safer and stronger Renfrewshire

Priority Area: Protecting the Public						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
11	Working with key partners to develop a local counter terrorism CONTEST strategy	31 March 2020	Officers and partners will be confident in understanding the risks posed by Terrorism and be aware of threat levels and current guidance.	Head of Public Protection	<ul style="list-style-type: none"><li>• Training for Officers and partners across key responder agencies.</li><li>• Integration of the Prevent Strategy and guidance with key working practices and procedures.</li><li>• Communication of threat levels and current best practice and national guidance.</li></ul>	A Safer and Stronger Renfrewshire
12	Developing the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) to support high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire	31 March 2020	Support the ongoing development of the MARAC process in Renfrewshire to ensure interventions are in place and effective for the highest risk victims of domestic abuse.	Head of Public Protection	Numbers of highest risk victims that suffer severe harm or homicide will remain at very low levels.	A Safer and Stronger Renfrewshire

Priority Area: Creating a sustainable Renfrewshire						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
13	Our council fleet, street lighting, public realm and floodlight strategy are managed to ensure that the Council's CO <sub>2</sub> emissions are minimised.	31 March 2020	Contribution made towards achieving the council's carbon management reduction targets.	Senior Leadership Team	<p>Achievement of Council's carbon management reduction targets.</p> <p>Indicators to measure success will be:</p> <ul style="list-style-type: none"> <li>% of the vehicle fleet which uses alternative fuels, such as electricity</li> <li>Reduce the amount of CO<sub>2</sub> emitted from public space lighting.</li> <li>Amount of CO<sub>2</sub> emitted by the public vehicle fleet</li> </ul>	A greener Renfrewshire
14	Ensure a residual waste treatment and disposal facility is fully operational by 2019 as part of the Clyde Valley Waste Management solution, to ensure that all waste collected by partner authorities is diverted from landfill. Further explore opportunities for collaborative working for sustainability.	31 March 2020	Compliance with legislation on zero waste to landfill by 2021 with consequent positive environmental implications.	Head of Amenity Services	<p>Compliance with landfill ban.</p> <p>Deliver on minimum tonnage targets.</p> <p>Compliance with thermal treatment guidelines.</p>	A greener Renfrewshire

Priority Area: Creating a sustainable Renfrewshire						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
15	Deliver the requirements of the Scottish Household recycling charter and related service changes.	31 March 2019	Reduction in the amount of waste which is landfilled and positive impacts on recycling rates.	Head of Amenity Services	Implementation of Renfrewshire Waste Strategy. Delivery of charter compliant services. Indicators to measure success will be: <ul style="list-style-type: none"> <li>% of Household Waste Recycled</li> <li>% of Household waste collected which is landfilled</li> </ul>	A greener Renfrewshire/ Corporate Risk Register
16	Develop and implement long term sustainable leachate and surface water management plan for Linwood Moss.	31 March 2019	Reduction in leachate discharge for Linwood Moss in accordance with waste management licence.	Head of Amenity Services	Compliance with the Waste management licence condition.  Discharge consents are achieved.	A greener Renfrewshire/ Corporate Risk Register
17	Finalise the delivery of the project to replace all street lighting in Renfrewshire with LEDs.	31 July 2017	The quality of street lighting is improved and our assets are managed efficiently and effectively in support of the Council's carbon management reduction targets.	Head of Amenity Services	On completion of project the level of carbon emitted from public space lighting will be reduced by 60% and electricity costs to the Council will be reduced by 60%.  Indicators to measure success will be: <ul style="list-style-type: none"> <li>Reduce the amount of CO<sub>2</sub> emitted from public space lighting.</li> </ul>	A greener Renfrewshire

Priority Area: Creating a sustainable Renfrewshire						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
18	Deliver a refreshed Air Quality Action Plan to improve air quality for Renfrewshire	30 September 2017	The Action Plan will develop measures to improve air quality. These will include actions to reduce fuel consumption & emissions and create improvements to traffic management.	Head of Public Protection	Work towards achieving the Scottish Government's ambition to have no air quality management areas by 2020.  Indicators to measure success will be: <ul style="list-style-type: none"><li>Air Quality – Annual average PM10 value across all continuous monitoring sites</li><li>Air quality – Annual average nitrogen dioxide value of all monitoring sites within AQMA(s)</li></ul>	A greener Renfrewshire

Priority Area: Reducing the Level and impact of Poverty						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
19	Contribute to the Tackling Poverty Action Plan through the Families First project by providing healthy hot meals during designated holiday periods.	31 March 2018	Healthy free school meals will be delivered during designated holiday periods.	Head of Facilities Management	Increase in the number of children receiving healthy meals.	Children and Young People

Priority Area: Reducing the Level and impact of Poverty						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
20	Contribute to the Tackling Poverty program by delivering morning clubs in targeted areas.	31 March 2018	Increase in the number of children provided with healthy meals.	Head of Facilities Management	Increases in the uptake numbers. Mainstream funding secured. Succession planning for existing resources delivered.	Children and Young People
21	Contribute to the Tackling Poverty Action Plan through the enhanced Street Stuff programme including activities and meals	31 March 2018	Support the continued reduction in antisocial behaviour and low level offending across Renfrewshire.	Head of Public Protection	Maintain the low levels of anti-social behaviour and offending.  Indicators to measure success will be: <ul style="list-style-type: none"> <li>• Increased participation at sessions/activities</li> <li>• Increase activities at community based programmes</li> </ul>	Children and Young People
22	Contribute to the Tackling Poverty Action Plan through the provision of employment and training opportunities for identified groups of young people in Renfrewshire	30 September 2017	Improve opportunities for young people to improve their employability while helping to keep their communities safe.	Head of Public Protection	Trainees are provided with the experience and skills to secure future employment opportunities.	Children and Young People

Priority Area: Reducing the Level and impact of Poverty						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
23	Contribute to the Tackling Poverty Action Plan through enhanced enforcement activity in the private rented sector	31 Mar 18	Improve the standard of housing being provided through private landlords in Renfrewshire.	Head of Public Protection	<p>Achieve improvements in the private rented housing sector.</p> <p>Indicators to measure success will be:</p> <ul style="list-style-type: none"> <li>• number of unregistered landlords investigated;</li> <li>• the number of RPNs issued;</li> <li>• the number of investigations into poor standard housing and enforcement action taken against landlords in this regard.</li> </ul>	Safer & Stronger Renfrewshire

Priority Area: Supporting and Sustaining people into Employment						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
24	Actively participate in the Renfrewshire strategy to support young people into work	31 March 2018	Contribute to increasing employability and employment opportunities for young people in Renfrewshire.	Senior Leadership Team	<p>Interns successfully placed in employment.</p> <p>Interns better equipped to successfully gain employment in internal and external opportunities.</p>	Jobs and the Economy

Priority Area: Improving Care, Health and Wellbeing						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
25	Achieve Sustainable Food Cities Status	31 March 2018	Appropriate support will be provided to promote healthy eating and tackle food poverty. Working with partners across full food system.	Head of Facilities Management	Status achieved.	Community Care, Health and Wellbeing
26	Review, update and formally launch Renfrewshire's Sustainable Food Strategy	31 March 2018	Appropriate support will be provided to promote healthy eating and tackle food poverty. Working with partners across full food system.	Head of Facilities Management	Awareness of healthy food is increased.	Community Care, Health and Wellbeing

Priority Area: Supporting our Employees						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
27	Provide our employees with the appropriate support to manage their attendance.	31 March 2017	Increased support offered to employees to achieve lower sickness absence levels and sickness absence costs.	Senior Leadership Team	Achieve absence management targets. Indicators to measure success will be: • Community Resources - Absence %	Linked to Council Plan
28	Ensure effective management arrangements are in place for overtime levels	31 March 2017	Overtime costs are reduced	Senior Leadership Team	Overtime cost reduction targets are achieved Indicators to measure success will be: • Community Resources - Overtime as a % of total employee costs (cumulative)	Linked to Council Plan
29	Implement the council's new Organisational Development Strategy	31 March 2020	Ensures all employees are equipped with the skills required to deliver our services.	Senior Leadership Team	Success measures from action plan are achieved.	Linked to Council Plan






Priority Area: Supporting our Employees						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
30	A strategic planning approach to future skills and service requirements will be implemented through the Community Resources Workforce Plan.	31 March 2020	<p>Staff are developed and equipped with the skills and knowledge to fulfil their roles and responsibilities.</p> <p>Key actions will include:</p> <ul style="list-style-type: none"> <li>• Strategic Service Needs Analysis,</li> <li>• Skill Needs Analysis including specialist skills, Learning &amp; Development Plan, &amp;</li> <li>• Development of Careers Pathways</li> </ul>	Senior Leadership Team	Success measures from action plan are achieved.	Linked to Council Plan/Community Resources Workforce Plan

Priority Area: Continuing to be a Well Run Council						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
31	Manage the four trading operations of Roads Services; Catering; Vehicle Maintenance; and Building Services and achieve their financial and operational targets	31 March 2017	Financial targets are achieved and competitiveness is demonstrated	Head of Amenity Services and Head of FM Services	Achieve financial and performance targets.	Linked to Council Plan
32	Active participation in phase 3 of the Better Council Change Programme	31 March 2019	Supporting the Council to adopt a more cross cutting approach to transformational change	Senior Leadership Team	Deliver on the agreed efficiencies of the phase 3 programme.	Linked to Council Plan
33	Active participation in the delivery of the Enterprise Resource Planning system	31 March 2019	Supporting the Council to implement the Enterprise Resource Planning system	Senior Leadership Team	Savings being delivered, process efficiencies being delivered.	Linked to Council Plan
34	Develop customer engagement plans to involve our customers and actively seek their buy-in and support for service provision	31 March 2019	Communities are more engaged and actively involved in the delivery of services	Senior Leadership Team	Customer satisfaction with service delivery improves.	Linked to Council Plan
35	Develop a strategic approach to asset management.	31 March 2019	Our assets are managed efficiently and effectively: <ul style="list-style-type: none"> <li>Roads, infrastructure and fleet</li> <li>parks, cemeteries and play areas</li> </ul>	Head of Amenity Services	Asset management plans are developed.	Linked to Council Plan






Priority Area: Continuing to be a Well Run Council						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
36	Continue to progress the schools PPP contract and progress and finalise the benchmarking of cleaning and catering services during 2017/18. Actively promote equality and diversity mainstreaming through its service activity	31 March 2018	Improved service delivery arrangements are in place	Head of Facilities Management	Services are outcomes are delivered as specified. Completion of benchmarking.	Linked to Council Plan
37	Review and maintain continuous improvement frameworks including: <ul style="list-style-type: none"> <li>quality assurance and self-evaluation;</li> <li>actions arising from Best Value assurance report,</li> <li>health and safety accreditations; and</li> <li>staff and customer service national accreditations</li> </ul>	31 March 2018	Equality outcomes are mainstreamed and are embedded in service priorities	Senior Leadership Team	Achieving progress on the Council's equalities outcomes.	Linked to Council Plan
38		31 March 2018	Areas of improvement for service delivery arrangements are identified	Senior Leadership Team	Compliance. Audit outcomes. Implementation of Audit Scotland recommendations through Community Resources actions.	Linked to Council Plan

Priority Area: Continuing to be a Well Run Council						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
39	Carry out repairs and maintenance on Renfrewshire Council buildings and monitor actions through the Risk Register.	31 March 2019	Renfrewshire Council buildings are compliant with statutory responsibilities	Senior Leadership Team	Our assets are managed efficiently and effectively. Buildings are compliant with statutory responsibilities.	Linked to Council Plan/Corporate Risk Register









## 9. Community Resources Service Improvement Plan 2017-2020 Scorecard

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

### Priority 1. A Better Future: Place Local Outcome 01: Driving Physical and Economic Regeneration

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18	2018/19	2019/20
							Annual Target	Annual Target	Annual Target
01	(Maintenance) Carriageway Condition: % of road network considered for treatment (v) Overall	Years	2015/16	34.8%	35%		35%	35%	35%
02	(Maintenance) Carriageway Condition: % of road network considered for treatment (i) A Class Roads	Years	2015/16	26.3%	25%		25%	25%	25%
03	(Maintenance) Carriageway Condition: % of road network considered for treatment (ii) B Class Roads	Years	2015/16	31.6%	25%		25%	25%	25%
04	(Maintenance) Carriageway Condition: % of road network considered for treatment (iii) C Class Roads	Years	2015/16	38.8%	35%		35%	35%	35%
05	(Maintenance) Carriageway Condition: % of road network considered for treatment (iv) Unclassified Roads	Years	2015/16	37.2%	36%		36%	36%	36%

### Priority 1. A Better Future: Place Local Outcome 03: Protecting the Public

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18	2018/19	2019/20
							Annual Target	Annual Target	Annual Target
06	Percentage of adults who agree that Renfrewshire is a safe place to live.	Quarters	2016/17	82%	84%		84%	85%	85%
07	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".	Quarters	2016/17	81%	86%		87%	88%	88%
08	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service <sup>3</sup>	Quarters	2016/17	1,916	1,700		1,750	1,800	1,800
09	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site	Quarters	2016/17	0.5	1		1	1	1
10	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	Quarters	2016/17	96%	97%		97%	97%	97%
11	Trading Standards - consumer complaints completed within 14 days	Quarters	2016/17	89%	82%		82%	82%	82%
12	Number of recorded attendances at Street Stuff activities	Quarters	2016/17	43,758	50,000 <sup>4</sup>		45,000	25,000	25,000
13	Number of complaints regarding youth disorder	Quarters	2016/17	747	750		740	740	740

<sup>3</sup> The performance information in relation to complaints for youth disorder and antisocial behaviour has been reviewed and updated to reflect improved processes for analysis of the data held and ensure consistency in the analytical process.

<sup>4</sup> Please note that 50,000 target set for indicator, **Number of recorded attendances at Street Stuff activities**, reflects an 18 month target and not a 12 month target.

**Priority 1. A Better Future: Place**  
**Local Outcome 04: Creating a Sustainable Renfrewshire**

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18		2018/19		2019/20	
							Annual Target	Annual Target	Annual Target	Annual Target	Annual Target	Annual Target
14	Air Quality – Annual average PM10 value across all continuous monitoring sites	Years	2015/16	13.8	18	🟢	18	18	18	18	18	18
15	% of air quality monitoring sites within AQMA(s) which exceed nitrogen dioxide limits	Years	2015/16	0%	22%	🟡	22%	22%	22%	22%	22%	22%
16	Air quality - average nitrogen dioxide value of all monitoring sites within AQMA(s)	Years	2015/16	45	46	🟢	44	43	43	42	42	42
17	Street Cleanliness Score - % of areas assessed as clean	Years	2015/16	88%	90%	🟡	90%	90%	90%	90%	90%	90%
18	% of the vehicle fleet which uses alternative fuels, such as electricity	Years	2016/17	6.7%	5%	🟢	7%	9%	9%	11%	11%	11%
19	Amount of CO <sub>2</sub> emitted by the public vehicle fleet	Years	2016/17	3,109	3,060	🟡	2,950	2,840	2,840	2,730	2,730	2,730
20	Reduce the amount of CO <sub>2</sub> emitted from public space lighting.	Years	2016/17	5,191	6,451	🟢	3,200	3,000	3,000	1,800	1,800	1,800
21	% of street lighting lanterns in Renfrewshire which are LED	Years	2016/17	82%	50%	❓	100%	Programme complete 2017/18				

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017		2018		2019	
							Annual Target	Annual Target	Annual Target	Annual Target	Annual Target	Annual Target
22	% of Household Waste Recycled (Calendar year data) (LGBF/Council Plan)	Quarters	2016	48.4%	55%	🟡	55%	55%	55%	55%	55%	55%
23	% of Household waste collected which is landfilled (Calendar year data) (Greener)	Years	2016	24.2%	35%	🟢	34%	33%	33%	32%	32%	32%


**Priority 2. A Better Future: People**  
**Local Outcome 05: Reducing the Level and Impact of Poverty**


















Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18		2018/19		2019/20	
							Annual Target	Target	Annual Target	Target	Annual Target	Target
24	% uptake of free school meals in primary and secondary schools	Quarters	2016/17	70%	73%		75%		75%		75%	

**Priority 3. A Better Council**  
**Local Outcome 09: Supporting our Employees**

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18		2018/19		2019/20	
							Annual Target	Target	Annual Target	Target	Annual Target	Target
25	% of CR managers in the 360 process with a completed 360 report	Quarters	2016/17	88 %	100%		100%		100%		100%	
26	% of CR employees having completed IDPs (from MDP/MTIPD)	Quarters	2016/17	84 %	100%		100%		100%		100%	
27	Improve SVQ levels across the front line workforce - number of staff obtaining SVQ qualifications	Quarters	2016/17	39	50		50		50		50	
28	Community Resources - Absence %	Quarters	2016/17	5.8%	4%		4%		4%		4%	

**Priority 3. A Better Council**  
**Local Outcome 10: Continuing to be a Well Run Council**

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18		2018/19		2019/20	
							Annual Target	Target	Annual Target	Target	Annual Target	Target
29	(Traffic & Transportation) Traffic Light Failure % of Traffic Light Repairs completed within 48 hrs	Quarters	2016/17	94.1%	95%		95%		95%		95%	
30	% of reported street lighting faults which were repaired within the 7 day timescale	Quarters	2016/17	93%	95%		95%		95%		95%	

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18	2018/19	2019/20
							Annual Target	Annual Target	Annual Target
31	Community Resources - Overtime as a % of total employee costs (cumulative)	Quarters	2016/17	7.3%	7%		6%	5%	5%
32	Cost of Maintenance per Kilometre of roads	Years	2015/16	£12,752	n/a		n/a	n/a	n/a
33	% of adults satisfied with parks and open spaces	Years	2015/16	83%	n/a		n/a	n/a	n/a
34	Cost of parks and open spaces per 1,000 of the population	Years	2015/16	£21,041	n/a		n/a	n/a	n/a
35	% of adults satisfied with refuse collection	Years	2015/16	85.3%	n/a		n/a	n/a	n/a
36	Net cost of waste collection per premise	Years	2015/16	£54.85	n/a		n/a	n/a	n/a
37	Net cost of waste disposal per premise	Years	2015/16	£98.51	n/a		n/a	n/a	n/a
38	% of adults satisfied with street cleaning	Years	2015/16	66%	n/a		n/a	n/a	n/a
39	Net cost of street cleaning per 1,000 of the population	Years	2015/16	£10,014	n/a		n/a	n/a	n/a
40	Cost of Trading Standards per 1,000 of population	Years	2015/16	£2,624	n/a		n/a	n/a	n/a
41	Cost of Environmental Health per 1,000 of population	Years	2015/16	£10,661	n/a		n/a	n/a	n/a
42	Land Audit Management System - % of areas assessed as acceptable	Quarters	2016/17	97%	90%		90%	90%	90%
43	% of pothole repairs completed within timescales	Quarters	2016/17	66%	66%		68%	70%	72%
44	% of FOI requests completed within timescale by Community Resources	Quarters	2016/17	100%	100%		100%	100%	100%
45	% of front line resolutions dealt with within timescale by Community Resources	Quarters	2016/17	84%	100%		100%	100%	100%
46	% of complaint investigations completed within timescale by Community Resources	Quarters	2016/16	91%	100%		100%	100%	100%
47	Building Services - % Overall Housing Repairs Completed Within Target	Quarters	2016/17	95%	95%		95%	95%	95%

Director of Community Resources: Shona MacDougall  
email: [es@renfrewshire.gov.uk](mailto:es@renfrewshire.gov.uk)  
[www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)







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**To:           INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD**

**On:           7 June 2017**

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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     This report provides an overview of key service activities over the last 3 periods of 2016/2017, namely 7 January 2017 to 31 March 2017. The report also highlights the annual performance position for 2016/2017 for performance indicators reported regularly throughout the year and taken from the 2016-2019 service improvement plan.
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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 Resource 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 – Park Regeneration**

- 4.1 The advanced works at Barshaw Park started on site at the beginning of February and were completed by 31 March 2017. The construction work for both Barshaw & Robertson Parks commenced on 20 March 2017. The play area provision is currently being assessed and works will start mid summer 2017. A programme of communications is being developed with the assistance of the corporate communications team to ensure community groups and local communities are kept fully informed of progress. This will include social media and Council website updates. Notice boards within both parks will also provide updates on progress.

#### **StreetScene**

- 4.2 The service is currently undertaking planting of seasonal bedding for floral displays within town centres. Recruitment and training of a seasonal workforce has been completed to ensure support for the summer growing season. The further integrated seasonal workforce will undertake work for StreetScene during the summer period and Roads during the winter maintenance months. This addition to the core workforce is a flexible resource and will provide operational teams with greater resilience to address the seasonal nature of front-line duties within both StreetScene and Roads activities. A programme of chewing gum removal, testing new equipment, is currently underway on the north side of High Street, Paisley.

#### **Roads Capital Programme, 2017/18**

- 4.3 The roads capital investment programme for 2017/18 was agreed by Council in February 2017 and will deliver an increased capital investment of £6.7m in Renfrewshire's roads and pavements. The programme focuses on investment in strategic routes as well as providing improvement on a significant number of rural and residential areas. This will bring noticeable benefit to all road users and pedestrians.

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

- 4.4 Renfrewshire's £11m LED Street Lighting Investment Programme has made significant progress on the delivery of LED Street Lighting conversions across Renfrewshire. The programme will be delivered within the planned 12 to 15 month period, completing in summer 2017.
- 4.5 The programme was split into 3 tranches and at present tranche 1 is fully complete with the exception of snagging, and tranche 2 completed in May 2017. Tranche 3 is underway and at present more than 82% of street lights are now lit with LED technology. The overall Street Lighting Investment Programme will replace approximately 1,356 columns and 28,613 lights, which will see a total of 30,756 street lights converted to LED's across Renfrewshire.
- 4.6 The £11million LED Street Lighting Investment Programme will also deliver over 60% savings on energy and some further savings in maintenance costs.

4.7 As reported to the former Environment Policy Board on 25<sup>th</sup> January 2017 on completion of the LED street lighting investment programme the Council has committed to review areas where design assessments may require some adjustment. This review will be undertaken during the summer period, allowing any identified actions to be taken prior to the winter months. These adjustment works have been allowed for within the investment programme and will be met from the overall £11million capital investment.

4.8 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 exceeding 98.77%.

### **Roads and Infrastructure**

#### **Road Safety Improvements**

4.9 A number of road safety improvements have been carried out in the Linwood area in recent months using Scottish Government, Safer Streets funding.

4.10 New traffic signals have been installed on Clippens Road at Stirling Drive, Linwood. These signals have been installed to control traffic at this junction which has been subject to a number of road traffic accidents. The traffic signals include pedestrian facilities which will improve road safety as there is a school, shops and public houses all located at this junction. In addition, a toucan crossing has been installed on the A761 Kashmir Road, Linwood to provide a safe crossing on this busy road.

4.11 The new infrastructure will complete a cycling route from Barrhead round the South of Paisley to Linwood Toll and onto the Onyx Centre in Linwood.

#### **Lochwinnoch Bridge**

4.12 Lochwinnoch Bridge was subject to a weight restriction which has now been removed through a bridge strengthening investment project. The works involved building new parapet walls and a bridge deck. This is the main access road to Lochwinnoch from the west and during construction new pedestrian facilities were included to make it easier for pedestrians to access the nearby leisure facility.

### **5. Renfrewshire Community Safety Wardens**

#### **Vehicle Emissions Testing**

5.1 This bi-annual event took place during March 2017. The Renfrewshire Community Safety Partnership's Wardens worked in partnership with the Council's Licensing Officers and Police Scotland to carry out emissions testing on light vehicles entering the Air Quality Management Areas in the town centres of Johnstone (15 & 16 March) and Renfrew (23 & 24 March). 696 vehicles were tested (including 35 taxis and private-hire vehicles) with only 1 vehicle failing, resulting in the issuing of a fixed penalty notice to the driver. Failure detection was noted to be extremely low for emissions, however, a small number of other offences were identified.

### **2017 School Parking Safety and Idling Initiative**

- 5.2 This campaign aims to make drivers aware of the dangers of parking illegally or inconsiderately near schools and the threat that idling engines can potentially pose to children's health.
- 5.3 Following on from a similar campaign in 2015-16, a further 10 schools were identified to be part of the 2017 School Parking Safety and Idling Initiative. Banners highlighting the issues relating to engine idling and dangerous parking were erected outside these schools and wardens patrolled during key times to reinforce the messages. These actions will continue until June 2017. Information was also communicated through the Council website, text alerts, school newsletters, leaflets and local media. This action supported wider activities relating to road safety carried out at schools across Renfrewshire.

### **Secondary Schools, Litter Initiative**

- 5.4 Community Resources has received multiple enquiries regarding the issue of litter generated by the pupils from local secondary schools at lunchtimes and after school. A variety of shops near the schools offer hot foods to take away and the pupils use them regularly. The Renfrewshire Community Safety Partnership together with local schools put a joint action plan in place during March 2017:
- Areas surrounding the schools were cleaned by Streetscene and the Community Payback Team;
  - The Renfrewshire Community Safety Partnership's Youth Team addressed school assemblies regarding pupils' behaviour outside school grounds at St Andrew's Academy, Johnstone and St Benedict's High Schools;
  - Litter picks by the school pupils were arranged by the Youth Team with equipment supplied by the Wardens;
  - Wardens regularly patrolled the local areas and challenged unacceptable behaviour they observed involving pupils and captured the interaction using body worn video. Footage was forwarded to the schools for follow up action.

## **6. Regulatory Services**

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

Best Bar None is an awards scheme which raises standards in the licensed trade, and rewards excellence for those venues that attain the award standard. The scheme is based on core national standards relating to the five licensing objectives, which are:

- preventing crime and disorder;
- securing public safety;
- preventing public nuisance;
- protecting and improving public health; and
- protecting children from harm.

- 6.2 Community Resources' Trading Standards & Licensing Team have been responsible for the local co-ordination and assessment of the scheme from 2013 to date. This year, 12 venues attained either gold or silver awards at the local Awards Ceremony

held in January 2017. Four venues were short-listed as national finalists for the Best Bar None Scotland Awards, held on 30 March 2017. The Tartan Rose, Paisley was the joint winner of the "Heart of the Community" Award. This is the first Renfrewshire venue to win a national accolade at the Awards since the inception of the scheme.

### **Environmental Improvements**

#### **6.3 Air Quality**

Following declaration of 2 additional Air Quality Management Areas within Renfrew and Johnstone at the August 2016 Environment Policy Board, work has been ongoing to consider actions to improve air quality in these areas and in Paisley, the first Air Quality Monitoring Area. Work is now progressing to develop a Renfrewshire wide Air Quality Action Plan which will be published during 2017 and will include action measures to improve the quality of air within all of the areas covered by the plan. This action plan will be brought back for consideration and approval at a future meeting of the Infrastructure, Land and Environment Policy Board.

- 6.4 Through Scottish Government funding, Community Resources has opened up access for local companies to sign up to Ecostars. This is a fuel management and operational efficiency support programme aimed at operators of goods vehicles, vans, buses, taxis and coaches, with its core objective to encourage commercial fleet operators based (or with significant operations) within Renfrewshire to adopt operational and environmental best practice.

- 6.5 The Council's own fleet was the first member to join the scheme with an inspection of the Council fleet undertaken in November 2016. The Council was awarded a 4 star rating (out of a maximum of 5 stars) which is an excellent rating to achieve, particularly due to the size and diversity of the fleet.

### **Tackling Poverty Strategy- Improving accommodation standards within the private rented sector**

- 6.6 The Environmental Improvements Team has been undertaking investigations into unregistered landlords and inspecting privately rented property to help improve standards within this expanding sector. Many landlords have now registered and had their fitness and propriety to act as a landlord reviewed. Other landlords have received sanctions to prevent them from collecting rent where they have failed to complete their registration.
- 6.7 Physical accommodation standards are also being addressed with landlords where defects/poor conditions are brought to the service's attention. Some landlords who have poor physical standards of rental accommodation have been reported to the Housing and Property Chamber 1st Tier Tribunal for Scotland and subsequent enforcement actions has been taken against these landlords.

## 7 Awards

- 7.1 Between September 2016 and March 2017 Community Resources successfully participated in several external audit exercises which have demonstrated conformance to standards set out by the accreditation body, British Standards Institution (BSi)
- 7.2 BSi assessed Community Resources' through the following audits:
- Quality Management System, and
  - Occupational Health and Safety Management.
- 7.3 All audits received very positive continuing assessment reports which demonstrated the mature and well managed systems run across Community Resources.

## 8 Performance Update – Indicators and Targets

- 8.1 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.

Performance Indicators and Benchmarking Targets	Target for 2016/17	Outturn 2016/17	Comments
<b>A Better Future – Place</b>			
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	97%	97%	Of the 1,400 premises in Renfrewshire, 1,361 achieved a 'Pass' rating. This reflects a very high level of performance where 97% of food premises inspections meet or exceed compliance at any given point in time.
Trading Standards – Consumer Complaints completed within 14 days	82%	89%	This performance was above the 2016/17 target of 82%.  The service dealt with 677 consumer complaints, 601 of which were completed within the 14 day timescale.

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Outturn 2016/17</b>	<b>Comments</b>
% of household waste which is recycled	55%	48.4%	<p>This indicator is published on a calendar year basis by SEPA.</p> <p>The recycling rate for 2016 was 48.4%. Although below target this was an increase of 4.5% on the 2015 performance of 43.9%</p>
<b>A Better Council</b>			
Land Audit Management System - % of areas assessed as acceptable	90%	97%	Performance in 2016/17 exceeded the annual target of 90%.
% of front line resolutions dealt with within timescale by Community Resources	100%	84%	4,911 front line resolutions have been received in 2016/17, of which 4,126 (84%) were responded to within timescale.
% of complaint investigations dealt with within timescale by Community Resources	100%	91%	The service dealt with 33 complaint investigations in 2016/17, 30 (91%) of which were dealt with within the agreed timescale. This is an improvement on that reported to last Policy Board of 85%.
% of Freedom of Information requests completed within timescale by Community Resources	100%	100%	<p>All FOIs were responded to on time, achieving the annual target.</p> <p>550 FOI requests were received, 427 of which were departmental specific and the other 123 were cross-departmental.</p>

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Outturn 2016/17</b>	<b>Comments</b>
(Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours	95%	94%	The percentage of traffic light repairs completed within 48 hours in 2016/17 is 94.1%. 288 of the 306 reported traffic lighting faults were repaired within the timescale.
Community Resources – Overtime as a % of total employee costs	7%	7.3%	In 2016/17 the level of overtime was slightly above target reflecting operational requirements, emergency responses and some areas of additional service provision during Council events.
Community Resources – Absenteeism	4%	5.8%	<p>The absence level for 2016/17 was 5.8% compared to the target of 4%. .</p> <p>The absence level of 5.8% is due to a number of long term absences, with the overall absence rate consisting of :-</p> <ul style="list-style-type: none"> <li>- 73.1% long-term absences</li> <li>- 26.9% short-term absences.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Grounds Maintenance - Sickness Absence	4%	3.0%	<p>Absence level for grounds maintenance employees was 3.0% at the end of 2016/17, remaining within target.</p> <p>Overall absence rate is made up of:-</p> <ul style="list-style-type: none"> <li>- 61.0% long-term absences</li> <li>- 39.0% short-term absences.</li> </ul> <p>Absence continues to be within target.</p>

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Outturn 2016/17</b>	<b>Comments</b>
Street Cleansing - Sickness Absence	4%	4.5%	<p>Absence levels for street cleansing employees was 4.5% in 2016/17. This is due to an increase in long term absence.</p> <p>The absence level of 4.5% consisted of:-</p> <ul style="list-style-type: none"> <li>- 61.3% long-term absences</li> <li>- 38.7% short-term absences.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Refuse Collection - Sickness Absence	4%	8.6%	<p>Absence levels for refuse collection employees showed further improvement from 8.9% in period 10 to 8.6% for 2016/17.</p> <p>This consisted of:-</p> <ul style="list-style-type: none"> <li>- 63.4% long term absence</li> <li>- 36.6% short term absences.</li> </ul> <p>Absence has reduced since the period 10 rate and continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Outturn 2016/17</b>	<b>Comments</b>
Renfrewshire Community Safety Partnership - Sickness Absence	4%	8.2%	<p>The absence level in 2016/17 is 8.2%. This is due to a number of long term absences, with the overall absence rate made up of:-</p> <ul style="list-style-type: none"> <li>- 62.3% long-term absences</li> <li>- 37.7% short-term absences.</li> </ul> <p>Absence has decreased since the period 10 rate of 8.7%, and focus to reduce absence is addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Roads & Transportation – Sickness Absence %	4%	5.4%	<p>Roads &amp; Transportation absence has decreased from 5.9% from the end of period 10 to 5.4% at year end. Overall absence is made up of:-</p> <ul style="list-style-type: none"> <li>- 87.4% long-term absence</li> <li>- 12.6% short-term absence.</li> </ul> <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health.</p>
Developing our workforce – number of SVQ qualifications achieved by our frontline workforce	50	39	<p>39 employees have successfully completed SVQ awards in 2016/17. Following early retirement of the SVQ Co-ordinator, the service has not met its annual target of 50 employees being trained.</p>

<b>Performance Indicators and Benchmarking Targets</b>	<b>Target for 2016/17</b>	<b>Outturn 2016/17</b>	<b>Comments</b>
% of Community Resources employees having completed IDPs (from MDP/MTIPD)	100%	84%	<p>The percentage of Community Resources employees who have completed an IDP in 2016/17 was 84%.</p> <p>There are 1,573 employees in the IDP programme with 1,323 having a completed IDP.</p> <p>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 and take cognisance of the council's Organisational Development programme.</p>
% of pothole repairs completed within timescales	66%	66%	66% of pothole repairs were completed within target at the end of 2016/17.

*\*\* 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.*

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### **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.

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**List of Background Papers:** None

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**Author:** Shona MacDougall, Director of Community Resources  
**e-mail:** shona.i.macdougall@renfrewshire.gcsx.gov.uk




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**To:** The Infrastructure, Land and Environment Policy Board

**On:** 7 June 2017

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**Report by:** Director of Community Resources

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**Heading:** Consultation - Proposed Restricted Roads (20mph Limit) (Scotland) Bill

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## **1. Summary**

- 1.1 A consultation by Mark Ruskell MSP was issued on 14 May 2017 on proposals for a Bill to replace the current 30mph default speed limit on restricted roads within built up areas with a 20mph limit (as attached at Appendix A). Responses to the consultation are to be submitted by 7 August 2017.
  - 1.2 The proposal introduces 20 mph speed limits on restricted roads through a national legislative change, without the need for or expense of signs or the promotion of a traffic regulation order (TRO).
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## **2 Recommendations**

It is recommended that the Infrastructure, Land and Environment Policy Board

- 2.1 Notes the consultation on the Proposed Restricted Roads (20mph Limit) (Scotland) Bill;
- 2.2 Delegates authority to the Director of Community Resources in conjunction with the Convener of the Infrastructure, Land and Environment Policy Board to submit a response on behalf of Renfrewshire Council to the consultation by the 7 August 2017, stating that the response is subject to approval by the Infrastructure, Land and Environment Policy Board on 30 August 2017; and

- 2.3 Agrees to consider the submitted response as set out paragraph at 2.2 above at the Infrastructure, Land and Environment Policy Board on 30 August 2017.

### **3 Background**

- 3.1 This consultation relates to a draft proposal lodged by Mark Ruskell MSP as the first stage in the process of introducing a Member's Bill in the Scottish Parliament. The purpose of this consultation is to provide a range of views on the subject matter of the proposed Bill, highlighting potential problems, suggesting improvements, and generally refining and developing the policy. The consultation process is being supported by the Scottish Parliament's Non-Government Bills Unit.
- 3.2 The national 30mph speed limit for urban areas was set back in the 1930s, at a time when our understanding of road safety was very different, and has never been changed.
- 3.3 Under current legislation the speed limit on restricted roads is 30mph. Restricted roads are defined as C class or unclassified roads which are lit by street lights that are no more than 185m apart. Local authorities can then use Traffic Regulation Orders (TROs) to set speed limits to 20mph.
- 3.4 In June 2009 the Scottish Government set out its framework for road safety to 2020 in Go Safe on Scotland's Roads – It's Everyone's Responsibility. In the framework it sets out its vision as being:  
*"A steady reduction in the numbers of those killed and those seriously injured, with the ultimate vision of a future where no-one is killed on Scotland's roads, and the injury rate is much reduced."*  
This framework was reviewed in 2015-16 with speed, age and vulnerable road users identified as key priority areas of action.
- 3.5 The Scottish Government supports 20mph speed limits in residential areas and in January 2015 published its Good Practice Guide on 20mph Speed Restriction, where it states that 20mph is the ideal speed limit for residential and built up areas in Scotland. Furthermore the document states that "The Scottish Government is committed to encourage initiatives that cut speed, particularly near schools, in residential areas and in other areas of our towns and cities where there is a significant volume of pedestrian or cyclist activity.
- 3.6 The roll out of 20mph areas in Scotland has been limited and piecemeal so far. The process for creating them within the current 30mph urban areas is complex and expensive for councils to administer.
- 3.7 Dropping the speed limit from 30mph to 20mph in residential areas delivers benefits from making it easier to cross the road to cutting air pollution. 20mph speed limits have been shown conclusively to reduce vehicle speed and that reducing speed saves lives. Transport Research Laboratory study found that the number of accidents could be expected to fall by between 4% and 6% for each 1mph reduction in average speed.

- 3.8 While the creation of 20mph speed limits is achievable through TROs this is a very time consuming and expensive process for local authorities to take forward to cover all the relevant streets and areas, as set out later in this consultation. In practice some local authorities have taken this forward more than others and this has led to a patchwork collection of 20mph streets across Scotland which is potentially confusing for all road users.
- 3.9 The proposal set out in this consultation is to change the default speed limit from 30mph to 20mph on restricted roads (covering the vast majority of residential and built-up areas). The proposals allow local authorities to maintain a 30mph speed limit where appropriate for through roads.
- 3.10 The Bill intends to make it easier for local authorities to pursue and implement that 20mph policy for the benefit and safety of all road users. Lower speeds reduce the likelihood of accidents being fatal. Transport Scotland research indicates that a pedestrian hit by a car at 20mph has only a 1% chance of dying compared to a 5.5% chance for a pedestrian hit at 30mph
- 3.11 Local authorities will continue to have the option to put in place additional traffic calming features to newly designated 20mph roads, particularly to tackle places where they judge there is a high risk to pedestrians. Roads currently forming 20mph zones will be unaffected by this Bill and their traffic calming features will remain in place.
- 3.12 The Bill will not make any changes to enforcement or the penalties for speeding. The range of sanctions for breach of the new 20mph limit will remain the same as currently provided for breaching the 30mph limit. Enforcement will continue to remain a matter of operational discretion for the police.
- 3.13 The proposal recommends that a national 20mph awareness campaign is rolled out by the Scottish Government to coincide with the transition to a default 20mph limit. A national campaign should highlight the benefits of 20mph outlined above and help to bring about a cultural shift where 20mph becomes the new norm.

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### **Implications of the Report**

1. **Financial** - The cost of removing advisory 20 mph signs and the potential costs of implementing traffic regulation orders to retain some 30 mph limits are likely to be offset by future cost savings in not having to implement individual 20 mph traffic regulation orders for residential zones. Should Transport Scotland not make funds available to local authorities, Renfrewshire Council will have to fund the changes to signs necessary to introduce the proposal.
2. **HR & Organisational Development** - None

3. **Community Planning**

**Children and Young People** – The young are more likely to be able to find an acceptable gap in the traffic to cross the road more easily

**Community Care, Health & Well-being** - Pedestrians walking alongside the traffic and cyclists are less likely to be intimidated and more people may be attracted to these modes of travel

**Empowering our Communities** - The proposal meets the increasingly frequent aspirations of the public for 20 mph speed limits, and the attendant reduction in road accidents, and will provide benefits for everyone through a consistent nationwide approach

**Greener** - The free flowing traffic conditions likely to be created by a 20 mph limit will help prevent stop/start motoring which increases emissions. A more pleasant street atmosphere may advantage pedestrians

**Safer and Stronger** - Road accidents are likely to reduce or be less severe.

4. **Legal** – Proposed changed to Traffic Order legislation.

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. 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** - Road accidents are likely to reduce or be less severe.

9. **Procurement** – N/A.

10. **Risk** – None

11. **Privacy Impact** – None

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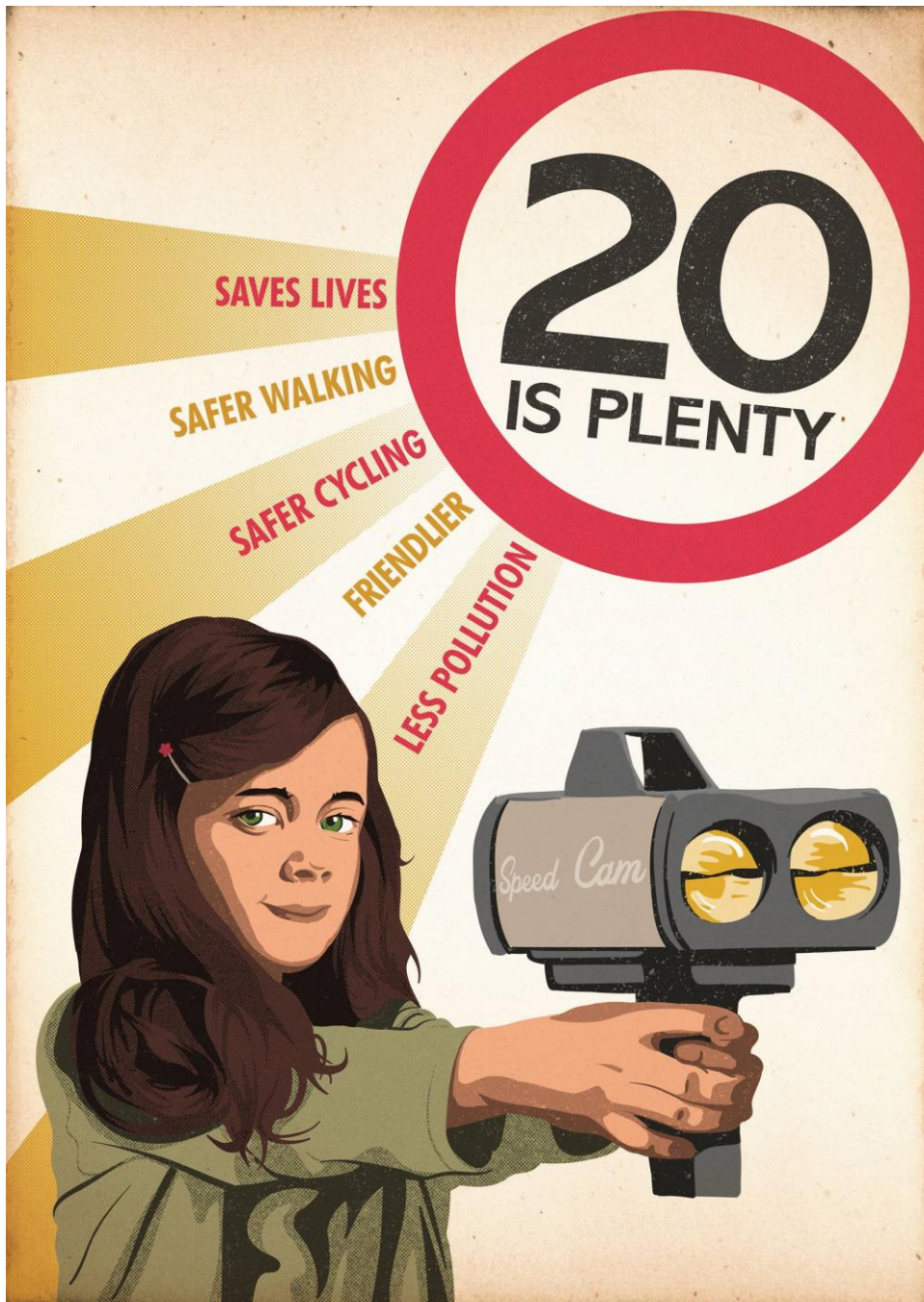
**List of Background Papers**

(a) None

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**Author:** Gordon McNeil, Head of Amenity Services  
gordon.mcneil@renfrewshire.gov.uk

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill



**A proposal for a Bill to replace the current 30mph default speed limit on restricted roads with a 20mph limit.**

**Consultation by  
Mark Ruskell MSP, Member for Mid Scotland and Fife**

**May 2017**

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## FOREWORD BY MARK RUSKELL MSP



The Scottish Parliament has made lasting changes to our lives since devolution. Measures such as the ban on smoking in enclosed public places were initially seen by some as questionable but have become an accepted and valued part of how we protect public health and our living environment. With newly devolved powers over speed limits coming to the Parliament we have a clear opportunity to act in a similar way and effect a national change that will have a lasting benefit for generations to come.

For over a decade communities across Scotland have been making the case that 'twenty is plenty' where we live. Dropping the speed limit from 30mph to 20mph in residential areas delivers many benefits from making it easier to cross the road to cutting air pollution. The bottom line is that 20mph speed limits have been shown conclusively to reduce vehicle speed and that reducing speed saves lives.

However, while some local authorities have taken action, the roll out of 20mph areas in Scotland has been limited and piecemeal so far. The process for creating them within the current 30mph urban areas is complex and expensive for councils to administer. When they are established they are often restricted to areas around school gates, while the wider residential community is left with the higher limit.

The national 30mph speed limit for urban areas was set back in the 1930s, at a time when our understanding of road safety was very different, and has never been changed. It's time to bring the urban limit into the 21st Century by moving the default to 20mph.

I recognise that such a change has to take account of a number of realities. Firstly, that communities across Scotland are diverse and that the way we use roads across urban and rural areas will vary. Local authorities, working with communities, are best placed to make judgements about which roads may need to be exempted from a 20mph default limit. Secondly, that such a change in itself needs to be part of a comprehensive approach to enforcement and investment in speed reduction in problematic areas. My intention is to bring forward a Member's Bill to begin to give effect to that change by reducing the 30mph default speed limit to 20mph, whilst allowing local authorities to increase the limit back up to 30mph in areas where they and the local community consider it appropriate.

I welcome views from all stakeholders on this proposed Member's Bill and hope we can work constructively together on designing ground-breaking legislation that will be effective in delivering the benefits of speed reduction in residential areas across Scotland.



**Mark Ruskell MSP**  
**14 May 2017**

## HOW THE CONSULTATION PROCESS WORKS

This consultation relates to a draft proposal I have lodged as the first stage in the process of introducing a Member's Bill in the Scottish Parliament. The process is governed by Chapter 9, Rule 9.14, of the Parliament's Standing Orders which can be found on the Parliament's website at:

<http://www.scottish.parliament.uk/parliamentarybusiness/17797.aspx>

At the end of the consultation period, all the responses will be analysed. I then expect to lodge a final proposal in the Parliament along with a summary of those responses. If that final proposal secures the support of at least 18 other MSPs from at least half of the political parties or groups represented in the Parliamentary Bureau, and the Scottish Government does not indicate that it intends to legislate in the area in question, I will then have the right to introduce a Member's Bill. A number of months may be required to finalise the Bill and related documentation. Once introduced, a Member's Bill follows a 3-stage scrutiny process, during which it may be amended or rejected outright. If it is passed at the end of the process, it becomes an Act.

At this stage, therefore, there is no Bill, only a draft proposal for the legislation.

The purpose of this consultation is to provide a range of views on the subject matter of the proposed Bill, highlighting potential problems, suggesting improvements, and generally refining and developing the policy. Consultation, when done well, can play an important part in ensuring that legislation is fit for purpose.

The consultation process is being supported by the Scottish Parliament's Non-Government Bills Unit (NGBU) and will therefore comply with the Unit's good practice criteria. NGBU will also analyse and provide an impartial summary of the responses received.

Details on how to respond to this consultation are provided at the end of the document.

Additional copies of this paper can be requested by contacting me at:

Mark Ruskell MSP  
MG.17  
The Scottish Parliament  
EH99 1SP

0131 348 6468

[Mark.ruskell.msp@parliament.scot](mailto:Mark.ruskell.msp@parliament.scot)

Enquiries about obtaining the consultation document in any language other than English or in alternative formats should also be sent to me.

An on-line copy is available on the Scottish Parliament's website ([www.parliament.scot](http://www.parliament.scot)) under Parliamentary Business/Bills/Proposals for Members' Bills/Session 5 Proposals.

## CONTEXT AND BACKGROUND

### Road safety and speed

In June 2009 the Scottish Government set out its framework for road safety to 2020 in *Go Safe on Scotland's Roads – It's Everyone's Responsibility*.<sup>1</sup> In the framework it sets out its vision as being:

*“A steady reduction in the numbers of those killed and those seriously injured, with the ultimate vision of a future where no-one is killed on Scotland's roads, and the injury rate is much reduced.”*

This framework was reviewed in 2015-16 with speed, age and vulnerable road users identified as key priority areas of action.<sup>2</sup>

In October 2016 Transport Scotland published its annual statistical report *Reported Road Traffic Casualties Scotland 2015*.<sup>3</sup> Table A of the report shows that in 2015 there were 5,398 accidents on built up roads, where the speed limit can be up to 40mph, and 877 of these accidents were categorised as fatal and serious. Paragraph 2.3 of Article 2 goes on to say that “travelling too fast for the conditions” or “exceeding the speed limit” were reported as contributory factors in 11% of all reported accidents and in 19% of all fatal accidents.

According to the Scottish Government's *Recorded Crime in Scotland, 2015-16* statistics, speeding offences accounted for 32% of all motor vehicle offences in 2015-16, and a total of 54,419 speeding offences were recorded in Scotland.<sup>4</sup>

A Department for Transport fact sheet from 2016 states that the average speed of cars and light commercial vehicles (LCVs) in a 30mph area is 31mph while the average speed of cars and LCVs in a 20mph area is 25mph.<sup>5</sup> Therefore, as a result of this proposal, we could expect to see a reduction in speed of around 6mph. A

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<sup>1</sup> Scottish Government, 2009. *Go Safe on Scotland's Roads, It's Everyone's Responsibility*, p.58.

Available at: <http://www.gov.scot/resource/doc/274654/0082190.pdf>

<sup>2</sup> <https://www.transport.gov.scot/media/1416/ts-road-safety-framework-mid-term-review-march-2016.pdf>

<sup>3</sup> Transport Scotland, 2016. *Reported Road Casualties Scotland 2015: A National Statistics Publication for Scotland*. Available at: <https://www.transport.gov.scot/media/20223/j452722.pdf>

<sup>4</sup> Scottish Government, 2016. *Recorded Crime in Scotland 2015-16*. Available at:

<http://www.gov.scot/Resource/0050/00506122.pdf>

<sup>5</sup> Department for Transport, 2016. *Free Flow Vehicle Speed Statistics: Great Britain 2015*. Available at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/533244/free-flow-vehicle-speeds-great-britain-2015.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/533244/free-flow-vehicle-speeds-great-britain-2015.pdf)

Transport Research Laboratory study found that the number of accidents could be expected to fall by between 4% and 6% for each 1mph reduction in average speed.<sup>6</sup>

The Scottish Government supports 20mph speed limits in residential areas and in January 2015 published its *Good Practice Guide on 20mph Speed Restriction*,<sup>7</sup> where it states that 20mph is the ideal speed limit for residential and built up areas in Scotland. Furthermore the document states that “The Scottish Government is committed to encourage initiatives that cut speed, particularly near schools, in residential areas and in other areas of our towns and cities where there is a significant volume of pedestrian or cyclist activity.”<sup>4</sup> The *Good Practice Guide* sets out that the Scottish Government’s policy is to “encourage the creation of shared spaces and social streets to encourage active travel and create places that people can enjoy and that for residential streets, a maximum design speed of 20mph should normally be an objective.”<sup>8</sup>

This Bill intends to make it easier for local authorities to pursue and implement that 20mph policy for the benefit and safety of us all.

### **Link between road traffic injuries and speed**

The Scottish Government’s *Good Practice Guide* highlights a Department for Transport report which found “that the risk of fatal injury to pedestrians rose from under 1% at an impact speed of 20mph to 5.5%, or 1 in 20, at 30mph.”<sup>9</sup>

In its *Road Safety Framework Mid-Term Review* of March 2016, Transport Scotland committed to Vision Zero, which involves reducing road casualties until Scotland becomes a nation with zero road deaths.<sup>10</sup> The *Mid-Term Review* also identified the introduction of 20mph zones or limits as a ‘Priority One’. Similarly, it identified speed as a national priority to tackle.

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<sup>6</sup> Transport Research Laboratory, 2000. *The effect of drivers’ speed on the frequency of road accidents*. Available at:

<http://www.20splentyforus.co.uk/UsefulReports/TRLREports/trl421SpeedAccidents.pdf>

<sup>7</sup> Transport Scotland, 2015. *Good Practice Guidance on 20mph Speed Restrictions*. Available at: <https://www.transport.gov.scot/media/6105/20-mph-good-practice-guide-19-december-2014-version-to-be-published.pdf>

<sup>8</sup> Transport Scotland, 2015. *Good Practice Guidance on 20mph Speed Restrictions*, p.2. Available at: <https://www.transport.gov.scot/media/6105/20-mph-good-practice-guide-19-december-2014-version-to-be-published.pdf>

<sup>9</sup> Transport Scotland, 2015. *Good Practice Guidance on 20mph Speed Restrictions*, p.4. Available at: <https://www.transport.gov.scot/media/6105/20-mph-good-practice-guide-19-december-2014-version-to-be-published.pdf>

<sup>10</sup> Transport Scotland, 2016. *Road Safety Framework Mid-term Review*. Available at: <https://www.transport.gov.scot/media/1416/ts-road-safety-framework-mid-term-review-march-2016.pdf>

The World Health Organisation's (WHO) factsheet on road traffic injuries identifies speed as one of the key risk factors that can be addressed to help prevent road traffic injuries.<sup>11</sup> The factsheet states that an increase in average speed is directly related to both the likelihood of a crash occurring and to the severity of the consequences of the crash. WHO provides statistics showing that an adult pedestrian's risk of dying is less than 20% if struck by a car at 50 km/h (31mph) and goes on to say that 30km/h (18.6mph) speed zones can reduce the risk of a crash occurring and recommends them in areas where vulnerable road users are common, such as residential and school areas.

WHO also states that worldwide around 1.25 million people die each year as a result of road traffic crashes. The factsheet further states that road traffic injuries are the leading cause of death among young people aged 15-19 years old. It goes on to say that half of those dying on the world's roads are "vulnerable road users" such as pedestrians, cyclists and motor cyclists.

In Great Britain grouped by cause of death, the biggest killer in Britain of children aged 11 – 16 and of anyone aged 5 – 25 is road traffic crashes.<sup>12</sup>

In Scotland there were 162 people killed on the roads in 2015 with 1,597 people seriously injured in road accidents. The average number of children killed on the roads was seven per year between 2013 and 2015 with 140 children seriously injured in 2015.<sup>13</sup>

### **Current law and practice**

Under current legislation the speed limit on restricted roads is 30mph. Restricted roads are defined as roads which are lit by street lights that are no more than 185m apart. Local authorities can then use Traffic Regulation Orders (TROs) to set speed limits to 20mph or to create 20mph zones where they feel 20mph is an appropriate limit for that particular section of road. 20mph limits are defined as streets or areas where the 20mph speed limit is enforced through street signs and 20mph zones are defined as streets or areas where a 20mph speed limit is supplemented by physical traffic calming measures.

Local authorities can also use the TRO process to set speed limits of 20mph in streets or areas of their choosing for a variety of traffic regulations such as road closures, introduction or varying of speed limits, prohibition of turns (such as right turns and u-turns) and introduction of waiting or loading restrictions.

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<sup>11</sup> World Health Organisation, 2016. *Road Traffic Injuries – Fact Sheet*. Available at:

<http://www.who.int/mediacentre/factsheets/fs358/en/>

<sup>12</sup> Danny Dorling, 2014. *20mph Speed Limits for Cars in Residential Areas, by Shops and Schools*. Available at: <http://www.britac.ac.uk/sites/default/files/Danny%20Dorling%20-%2020mph%20Speed%20Limits%20for%20Cars%20in%20Residential%20Areas%20C%20by%20Shops%20and%20Schools.pdf>

<sup>13</sup> Scottish Government, 2017. *Justice outcome: We are at low risk of unintentional harm (Online)*.

Available at: <http://www.gov.scot/Topics/Justice/justicestrategy/Justice-Dashboard/Low-harm/Road-deaths-injuries>

While the creation of 20mph speed limits is achievable through TROs this is a very time consuming and expensive process for local authorities to take forward to cover all the relevant streets and areas, as set out later in this consultation. In practice some local authorities have taken this forward more than others and this has led to a patchwork collection of 20mph streets across Scotland which is potentially confusing for all road users.

## **BENEFITS OF THE PROPOSED BILL**

The proposal set out in this consultation is to change the default speed limit from 30mph to 20mph on restricted roads (covering the vast majority of residential and built-up areas). By doing so, Scotland's communities can be made safer, healthier, and more climate-friendly for a fraction of the cost of sticking with the current piecemeal approach. Further, a consistent approach should result in better compliance as all road users would be aware of the law.

The arguments for 20mph speed limits can be considered in the broad categories of safety, health and reduced emissions and are discussed below.

### **Safety**

As set out above evidence shows that road users, especially those that are vulnerable, are significantly more likely to suffer from serious or fatal injuries from cars travelling at 30mph as opposed to 20mph. As established earlier reductions of speed even if they do not lower by the full 10mph will still see significant safety increases. We already put 20mph limits around schools for children's safety but our roads are used by many vulnerable users who deserve the same protections, such as elderly and disabled individuals, cyclists and motorcyclists.

Also, imposing 20mph limits only in the immediate vicinity of schools ignores the fact that many children walk to school from much further away. 20mph limits will help make all vulnerable road users safer. The mean radius of school safety zones is just 300m. However, the mean distance travelled to school is 1.8km<sup>14</sup>. Therefore, school safety zones typically protect a child for only one-sixth of the child's journey to school.

In Calderdale, a Metropolitan Borough of West Yorkshire, they found that average speeds reduced by 2.2mph and road casualties fell by 22% following the introduction of 20mph limits.<sup>15</sup> When compared to national and regional data the fall in Calderdale was faster than other areas.

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<sup>14</sup> [http://www.20splentyforus.org.uk/BriefingSheets/How\\_school\\_safety\\_zones\\_are\\_not\\_a\\_priority.pdf](http://www.20splentyforus.org.uk/BriefingSheets/How_school_safety_zones_are_not_a_priority.pdf)

<sup>15</sup> Calderdale Council, 2016. *Item 6 – The Introduction of 20mph Speed Limits in Calderdale*.

Available at: <http://www.calderdale.gov.uk/council/councillors/councilmeetings/agendas-detail.jsp?meeting=23302>

A 2003 study of 20mph zones in Hull found pedestrian casualties dropped by 54% and child pedestrian casualties dropped by 74% within 20mph zones over 7 years, compared with a 1.5% rise in casualty rates across the rest of Yorkshire and Humberside as a whole.<sup>16</sup> A 2007 review of 20mph zones in London found a 42% reduction in injury accidents and a 53% reduction in fatal or serious accidents.<sup>17</sup>

A reduced speed limit will not only reduce the likelihood of accidents occurring but if they do occur it will reduce the severity of the accident and will lower the chances of those involved being killed.

## Health

Lowering speed limits will help encourage 'active travel' where people choose to travel by foot, bicycle etc. An increase in mobility and active travel will have clear health benefits for all involved.

There are clear health benefits associated with an increase in active travel. Even moderate exercise, such as that associated with walking or casual cycling, has numerous health benefits which are set out below.

### *Maintaining a healthy weight.*

Regular exercise can help people maintain a healthy weight. Cycling raises your metabolic rate, which can help to keep weight off. Moderate pedal-pushing burns up to 500 calories per hour, which is more than walking or swimming. A 20-minute bike ride to work could use the same amount of calories as a cappuccino, a bar of chocolate or a 175ml glass of wine.<sup>18</sup>

Regular exercise also helps prevent a number of potentially serious illnesses. For example:

- Heart disease: which is the number one cause of death in the UK. Inactive and unfit people have almost double the risk of dying from heart disease compared to more active and fit people.
- Asthma: has seen a significant increase amongst young people and adults in recent decades. There is strong evidence that this is linked to traffic pollution.

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<sup>16</sup> Brightwell, S., 2003. Hull reaps Road Safety Rewards from Slowing the City's Traffic, *Local Transport Today*: 10-1. (Cited in ROSPA, 2016. <http://www.rospa.com/rospaweb/docs/advice-services/road-safety/drivers/20-mph-zone-factsheet.pdf>)

<sup>17</sup> Webster, D. and Layfield, R., 2007. *Review of 20mph zones in London boroughs*. [http://www.lags.corep.it/doc/III CorsoSpec/UK-TLR\\_Reviewof20mphZonesinLondon\\_03.pdf](http://www.lags.corep.it/doc/III CorsoSpec/UK-TLR_Reviewof20mphZonesinLondon_03.pdf)

<sup>18</sup> Sustrans, 2017. *Health benefits of cycling and walking* (online). Available at: <http://www.sustrans.org.uk/what-you-can-do/use-your-car-less/health-benefits-walking-and-cycling>

Sustainable transport and active travel will assist in creating cleaner air for all.<sup>19</sup>

- Diabetes: according to WHO Europe, physically inactive people have a significantly higher risk of developing type II diabetes compared to inactive people.<sup>20</sup>
- Cancer: by being physically active, individuals can reduce the risk of breast, bowel and womb cancer. Cancer Research UK suggests that keeping active could help to prevent over 3,000 cases of cancer in the UK every year.<sup>21</sup>

Furthermore, keeping active has benefits for mental health and wellbeing. According to Sustrans physical activity can be used to overcome, and even prevent, depression and anxiety. According to the Mental Health Foundation, physical activity can be incredibly beneficial to mental health and self-confidence.<sup>22</sup>

## Reduced emissions

When cars are running they produce harmful Nitrogen Oxides (NO<sub>x</sub>), particulates (PM<sub>10</sub>) and Carbon Dioxide (CO<sub>2</sub>) emissions. Petrol and diesel cars produce these emissions in different quantities – with diesel cars typically producing more NO<sub>x</sub> and PM<sub>10</sub> than petrol cars. Both petrol and diesel cars produce significantly less PM<sub>10</sub> in 20mph limits than when in 30mph limits. Diesel cars will also see a reduction in both NO<sub>x</sub> and CO<sub>2</sub>, while petrol cars would see a slight increase in NO<sub>x</sub> and CO<sub>2</sub> as shown in the table below.<sup>23</sup>

However, given the much larger quantities of dangerous emissions from diesels and the current distribution of diesel / petrol cars this would still result in lower levels of NO<sub>x</sub> and PM<sub>10</sub> overall.

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<sup>19</sup> Sustrans, *Health Benefits of Cycling and Walking*. Available at: <http://www.sustrans.org.uk/what-you-can-do/use-your-car-less/health-benefits-walking-and-cycling>

<sup>20</sup> World Health Organisation, 2015. *Physical inactivity and diabetes*. Available at: <http://www.euro.who.int/en/health-topics/disease-prevention/nutrition/news/news/2015/11/physical-inactivity-and-diabetes>

<sup>21</sup> Cancer Research UK, 2016. *Physical activity facts and evidence*. Available at: [http://www.cancerresearchuk.org/about-cancer/causes-of-cancer/physical-activity-and-cancer/physical-activity-facts-and-evidence#activity\\_facts0](http://www.cancerresearchuk.org/about-cancer/causes-of-cancer/physical-activity-and-cancer/physical-activity-facts-and-evidence#activity_facts0)

<sup>22</sup> Mental Health Foundation, 2016. *How to look after your mental health using exercise*. Available at: <https://www.mentalhealth.org.uk/publications/how-to-using-exercise>

<sup>23</sup> Research by Imperial College London for the City of London Corporation, cited by 20's Plenty at [http://www.20splenty.org/emission\\_reductions](http://www.20splenty.org/emission_reductions). The original report is available at <https://www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/air-quality/Documents/speed-restriction-air-quality-report-2013-for-web.pdf>

Vehicle Type	Drive Cycle <sup>24</sup> speed limit	NOx (g/km)	PM <sub>10</sub> (g/km)	CO <sub>2</sub> (g/km)
Petrol 1.4 – 2.0 litre, EURO IV	20mph	0.0726	0.00218	271.95
	30mph	0.0673	0.00237	266.35
Impact of 20mph drive cycle		+7.9%	-8.3%	+2.1%
Diesel 1.4 – 2.0 litre, EURO IV	20mph	0.7437	0.01758	201.58
	30mph	0.8104	0.01917	201.58
Impact of 20mph drive cycle		-8.2%	-8.3%	-0.9%

In 2016, 39.6% of cars on UK roads were diesels. Where a 20mph limit is implemented the reduction in total NOx and PM<sub>10</sub> emissions is large enough to be the equivalent of taking nearly half of the 63% of petrol cars off the roads.<sup>25</sup>

It is worth noting that despite the above evidence there are a number of other issues that affect emissions including traffic flow, road works, energy spent speeding up/slowing down, the style of driving and the vehicle itself including its specifications and condition. However, 20mph may see a decrease in wear and tear on vehicles and an improvement in traffic flow.

### Tackling inequality

A report by Fife Council reviewing their rollout of 20mph areas highlighted the fact that SIMD (Scottish Index of Multiple Deprivation) areas show a greater reduction in casualties when compared to non-SIMD areas (34% vs 20%).

Furthermore car availability is closely linked to income and deprivation, as highlighted by the Scottish Households Survey:

“in households with a net annual household income of over £40,000, almost all households (97 percent) have access to at least one car compared to 51 percent of households with net incomes of less than £6,001 and 37 percent of households with net incomes between £6,001 and £10,000.”<sup>26</sup>

People in lower incomes are less likely to drive to work or for leisure activities. As such creating roads that are safer, cleaner and healthier will have a greater positive impact on those on lower incomes.

<sup>24</sup> A “drive cycle” is a specific speed trace used for testing vehicle performance. Sixteen drive cycles were generated for this research, eight for 20mph limit roads and eight for 30mph limit roads. All were approximately 3.2km in length but had different speed and acceleration characteristics. The research was based on data gathered using various routes across central London in 2013.

<sup>25</sup> 20's Plenty for Us, 2015. *20mph limits offer a toxic diesel fume reduction equivalent to taking half of all petrol cars away*. Available at: [http://www.20splenty.org/emission\\_reductions](http://www.20splenty.org/emission_reductions).

<sup>26</sup> <http://www.gov.scot/Resource/0050/00506173.pdf>

## Longer term benefits

Although it is hard to evidence, we believe the introduction of 20mph speed limits as default in Scotland will effect a cultural change which will provide a significant long term benefit.

The introduction of compulsory seat belt use and the ban on smoking in enclosed public places were both met with significant criticism, and many argued that they would be unenforceable and pointless. However nowadays smoking is on a serious decline<sup>27</sup> and no bar or restaurant allows smoking on the premises. Similarly a 2014 study found that 98.2 percent of those in cars observed seat belt laws.<sup>28</sup>

Although the law defines speed limits (including the current default limit of 30mph on restricted roads) as the maximum, they are generally treated by drivers as the target speed – i.e. drivers generally aim to drive at the limit, and expect others to do the same (with drivers choosing to drive more slowly often treated as if they are being antisocial or obstructive).

Drivers develop these behaviours when learning to drive and continue with these attitudes throughout their adult lives. By reducing speed limits to 20mph we can help create a new norm that understands that 20mph is safer, and suitable for the majority of urban roads in Scotland. This will help create long-term cultural changes that will make roads safer and more accessible for everyone.

## RESEARCH

Campaign groups and charities such as 20's Plenty and Living Streets Scotland,<sup>29</sup> to name just a few, support the implementation of 20mph speed limits in built-up areas across Scotland. There is also a significant amount of research already done to support this proposal. Overleaf is just a small sample of the research already undertaken.

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<sup>27</sup> Office for National Statistics, 2016. *Adult smoking habits in Great Britain: 2014*. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandlifeexpectancies/bulletins/adultsmokinghabitsingreatbritain/2014>

<sup>28</sup> Department for Transport, 2015. *Seat belt and mobile phone use surveys: England and Scotland, 2014*. Available at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/406723/seatbelt-and-mobile-use-surveys-2014.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/406723/seatbelt-and-mobile-use-surveys-2014.pdf)

<sup>29</sup> <https://www.livingstreets.org.uk/what-we-do/key-issues/20mph>

## Department for Transport (2010)

A 2010 Department for Transport (DfT) publication<sup>30</sup> which looked at the relationship between speed and risk of fatal injury found that the risk of fatal injury to pedestrians rose from under 1% at an impact speed of 20mph to 5.5%, or 1 in 20, at 30mph. Above 30mph risk increased very substantially, to over 30% at an impact speed of 40mph.

## Transport Research Laboratory

A study by Taylor, M. C., Lynam, D. A. and Baruya, A. (2000) *The effects of drivers' speed on the frequency of road accidents* which looked at the effect of speeds on overall accident numbers found a clear relationship between the two.<sup>31</sup> On the types of urban road likely to be considered for a 20mph speed limit the study found that the number of accidents could be expected to fall by between 4% and 6% for each 1mph reduction in average speed. As highlighted above we could expect reductions of around 6mph on roads with 20mph speed limits. The greatest reductions were achievable on "busy main roads in towns with high levels of pedestrian activity." The same study also highlights EURO model that estimates that reducing speed limits by 10mph reduces mean speed by 8% and increases the proportion of people exceeding the speed limit by a factor of 2.4.

## Manchester City Council

Manchester City Council recently announced that they are planning a review of their 20mph zones as average speeds on roads within the initial roll-out were reduced by less than 1mph. They commissioned and presented a report to the Council Executive. There are however a number of issues with the way Manchester City Council has handled this decision.<sup>32</sup>

1. The report itself acknowledged that the Council would need to evaluate data over a long period of time to get statistically relevant data. Furthermore, the report compares numbers in the tens in some

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<sup>30</sup> Department for Transport, 2010. *Relationship between Speed and Risk of Fatal Injury: Pedestrians and Car Occupants*. Available at:

<http://webarchive.nationalarchives.gov.uk/20120606181145/http://assets.dft.gov.uk/publications/pgr-roadsafety-research-rsrr-theme5-researchreport16-pdf/rswp116.pdf>

<sup>31</sup> Transport Research Laboratory, 2000. *The effect of drivers' speed on the frequency of road accidents*. Available at:

<http://www.20splentyforus.co.uk/UsefulReports/TRLREports/trl421SpeedAccidents.pdf>

<sup>32</sup> Manchester City Council, 2017. *Report for Resolution: Evaluation of phase 1 and 2 of 20mph programme*. Available at:

[https://d3n8a8pro7vhmx.cloudfront.net/20splentyforus/pages/215/attachments/original/1489236106/16\\_20mph\\_Speedlimits.pdf?1489236106](https://d3n8a8pro7vhmx.cloudfront.net/20splentyforus/pages/215/attachments/original/1489236106/16_20mph_Speedlimits.pdf?1489236106)

areas to the hundreds in other areas. It is not statistically valid to compare numbers in single figures with numbers in the hundreds.

2. The campaign group 20's Plenty argue that roads included in the Phase One rollout in Manchester did not accurately represent its roads and their accident rates. They comprise of 20% of roads in Manchester yet before introduction of the 20mph limit they accounted for only 7% of vulnerable road user casualties in the city. Furthermore, some of the roads in Phase One may have included previous 20mph schemes. Any comparison needs to take these differences into account.<sup>33</sup>

## Public Health England

A Public Health England briefing 'Working Together to Promote Active Travel'<sup>34</sup> states that:

"There is also a growing evidence base on the benefits of 20mph speed limits ... and repeated national surveys show strong public support for 20mph in residential streets. Many towns and cities in England have either implemented or are committed to 20mph speed limits across much of their road networks."

## Journal of Epidemiology and Community Health

A recent study by Dr Sarah J. Jones, '*Twenty miles per hour speed limits: a sustainable solution to public health problems in Wales*'<sup>35</sup> argued that "if all current 20mph limit roads in Wales became 20 mph limits, it is estimated that 6-10 lives would be saved and 1200-2000 casualties avoided each year, at a value of prevention of £58M-94M" The evidence review suggests benefits in terms of road traffic casualties, air quality, active travel, noise pollution, greater social inclusion, greater community cohesion and local business viability.

## Current 20mph results

Fife council has been introducing 20mph since 2003. A recent report by Fife Council stated that the initiative "is substantially complete."<sup>36</sup>

<sup>33</sup> 20's Plenty for Us, 2017. *Lessons to Learn from Manchester*. Available at:

[http://www.20splenty.org/lessons\\_to\\_learn\\_from\\_manchester](http://www.20splenty.org/lessons_to_learn_from_manchester)

<sup>34</sup> Public Health England, 2016. *Working Together to Promote Active Travel: A briefing for local authorities*. Available at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/523460/Working\\_Together\\_to\\_Promote\\_Active\\_Travel\\_A\\_briefing\\_for\\_local\\_authorities.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/523460/Working_Together_to_Promote_Active_Travel_A_briefing_for_local_authorities.pdf)

<sup>35</sup> Dr Sarah J Jones & Huw Brunt, 2017. *Twenty miles per hour speed limits: a sustainable solution to public health problems in Wales*. In: BMJ Journal of Epidemiology & Community Health. March 2017.

<sup>36</sup> Fife Direct, *Agenda and Papers – Safer Communities – 21<sup>st</sup> January, 2016*. Available at: <https://www.fifedirect.org.uk/publications/index.cfm?fuseaction=publication.pop&pubid=AF049844-B981-D659-2749C8B3C988157B>

The report highlighted a number of positive benefits of 20mph speed limits. The report states that “the risk and severity of pedestrian injury has been significantly reduced”. A study comparing road accidents 3 years prior and 3 years after the introduction of 20mph speed limits found significant reductions in casualties. A 20.8% reduction of slight casualties, 14% reduction of serious casualties and a 100% reduction of fatal casualties. Amongst child casualties there was a 31.5% reduction in slight casualties, 9.5% in serious casualties and 100% reduction in fatal casualties.

The report also highlighted a 2% increase in cycling and stated that “the rise in cycling generally can be attributed to a range of infrastructure improvements including the introduction of 20mph zones.”<sup>37</sup>

Further the report states that:

“the surveys show significant success; before the introduction of lower speed limits only 50% of traffic on residential streets travelled below 25mph whereas, in the after surveys, 83% are travelling below 25mph.”<sup>38</sup>

Results from Fife Councils Schools *Hands Up Survey* showed that between 2008 and 2014<sup>39</sup>:

“the percentage of young people walking to school has been largely preserved, together with a re-invigoration of the trend in cycling. Increases are also highlighted in both Scooter/Skating and park and stride ... Walking and cycling are higher than that of the national trend. The declining percentage in those being driven to school should also be noted.”

This suggests that Fife’s 20mph mandatory speed limits – which have been phased in since 2003 – have been successful in support active travel amongst school children.

In Bristol, 20mph pilots saw a 12% increase in walking and cycling.<sup>40</sup>

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<sup>37</sup> Fife Direct, *Agenda and Papers – Safer Communities – 21<sup>st</sup> January, 2016*. Available at: <https://www.fifedirect.org.uk/publications/index.cfm?fuseaction=publication.pop&pubid=AF049844-B981-D659-2749C8B3C988157B>

<sup>38</sup> Fife Direct, *Agenda and Papers – Safer Communities – 21<sup>st</sup> January, 2016*. Available at: <https://www.fifedirect.org.uk/publications/index.cfm?fuseaction=publication.pop&pubid=AF049844-B981-D659-2749C8B3C988157B>

<sup>39</sup> Fife Direct, *Agenda and Papers – Safer Communities – 21<sup>st</sup> January, 2016*. Available at: <https://www.fifedirect.org.uk/publications/index.cfm?fuseaction=publication.pop&pubid=AF049844-B981-D659-2749C8B3C988157B>

<sup>40</sup> Cycling City, 2011. *Greater Bristol Cycling City – End of Project Report*. Available at: <http://www.betterbybike.info/content/uploads/2014/08/Cycling-City-end-of-project-report.pdf>

## Public Polls

The City of Edinburgh Council's south Edinburgh public pilot saw increases in walking and cycling amongst school children and an increase in support for the project after implementation.<sup>41</sup>

The City of Edinburgh Council's annual Edinburgh People Survey showed that 59.3% of people support 20mph speed limits with only 19.8% opposing.<sup>42</sup>

In the report presented to Fife Council the results state that:

“71% of respondents agree that streets in 20mph zones are safer for children, 65% agreed that a safer environment for walking and cycling had been created, 60% agreed a more pleasant environment for walking and cycling had been created”.

Public polling shows almost 8 in 10 people think 20mph should be the norm around schools, on residential streets and in village, town and city centres.<sup>43</sup> 20mph would reduce noise for communities, make it safer for children to play outside and help people view speeding as antisocial behaviour.

Polling commissioned by Scottish Green MSPs in April 2017 found that, once the 'don't knows' were removed, 55% of people said they support the introduction of 20mph default speed limits with only 29% of people opposing. Furthermore a quarter of people said they would be more likely to walk or cycle if 20mph speed limits were introduced.<sup>44</sup>

## DIFFICULTIES WITH THE CURRENT LAW

While local authorities have the power to introduce 20mph speed limits using the TRO process it can be a time consuming and costly process. Transform Scotland was commissioned by Green MSPs to interview local authorities about their experiences implementing 20mph limits and zones. Feedback from these interviews

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<sup>41</sup> South Central Edinburgh 20mph Limit Pilot Evaluation 2013. Available online: [http://www.edinburgh.gov.uk/downloads/file/7820/south\\_central\\_edinburgh\\_20mph\\_limit\\_pilot\\_evaluation\\_2013](http://www.edinburgh.gov.uk/downloads/file/7820/south_central_edinburgh_20mph_limit_pilot_evaluation_2013)

<sup>42</sup> The City of Edinburgh Council, 2016. *Edinburgh People Survey 2016 results*. Available at: [http://www.edinburgh.gov.uk/downloads/file/9099/eps\\_2016\\_full\\_report](http://www.edinburgh.gov.uk/downloads/file/9099/eps_2016_full_report)

<sup>43</sup> Brake, 2014. *Eight in 10 back 20mph limits as charity takes campaign to parliament*. Available at: <http://www.brake.org.uk/news/1202-go20receptions>

<sup>44</sup> 20mph Polling Results. Available at: <https://greens.scot/saferstreets/20mph-polling-results>

found that TROs can take on average 6 to 12 months to complete. Estimates of the cost of a TRO were typically in the £1,500 to £3,000 range.

Local authorities also stated that the costs of signage were a significant concern under the current system. The current TRO system leads to a piecemeal approach to 20mph across Scotland. A series of Freedom of Information (FOI) requests revealed that the number of streets varied from near total coverage in some local authorities to one or two streets in others.

Research found from FOI requests made by Scottish Green MSPs found a patchwork of 20mph coverage around Scotland. This can be seen here:

Local authority	Number of streets where 20mph limit applies*
Aberdeen City Council	639 - does not specify permanent / part time.
Aberdeenshire Council	Not known
Angus Council	118 permanent/31 schools part time
Argyll and Bute Council	105 permanent streets
City of Edinburgh Council	Majority
Clackmannanshire Council	All residential streets
Dumfries and Galloway Council	Information not held
Dundee City Council	44 permanent (our estimate). 207 total but mostly around schools (e.g. part time)
East Ayrshire Council	Information not held
East Dunbartonshire Council	10 permanent streets
East Lothian Council	69 streets - does not specify permanent/part time
East Renfrewshire Council	Not Received
Falkirk Council	0 permanent Streets
Fife Council	4,804 streets - does not specify permanent/part time
Glasgow City Council	74 areas (205.75km)
Highland Council	64 permanent streets
Inverclyde Council	24 streets permanent
Midlothian Council	Not received
Moray Council	40 permanent streets
Comhairle nan Eilean Siar	26 20mph speed limit areas. 25 of which are part time. These affect 29 streets/roads
North Ayrshire Council	4 permanent streets
North Lanarkshire Council	206 Streets - does not specify permanent/part time
Orkney Islands Council	24 permanent streets
Perth & Kinross Council	43 Areas: 59 speed limits in place ,11 permanent, 48 part-time
Renfrewshire Council	Not received
Scottish Borders Council	79 permanent streets

Local authority	Number of streets where 20mph limit applies*
Shetland Islands Council	90 permanent streets
South Ayrshire Council	344 streets - does not specify permanent/part time
South Lanarkshire Council	370 permanent streets
Stirling Council	725 does not specify permanent/part time
West Dunbartonshire Council	41 zones (approx. 120 roads) – permanent
West Lothian Council	Not received

\*We were not provided with information relating to the number of streets each local authority has in total.

## DETAIL OF THE PROPOSED BILL

### What this Bill will do

This Bill will reset the current default national speed limit from 30mph to 20mph for restricted roads. Roads that are close to housing, walkways or busy public spaces will automatically have the current 30mph speed limit replaced with a 20mph limit. This change will replace the current complex and time consuming TRO process local authorities have to follow to create 20mph roads.

As a result, the coverage of 20mph roads will be greatly increased across Scotland, allowing communities to benefit from improved road safety, fewer severe and fatal traffic accidents, more active travel opportunities, reduced air pollution and more welcoming streets for vulnerable road users. Local authorities will still be able to use their discretion to designate some roads in built-up areas as suitable for a 30mph (or higher) limit where considered appropriate, for example to maintain a network of faster “through routes” and to ensure a smooth flow of traffic. Designation of 30mph roads will follow the existing or, potentially, a simplified TRO process.

Local authorities will also continue to have the option to put in place additional traffic calming features to newly designated 20mph roads, particularly to tackle blackspots where they judge there is a high risk to pedestrians. Roads currently forming 20mph zones will be unaffected by this Bill and their traffic calming features will remain in place.

### Impact on current legislation and guidance

This Bill will replace the current 30mph national speed limit with a 20mph default limit.

Section 81(1) of the Road Traffic Regulation Act 1984 sets the current 30mph default speed limit. This provision states: “It shall not be lawful for a person to drive a motor vehicle on a restricted road at a speed exceeding 30 miles per hour.” Powers over the national speed limit were devolved to the Scottish Parliament under the Scotland

Act 2016. Under this Bill all restricted roads currently designated 30mph by default will be lowered to 20mph.

Local authorities must refer to a range of guidance, regulations and directions regarding speed limits. These will require updating to reflect a new 20mph national speed limit, including the Traffic Signs Regulations and General Directions 2016 and the local authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999 which set out the process for TROs. These revisions would generally take a straightforward approach, replacing references to a 30mph default speed limit with a reference to a new 20mph default limit. However new guidance may be needed to advise local authorities considering raising the speed of a default 20mph road through a TRO.

## **Who this Bill will affect**

### *Local authorities*

Research for the Scottish Green MSPs suggests the current timescale for a TRO to set a 20mph speed limit on a single road to be between 6 and 12 months<sup>45</sup>. A national 20mph default may enable local authorities to roll out 20mph areas on shorter timescales than is currently the case as TROs would not be needed on a street-by-street basis.

It will also help local authorities meet the Scottish Government's aims of increasing active travel as set out in the *National Walking Strategy 2014*<sup>46</sup> and *A Long Term Vision for Active Travel in Scotland 2030*.<sup>47</sup>

### *Pedestrians, cyclists and motorcyclists*

Those walking and cycling in 20mph areas will be less likely to be involved in a serious accident with a car. Research for the DfT suggests that for every 1mph reduction in average speed there will be a 2-7% corresponding reduction in accident frequency across urban roads.<sup>48</sup> While we acknowledge decreasing the speed limit from 30mph to 20mph is unlikely to reduce average speeds by the full 10mph – the DfT suggests the average speed on 20mph roads is currently 25mph<sup>49</sup> – even a small decrease in average speed will help to reduce the frequency of road accidents.

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<sup>45</sup> <https://www.kirklees.gov.uk/beta/transport-roads-and-parking/traffic-regulation-orders.aspx>

<sup>46</sup> Scottish Government, 2014. *Let's Get Scotland Walking: The National Walking Strategy*. Available at: <http://www.gov.scot/Resource/0045/00452622.pdf>

<sup>47</sup> Transport Scotland, 2014. *A Long Term Vision for Active Travel in Scotland 2030*. Available at: <https://www.thenbs.com/PublicationIndex/documents/details?Pub=TS&DocID=309195>

<sup>48</sup> Transport Research Laboratory, 2000. *The effect of drivers' speed on the frequency of road accidents*. Available at: <http://www.20splentyforus.co.uk/UsefulReports/TRLREports/trl421SpeedAccidents.pdf>

<sup>49</sup> Department for Transport, 2016. *Free Flow Vehicle Speed Statistics: Great Britain 2015*. Available at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/533244/free-flow-vehicle-speeds-great-britain-2015.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/533244/free-flow-vehicle-speeds-great-britain-2015.pdf)

Lower speeds will also reduce the likelihood of those accidents being fatal. Transport Scotland research indicates that a pedestrian hit by a car at 20mph has only a 1% chance of dying compared to a 5.5% chance for a pedestrian hit at 30mph.<sup>50</sup>

The perceived dangers of cycling on the road or letting children walk to school will be reduced and more people should feel able to make walking and cycling a daily part of their lives. People will feel more confident in exploring their local services and greenspaces on foot or by bike, and reduced air pollution will reduce the risks of heart and lung disease.

Vulnerable road users will also feel safer as cars will be passing at lower speeds. At 20mph, motorists will be able to spot children as well as older and disabled people earlier and have more time to react to their presence on the road.

### *Motorists*

Motorists will be less likely to be involved in collisions, and therefore less likely either to sustain an injury themselves or cause serious injury to a pedestrian or cyclist.

Drivers travelling in a 20mph limit are more likely to have a smoother journey with less sharp braking and re-acceleration as traffic flow is improved and drivers have longer to respond to hazards. In Germany, the introduction of 30kph (18.6mph) reduced stop starting, cutting fuel use by 12%.<sup>51</sup> A reduction in fuel use will save drivers money. Similarly, smoother journeys mean less vehicle wear and tear which will save drivers money in vehicle repairs.

One common concern about the introduction of 20mph limits is the impact of increased journey times and potentially higher economic costs for drivers commuting or making deliveries. Evidence from 20mph areas across the UK suggests that increases in journey times are minimal. Researchers at Stear Davies Gleave conducted a review of 20mph schemes across the UK and concluded that “whilst concerns are sometimes raised regarding increased journey times there have generally been no noticeable impacts (on either general traffic or buses) once a scheme has been implemented.”<sup>52</sup> The City of Edinburgh Council suggests a 25 second per mile increase in journey times as a result of their 20mph rollout, though no long-term study has yet been conducted.<sup>53</sup>

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<sup>50</sup> Transport Scotland, 2015. *Good Practice Guidance on 20mph Speed Restrictions*. Available at: <https://www.transport.gov.scot/media/6105/20-mph-good-practice-guide-19-december-2014-version-to-be-published.pdf>

<sup>51</sup> Hass-Klau, C. (1990). *An Illustrated Guide to Traffic Calming*. Cited in [http://www.20splenty.org/20mph\\_limits\\_save\\_time\\_and\\_improve\\_traffic\\_flow](http://www.20splenty.org/20mph_limits_save_time_and_improve_traffic_flow)

<sup>52</sup> Stear Davies Gleave (2014) *Research into the impact of 20mph speed limits and zones*. <http://www.roadsafetyknowledgecentre.org.uk/downloads/20mph-reportv1.0-FINAL.pdf>

<sup>53</sup> The City of Edinburgh Council, 2015. *Busting the myths around Edinburgh's 20mph roll-out*. Available at:

A review of European case studies where 30km/h schemes have been rolled out further indicates that there will be “smoother traffic flow” at lower speeds. A 20mph default limit can make journeys smoother, as when vehicles travel slower it becomes easier for traffic to merge at junctions and fewer cars are left idling.<sup>54</sup> Lower speeds also improve conditions for buses, making it easier for them to pull out from stops and accelerate to the maximum speed of the road.<sup>55</sup> This can make bus journey times more equal to that of cars, increasing the competitiveness of buses and encouraging more people to make trips by bus.<sup>56</sup> This in turn could lead to fewer cars on the road and smoother traffic flows as a result.

However, it has also been suggested that misconceptions about 20mph limits increasing journey times leads to higher levels of non-compliance by motorists.<sup>57</sup> Effective social marketing and engagement with motorists is essential to ensure 20mph limits are successful.

### **Enforcement of 20mph limit and penalties**

The Bill will not make any changes to enforcement or the penalties for speeding. The range of sanctions for breach of the new 20mph limit will remain the same as currently provided for breaching the 30mph limit. Enforcement will continue to remain a matter of operational discretion for the police. The report produced by Fife Council stated that “Police Scotland are able to enforce these mandatory speed limits”.<sup>58</sup>

We would recommend that a national 20mph awareness campaign is rolled out by the Scottish Government to coincide with the transition to a default 20mph limit, as police enforcement will likely remain at current levels. As mentioned above, non-compliance with 20mph limits is a recognised problem in schemes already underway across the UK. In 2015, 20mph roads had the lowest level of speed limit compliance in the UK, across all vehicle types – for example, 84% of cars exceeded the limit

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[https://www.edinburgh.gov.uk/news/article/1743/busting\\_the\\_myths\\_around\\_edinburghs\\_20mph\\_roll-out](https://www.edinburgh.gov.uk/news/article/1743/busting_the_myths_around_edinburghs_20mph_roll-out)

<sup>54</sup> 20's Plenty for Us, 2012. *20's Plenty for the Environment*. Available at:

[http://www.20splenty.org/20\\_s\\_plenty\\_for\\_the\\_environment](http://www.20splenty.org/20_s_plenty_for_the_environment)

<sup>55</sup> 20's Plenty for Us, 2011. *How 20mph limits benefit bus operators*. Available at:

[http://www.20splenty.org/how\\_20mph\\_limits\\_benefits\\_bus\\_operators](http://www.20splenty.org/how_20mph_limits_benefits_bus_operators)

<sup>56</sup> 20's Plenty for Us, 2011. *How 20mph limits benefit bus operators*. Available at:

[http://www.20splenty.org/how\\_20mph\\_limits\\_benefits\\_bus\\_operators](http://www.20splenty.org/how_20mph_limits_benefits_bus_operators)

<sup>57</sup> Steer Davies Gleave, 2014. *Research into the impacts of 20mph speed limits and zones*. Available at: <http://www.roadsafetyknowledgecentre.org.uk/downloads/20mph-reportv1.0-FINAL.pdf>

<sup>58</sup> Fife Direct, *Agenda and Papers – Safer Communities – 21<sup>st</sup> January, 2016*. Available at: <https://www.fifedirect.org.uk/publications/index.cfm?fuseaction=publication.pop&pubid=AF049844-B981-D659-2749C8B3C988157B>

(compared with 52% on 30mph roads).<sup>59</sup> In Bristol, 9 out of 10 drivers were caught breaking the new 20mph speed limit.<sup>60</sup> Enforcement of new 20mph limits will be dependent on effective education and awareness campaigns to effect a cultural change where 20mph becomes the new norm.

A 2012 study into the effectiveness of social marketing campaigns for 20mph limits noted “If there is to be a culture shift towards 20mph as the normal limit in built-up areas then the introduction of legal limits need to be accompanied by a high profile and sustained programme of soft measures to win over people’s hearts and minds.”<sup>61</sup> The same study highlighted that successful awareness-raising campaigns were those linked with schools, bus companies and, in particular, the police and fire and rescue services. Engagement with communities was highest when the benefits of 20mph were fully and clearly articulated over a sustained period of time.

A national campaign should highlight the benefits of 20mph outlined above and help to bring about a cultural shift where 20mph becomes the new norm.

### **Alternative approaches**

As part of this process some alternative ideas for a Bill to reduce traffic speeds in residential areas were considered. These included:

- Promoting existing guidance recommending 20mph rollouts.
- Removing the requirement for TROs for 20mph roads in new housing developments.
- Reviewing smarter street design in new housing developments to encourage slower driving, including angling kerb corners to require sharper turns. The cost of these measures would be included as part of the development’s design and construction costs and so would not form an additional cost.

These alternatives have not been taken forward as recommending existing guidance on 20mph would not reduce the complexity, expense and time-consuming nature of the current TRO process. Local authorities would still face significant time and cost barriers when rolling out 20mph on a street-by-street basis.

Measures to remove TRO requirements in new housing developments and smarter street design are smaller in scope and would apply to only a small proportion of

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<sup>59</sup> Department for Transport, 2016. *Free Flow Vehicle Speed Statistics: Great Britain 2015*. Available at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/533244/free-flow-vehicle-speeds-great-britain-2015.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/533244/free-flow-vehicle-speeds-great-britain-2015.pdf)

<sup>60</sup> SomersetLive, 2017. *Majority of Bristol drivers ignore controversial 20mph speed limits, study reveals*. Available at: <http://www.somersetlive.co.uk/majority-bristol-drivers-ignore-controversial/story-28560323-detail/story.html>

<sup>61</sup> Toy, 2012. *Delivering soft measures to support signs-only 20mph limits: report on research findings*. University of West of England. Available at: [www.uwe.ac.uk/faculties/BBS/BUS/Research/.../20mph%20Research%20Findings.pdf](http://www.uwe.ac.uk/faculties/BBS/BUS/Research/.../20mph%20Research%20Findings.pdf)

restricted roads. The approach taken by this Bill will see 20mph rolled out over the great majority of restricted roads, meaning more communities will benefit from improved safety and reduction in air pollution, not just those in new housing developments.

## Financial implications

Evidence from the rollout of previous schemes suggests that it is significantly cheaper to have a national 20mph limit rollout as opposed to each local authority implementing their own scheme and public awareness campaign.

If local authorities were each to implement their own individual 20mph schemes in urban areas, following a rollout similar to Edinburgh's 20mph scheme, it is estimated to cost £17.2m.<sup>62</sup> The City of Edinburgh Council's 20mph rollout cost £2.2m or £4.46 per head of population.<sup>63</sup> This covered 80% of Edinburgh's roads which were newly signed as 20mph. By extrapolating these figures, 20's Plenty estimate that a scheme to cover the rest of Scotland's urban population (3.85m people) would cost £17.2m<sup>64</sup> to place 20mph signs in 80% of urban roads.

By contrast, a national 20mph limit would require signage only for those roads that would be designated as 30mph through a TRO – roughly 20% of roads in an urban area. Based on a cost per head of population calculation for this measure the total would be £4.3m.<sup>65</sup>

Based on these calculations, a national 20mph speed limit is significantly cheaper than every local authority implementing their own Edinburgh-style roll out (£4.3m vs. £17.2m). 20's Plenty also suggest that this could be between 5 and 8 times cheaper for local authorities to implement.<sup>66</sup>

These figures also include the costs of an accompanying awareness raising campaign. Of the total £2.2m the Scottish Government and City of Edinburgh Council spent on the city's 20mph rollout, 8.6% is to be spent on awareness raising

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<sup>62</sup> 20's Plenty for Us, 2016. *National 20mph limit for Scotland is 8 times cheaper than authority by authority*. Available at: [http://www.20splenty.org/scots\\_default\\_20mph](http://www.20splenty.org/scots_default_20mph).

<sup>63</sup> 20's Plenty for Us, 2016. *Scottish National Default 20mph Limit Estimated Cost £2m: Eight Times (£15m) Cheaper than Authority by Authority*. Available at: [https://d3n8a8pro7vhmx.cloudfront.net/20'splentyforus/pages/173/attachments/original/1469788812/scots\\_default\\_20mph.pdf?1469788812](https://d3n8a8pro7vhmx.cloudfront.net/20'splentyforus/pages/173/attachments/original/1469788812/scots_default_20mph.pdf?1469788812)

<sup>64</sup> £4.46 x 3,850,000 = £17.22m

<sup>65</sup> If 80% of roads will cost £17.2m, 20% of roads = £17.2m/4 = £4.3m

<sup>66</sup> 20's Plenty for Us, 2016. *National 20mph limit for Scotland is 8 times cheaper than authority by authority*. Available at: [http://www.20splenty.org/scots\\_default\\_20mph](http://www.20splenty.org/scots_default_20mph).

from 2015-16 to 2017-18.<sup>67</sup> For a £4.3m national rollout, an awareness campaign could therefore be in the region of £370,000.

With local authorities facing cuts to their budgets it is clear that a national roll out of 20mph will be easier, cheaper and more effective than the current TRO process.

In addition, a 2001 Scottish Executive study into 20mph limits across 75 projects found the public sector saved £177,060 due to fewer accidents taking place.<sup>68</sup> The cost of the 75 schemes was lower than the cost of one fatal accident, three serious accidents or 30 slight accidents.<sup>69</sup>

Accidents – from slight to fatal – place a financial burden on public services. These costs are calculated by accounting for the human and direct economic costs. Direct economic cost includes covers lost output due to injury, medical costs, damage to vehicle and property and administrative costs for the police and insurance providers. Human costs relate to the impact of suffering from an accident on an individual and the associated impacts on their family and friends which can impact their ability to work and spend money on goods and services. In 2015 the total estimated accident costs in Scotland (£million) at 2015 prices were:<sup>70</sup>

Severity	Cost (£million)
Fatal	332.8
Serious	351.9
Slight	172.2
Total:	1,130.2

The campaign group 20's Plenty argue that a 20mph default speed limit in Scotland could save 940 casualties and £56m per annum.<sup>71</sup>

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<sup>67</sup> These figures have been shared by the City of Edinburgh Council. Total cost of 20mph roll out = £2.22m. Awareness raising cost = £0.19m.

<sup>68</sup> Scottish Executive Central Research Unit, 2001. *20mph Speed Reduction Initiative*. Available at: <http://www.gov.scot/Resource/Doc/156487/0042012.pdf>

<sup>69</sup> The 75 schemes cost £369,315 which is lower than the cost of: a) one fatal accident (£1,182,910); b) three serious accidents (£415,470); c) 30 slight accidents (£410,700). Scottish Executive Central Research Unit, 2001. *20mph Speed Reduction Initiative*. Available at: <http://www.gov.scot/Resource/Doc/156487/0042012.pdf>

<sup>70</sup> Transport Scotland, 2016. *Reported Road Casualties Scotland 2015*. Available at: <https://www.transport.gov.scot/publication/reported-road-casualties-scotland-2015/>

<sup>71</sup> <http://www.20splenty.org/20scotland>

## QUESTIONS

### **SECTION 1 - ABOUT YOU**

**1. Are you responding as:**

- an individual – in which case go to Q2A
- on behalf of an organisation? – in which case go to Q2B

**2A. Which of the following best describes you? (If you are a professional or academic whose experience or expertise is not relevant to the proposal, please choose “Member of the public”)**

- Politician (MSP/MP/Peer/MEP/Councillor)
- Professional with experience in a relevant subject
- Academic with expertise in a relevant subject
- Member of the public

**2B. Please select the category which best describes your organisation:**

- Public sector body (Scottish/UK Government/Government agency, local authority, NDPB)
- Commercial organisation (company, business)
- Representative organisation (trade union, professional association)
- Third sector (charitable, campaigning, social enterprise, voluntary, non-profit)
- Other (e.g. club, local group, group of individuals, etc.)

**3. Please choose one of the following; if you choose the first option, please provide your name or the name of your organisation as you wish it to be published.**

- I am content for this response to be attributed to me or my organisation
- I would like this response to be anonymous (the response may be published, but no name)
- I would like this response to be confidential (no part of the response to be published)

**Please insert your name or the name of your organisation. If you choose the first option above, this should be the name as you wish it to be published. If you choose the second or third option, a name is still required, but it will not be published.**

<b>Name/organisation:</b>
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**4. Please provide details of a way in which we can contact you if there are queries regarding your response. (Email is preferred but you can also provide a postal address or phone number. We will not publish these details.)**

Contact details:
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## **SECTION 2 - YOUR VIEWS ON THE PROPOSAL**

### **Aim and approach**

**1. Which of the following best expresses your view of the proposal to replace the current 30mph default speed limit on restricted roads with a 20mph limit?**

- Fully supportive
- Partially supportive
- Neutral (neither support nor oppose)
- Partially opposed
- Fully opposed
- Unsure

**Please explain the reasons for your response.**

**2. Could the aims of this proposal be better delivered in another way (without a Bill in the Scottish Parliament)?**

- Yes (if so, please explain below)
- No
- Unsure

**Please explain the reasons for your response.**

**3. What do you think would be the main advantages, if any, of the proposal?**

**4. What do you think would be the main disadvantages, if any, of the proposal?**

**5. What measures do you think would be needed to maximise compliance with the new national 20mph speed limit on restricted roads? (Examples might include advertising, signage or police enforcement.)**

### **Financial implications**

**6. Taking account of both costs and potential savings, what financial impact would you expect the proposed Bill to have on:**

**(a) the Scottish Government**

- Significant increase in cost
- Some increase in cost
- Broadly cost-neutral
- Some reduction in cost

- Significant reduction in cost
- Unsure

**(b) Local authorities**

- Significant increase in cost
- Some increase in cost
- Broadly cost-neutral
- Some reduction in cost
- Significant reduction in cost
- Unsure

**(c) Motorists**

- Significant increase in cost
- Some increase in cost
- Broadly cost-neutral
- Some reduction in cost
- Significant reduction in cost
- Unsure

**(d) Other road users and members of the public**

- Significant increase in cost
- Some increase in cost
- Broadly cost-neutral
- Some reduction in cost
- Significant reduction in cost
- Unsure

**(e) Other public services (e.g. NHS, Fire and Rescue Services etc)**

- Significant increase in cost
- Some increase in cost
- Broadly cost-neutral
- Some reduction in cost
- Significant reduction in cost
- Unsure

**Please explain the reasons for your response.**

**7. Do you believe there will be any other benefits to reducing the speed limit from 30mph to 20mph?**

**Equalities**

**8. What overall impact is the proposed Bill likely to have on equality, taking account of the following protected characteristics (under the Equality Act 2010): age, disability, gender re-assignment, marriage and civil**

**partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation?**

- Positive
- Slightly positive
- Neutral (neither positive nor negative)
- Slightly negative
- Negative
- Unsure

**Please explain the reasons for your response.**

**9. Could any negative impact of the Bill on equality be minimised or avoided?**

**Sustainability of the proposal**

**10. Do you consider that the proposed bill can be delivered sustainably, i.e. without having likely future disproportionate economic, social and/or environmental impacts?**

- Yes
- No
- Unsure

**Please explain the reasons for your response.**

**General**

**11. Do you have any other comments or suggestions on the proposal to establish a 20mph default speed limit on restricted roads?**

## HOW TO RESPOND TO THIS CONSULTATION

You are invited to respond to this consultation by answering the questions in the consultation and by adding any other comments that you consider appropriate.

### **Format of responses**

You are encouraged to submit your response via an online survey (Smart Survey) if possible, as this is quicker and more efficient both for you and the Parliament. However, if you do not have online access, or prefer not to use Smart Survey, you may also respond by e-mail or in hard copy.

#### *Online survey*

To respond via Smart Survey, please follow this link:

<http://www.smartsurvey.co.uk/s/20mphSpeedLimits/>

The platform for the online survey is Smart Survey, a third party online survey system enabling the SPCB to collect responses to MSP consultations. Smart Survey is based in the UK and is subject to the requirements of the Data Protection Act 1998. Any information you send in response to this consultation (including personal data and sensitive personal data) will be seen by the MSP progressing the Bill and by specified staff in NGBU, and may be added manually to Smart Survey.

Further information on the handling of your data can be found in the Privacy Notice, which is available either via the Smart Survey link above, or directly from this link:

Smart Survey's privacy policy is available here:

<https://www.smartsurvey.co.uk/privacy-policy>

#### *Electronic or hard copy submissions*

If possible, please submit your response electronically – preferably in MS Word document. Please keep formatting of this document to a minimum, and avoid including any personal data other than your name (or the name of the group or organisation on whose behalf you are responding).

Any additional personal data (e.g. contact details) should be provided in the covering e-mail (or a covering letter).

Please make clear whether you are responding as an individual (in a personal capacity) or on behalf of a group or organisation. If you are responding as an individual, you may wish to explain briefly what relevant expertise or experience you have. If you are responding on behalf of an organisation, you may wish to explain the role of that organisation and how the view expressed in the response was arrived at (for example, whether it reflects an established policy or was voted on by members).

## Where to send responses

Responses prepared electronically should be sent by e-mail to:

mark.ruskell.msp@scottish.parliament.uk.

Responses prepared in hard copy should be sent by post to:

Mark Ruskell MSP  
Room MG.17  
Scottish Parliament  
Edinburgh EH99 1SP

You may also contact Mark's office by telephone on (0131) 348 6468.

## Deadline for responses

All responses should be received no later than **07/08/17**.

## How responses are handled

To help inform debate on the matters covered by this consultation and in the interests of openness, please be aware that I would normally expect to publish all responses received on my website [www.greens.scot/saferstreets](http://www.greens.scot/saferstreets). As published, responses will normally include the name of the respondent, but other personal data (signatures, addresses and contact details) will not be included.

Copies of all responses will be provided to the Scottish Parliament's Non-Government Bills Unit (NGBU), so it can prepare a summary that I may then lodge with a final proposal (the next stage in the process of securing the right to introduce a Member's Bill). NGBU will treat responses in accordance with the Data Protection Act 1998. The summary may cite, or quote from, your response and may name you as a respondent to the consultation – unless your response is to be anonymous or confidential (see below).

I am also obliged to provide copies of all responses to the Scottish Parliament's Information Centre (SPICe). SPICe may make responses (other than confidential responses) available to MSPs or staff on request.

## Requests for anonymity or confidentiality

If you wish your response, or any part of it, to be treated as **anonymous**, please state this clearly. You still need to supply your name, but any response treated as anonymous will be published without the name (attributed only to "Anonymous"), and only the anonymised version will be provided to SPICe. If you request anonymity, it is your responsibility to ensure that the content of your response does not allow you to be identified.

If you wish your response, or any part of it, to be treated as **confidential**, please state this clearly. If the response is treated as confidential (in whole or in part), it (or

the relevant part) will not be published. However, I would still be obliged to provide a complete copy of the response to NGBU, and a copy of any non-confidential parts (i.e. a redacted copy) to SPICe when lodging my final proposal. As the Scottish Parliament is subject to the Freedom of Information (Scotland) Act 2002 (FOISA), it is possible that requests may be made to see your response (or the confidential parts of it) and the Scottish Parliament may be legally obliged to release that information. Further details of the FOISA are provided below.

In summarising the results of this consultation, NGBU will aim to reflect the general content of any confidential response in that summary, but in such a way as to preserve the confidentiality involved. You should also note that members of the committee which considers the proposal and subsequent Bill may have access to the full text of your response even if it has not been published (or published only in part).

### **Other exceptions to publication**

Where a large number of submissions is received, particularly if they are in very similar terms, it may not be practical or appropriate to publish them all individually. One option may be to publish the text only once, together with a list of the names of those making that response.

There may also be legal reasons for not publishing some or all of a response – for example, if it contains irrelevant, offensive or defamatory statements or material. If I think your response contains such material, it may be returned to you with an invitation to provide a justification for the comments or remove them. If the issue is not resolved to my satisfaction, I may then disregard the response and destroy it.

### **Data Protection Act 1998**

As an MSP, I must comply with the requirements of the Data Protection Act 1998 which places certain obligations on me when I process personal data. As stated above, I will normally publish your response in full, together with your name, unless you request anonymity or confidentiality. I will not publish your signature or personal contact information, or any other information which could identify you and be defined as personal data.

I may also edit any part of your response which I think could identify a third party, unless that person has provided consent for me to publish it. If you specifically wish me to publish information involving third parties you must obtain their consent first and this should be included in writing with your submission.

If you consider that your response may raise any other issues concerning the Data Protection Act and wish to discuss this further, please contact me before you submit your response.

Further information about the Data Protection Act can be found at: [www.ico.gov.uk](http://www.ico.gov.uk).

## **Freedom of Information (Scotland) Act 2002**

As indicated above, once your response is received by NGBU or is placed in the Scottish Parliament Information Centre (SPICe) or is made available to committees, it is considered to be held by the Parliament and is subject to the requirements of the FOISA. So if the information you send me is requested by third parties the Scottish Parliament is obliged to consider the request and provide the information unless the information falls within one of the exemptions set out in the Act, potentially even if I have agreed to treat all or part of the information in confidence or to publish it anonymously. I cannot therefore guarantee that any other information you send me will not be made public should it be requested under FOI.

Further information about Freedom of Information can be found at:

[www.itspublicknowledge.info](http://www.itspublicknowledge.info).



The cost of this survey has been met from parliamentary resources. The personal data provided in this survey is to inform my parliamentary work and will be shared with the Parliament's Non-Government Bills Unit but will not be shared with third parties including campaign or political organisations.

Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

### About you

Before you answer the consultation questions, we need to find out a little about you.

Please note that all personal data entered will be handled in accordance with the Data Protection Act 1998.

Further information on how your data will be handled is contained within the Privacy Notice, which can be accessed via the following link:

### Privacy Notice

([https://files.smartsurvey.io/2/0/N7LLD3TE/Mark\\_Ruskell\\_Privacy\\_Notice.pdf](https://files.smartsurvey.io/2/0/N7LLD3TE/Mark_Ruskell_Privacy_Notice.pdf))

**Are you responding as an individual or on behalf of an organisation? \***

- ☐ an individual
- ☐ on behalf of an organisation

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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

**Please select the category which best describes your organisation \***

- ☐ Public sector body (Scottish/UK Government/Government agency, local authority, NDPB)
- ☐ Commercial organisation (company, business)
- ☐ Representative organisation (trade union, professional association)
- ☐ Third sector (charitable, campaigning, social enterprise, voluntary, non-profit)
- ☐ Other (e.g. clubs, local groups, groups of individuals, etc.)

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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

**Please choose one of the following; if you choose the first option, please provide your name or the name of your organisation as you wish it to be published. \***

- ☐ I am content for this response to be attributed to me or my organisation
- ☐ I would like this response to be anonymous (the response may be published, but no name)
- ☐ I would like this response to be confidential (no part of the response to be published)

**Please insert your name or the name of your organisation. If you choose the first option above, this should be the name as you wish it to be published. If you choose the second or third option, a name is still required, but it will not be published. \***

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24%



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

Please provide details of a way in which we can contact you if there are queries regarding your response. Email is preferred but you can also provide a postal address or phone number. We will not publish these details.

\*

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29%



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

### Your views on the proposal

**1. Which of the following best expresses your view of the proposal to replace the current 30mph default speed limit on restricted roads with a 20mph limit. \***

- ☐ Fully Supportive
- ☐ Partially supportive
- ☐ Neutral (neither support nor oppose)
- ☐ Partially opposed
- ☐ Fully opposed
- ☐ Unsure

Please explain the reasons for your response



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

3. What do you think would be the main advantages, if any, of the proposal?

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47%



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

4. What do you think would be the main disadvantages, if any, of the proposal?

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53%



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

**5. What other measures do you think would be needed to maximise compliance with the new national 20mph speed limit on restricted roads, for example in relation to advertising signage and police enforcement.**

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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

### Financial implications

**6. Taking account of both costs and potential savings, what financial impact would you expect the proposed Bill to have?**

	Significant increase in cost	Some increase in cost	Broadly cost- neutral	Some reduction in cost	Significant reduction in cost	Unsure
Scottish Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Authorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motorists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain the reasons for your response



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

**7. Do you believe there will be any other benefits to reducing the speed limit from 30mph to 20mph?**

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71%



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## **Proposed Restricted Roads (20mph Limit) (Scotland) Bill**

### **Equalities**

**8. What overall impact is the proposed Bill likely to have on the following protected groups (under the Equality Act 2010): race, disability, sex, gender re-assignment, age, religion and belief, sexual orientation, marriage and civil partnership, pregnancy and maternity?**

- ☐ Positive
- ☐ Slightly positive
- ☐ Neutral (neither positive nor negative)
- ☐ Slightly negative
- ☐ Negative
- ☐ Unsure

Please explain the reasons for your response



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

**9. Could any negative impact of the proposed Bill on any of these protected groups be minimised or avoided?**

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82%



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## **Proposed Restricted Roads (20mph Limit) (Scotland) Bill**

### **Sustainability of the proposal**

**10. Do you consider that the proposed Bill can be delivered sustainably i.e. without having likely future disproportionate economic, social and/or environmental impact?**

- ☐ Yes
- ☐ No
- ☐ Unsure

Please explain the reasons for your response:



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Mark Ruskell MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

## Proposed Restricted Roads (20mph Limit) (Scotland) Bill

### General

**11. Do you have any other comments or suggestions on the proposal to establish a 20mph default speed limit on restricted roads?**

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Submit




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**To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD**

**On: 07 JUNE 2017**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: TRANSPORT SCOTLAND – PARKING CONSULTATION**

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## **1. Summary**

- 1.1 This consultation paper was published on 31 March 2017 and seeks views on pavement parking, management of disabled parking provision, and parking incentives that local authorities can provide for the uptake of ultra-low emission vehicles, with aspirations to deliver a consistent approach to these issues. Responses are to be submitted by 30 June 2017.
  - 1.2 Parking policies form an essential part of a local road authority's traffic management strategy to help reduce congestion and improve safety.
  - 1.3 In March 2016, the UK Parliament passed the Scotland Act 2016, which included devolution of powers that enable the Scottish Parliament to now legislate on parking matters.
  - 1.4 The response to the Transport Scotland Parking Consultation by Renfrewshire Council is attached as Appendix 1.
- 

## **2. Recommendations**

It is recommended that the Infrastructure, Land and Environment Policy Board:

- 2.1 Approves Renfrewshire Council's response to the Transport Scotland Parking Consultation, detailed in Appendix 1.
- 

## **3. Background**

- 3.1 The legislative landscape on parking is complex. Parking is regulated by various Acts and Regulations, including the Road Traffic Regulation Act 1984 and the Road Traffic Act 1991, as well as Traffic Regulation Orders (TROs) made by local authorities for local purposes.

- 3.2 A TRO is a legal instrument used by road authorities to give effect to traffic management measures on roads within their areas (e.g. yellow lines). Under the Road Traffic Regulation Act 1984, local authorities can use TROs to apply local restrictions, which are enforceable when the appropriate road signs or markings are displayed. The restrictions can be applied for various reasons and could cover particular hotspots or larger areas. They can have effect at all times or during specific periods, and certain classes of traffic may be exempt from the TRO. It all depends on the wording of the TRO being promoted by the local authority.
- 3.3 It is currently not an offence to be parked on the pavement in Scotland; it is an offence to drive on a pavement
- 3.4 There are offences under the 1984 Act and under the Renewal and Disposal of vehicles Regulations 1986 that allow obstructions on the road to be dealt with and grant police powers to move vehicles.
- 3.5 The variety of overlapping provisions and lack of legislation on parking on pavements create a confusing landscape.
- 3.6 Over the last 7 years a number of MSPs have pursued legislation on pavement parking. Most recently Sandra White MSP members bill on Footways Parking and Double Parking (Scotland) bill. Mrs White's bill sought to consolidate and clarify the current laws surrounding pavement parking. The primary aim of this bill was to enhance the freedom of movement for all pedestrians, which would be beneficial for those with disabilities, older people and those with pushchairs.
- 3.7 While the bill had cross party support, it was recognised by the Scottish Parliament that there were policy and operational concerns raised by Stakeholders and the Local Government and Regeneration Committee, which required further examination.
- 3.8 The Local Government and Regeneration Committee Report, published in February 2016 acknowledged the:  
"Significant challenges facing many local authorities in managing Scotland's road system to ensure it works effectively for footway users and cyclists as well as motorists and businesses". The Committee stressed the importance of consistent enforcement if we are to make a difference to vulnerable groups across Scotland.
- 3.9 Due to the complex nature of the issues and the concerns raised by stakeholders, the Scottish Government set out a general intention to use the powers devolved by the Scotland Act 2016 in developing parking provisions in a Government Bill, which will be introduced in this Parliamentary session.
- 3.10 This consultation invites views from stakeholders with the aim of providing clarity and delivering a consistent approach to managing and enforcing parking on different types of public roads, including trunk roads, and thereby improving accessibility for all.  
The consultation does this through seeking responses on the following topics;
- Pavement Parking
  - Consistent enforcement
  - Potential unintended consequences of the bill
  - Enforcement of disabled persons parking places.
  - Parking for ultra low emissions vehicles.
  - Equality – Assuring Impact

- 3.11 Renfrewshire Council has responded to the questions set out under the broad areas of the consultation as detailed in 3.10, attached as Appendix 1.

---

### **Implications of this Report**

1. **Financial** - none.
2. **HR and Organisational Development** – none
3. **Community Planning**  
  
**Safer and Stronger Renfrewshire** – Consultation seeks a consistent approach to Parking enforcement by local Authorities and Police Scotland.  
  
**A Greener Renfrewshire** – none  
  
**Renfrewshire forum for Empowering Communities** – none
4. **Legal** – none
5. **Property/Assets** – none
6. **Information Technology** – none
7. **Equality & Human Rights** – Responses to the consultation promote accessibility for disabled persons, carers, elderly people and those with pushchairs. 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.
8. **Health and 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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**Author** Gordon McNeil, Head of Amenity Services  
**e-mail:** [gordon.mcneil@renfrewshire.gov.uk](mailto:gordon.mcneil@renfrewshire.gov.uk)



# Improving Parking in Scotland

## A Consultation





## MINISTERIAL FOREWORD



***“I am committed to improving the rights of everyone to ensure that Scotland’s streets are accessible for all”***

### **HUMZA YOUSAF MSP MINISTER FOR TRANSPORT AND THE ISLANDS**

Parking policies form an essential part of a local road authority’s traffic management strategy to help reduce congestion and improve safety. Irresponsible parking can and does have a negative impact, particularly when inconsiderate, obstructive or even dangerous parking takes place thereby restricting access for emergency services or putting the safety of pedestrians and other motorists in jeopardy by forcing people onto the road amongst moving traffic.

In May 2015, Sandra White MSP introduced a Member’s Bill entitled, “The Footway Parking and Double Parking (Scotland) Bill” intended to introduce prohibitions on pavement parking, parking at dropped kerbs and double parking, as well as attempting to clarify the laws surrounding parking.

Parking is regulated by a variety of primary and secondary legislation, including the Road Traffic Regulation Act 1984, the Roads (Scotland) Act 1984, the Road Traffic Act 1991 and numerous traffic regulation orders made for local purposes. It is recognised that the legal position on parking is complex and I am committed to making it clearer for all road users.

Although Ms White’s Bill was not enacted into law by the Scottish Parliament, there was significant cross party support for the general principles of her Bill. The Scottish Government made a commitment in December 2015 to progress this important matter once powers on parking were devolved. In March 2016, the UK Parliament passed the Scotland Act 2016, which included devolution of powers that enable the Scottish Parliament to now legislate on parking matters.

It is important to remember that parking can and does, play a positive aspect in many people’s lives. For disabled people, dedicated parking spaces provide access to places of employment, education, health and leisure facilities, thereby enabling them to lead independent lives.

This consultation paper seeks views on how we can address the issue of pavement parking, as well as views on how best to manage disabled parking provision, and determining what parking incentives local authorities can provide for the uptake of ultra-low emission vehicles.

The consultation paper therefore sets out our proposals to deliver a consistent approach to these issues. It invites views on how we can improve the clarity of the laws on parking, what restrictions and exemptions should be applied, how we can deliver an integrated approach to managing and enforcing parking on public roads, including the displacement of vehicles while supporting town centre regeneration and improving accessibility for all.

I look forward to receiving your views on our proposals.



HUMZA YOUSAF

**Minister for Transport and the Islands**

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## Abbreviations

Automatic Number Plate Recognition	ANPR
Business and Regulatory Impact Assessment	BRIA
Closed Circuit Television	CCTV
Convention of Scottish Local Authorities	COSLA
Decriminalised Parking Enforcement	DPE
Department for Transport	DfT
Disabled Persons' Parking Places (Scotland) Act 2009	DPPPA
Electric Vehicles	EVs
Local Government & Regeneration Committee	LG&R
Members of the Scottish Parliament	MSPs
Penalty Charge Notices	PCNs
Society of Chief Officers for Transportation in Scotland	SCOTS
Traffic Regulation Order	TRO
Traffic Signs Regulations and General Directions	TSRGD
Transport Scotland	TS
Ultra-Low Emission Vehicle	ULEV

## Responding To This Consultation

### About this Consultation

Consultation is an essential part of the policy making process. It gives us the opportunity to seek your opinions. This consultation details issues under consideration and asks you questions about what we are proposing. After the consultation is closed we will publish responses where we have been given permission to do so.

Responses are analysed and used as part of the policy making process, along with a range of other available information and evidence. Responses to this consultation will help to inform the development of future laws and guidance on parking in Scotland.

### Deadline

The consultation will be published on 31 March 2017 and closes at **midnight on 30 June 2017**.

### How to respond

To encourage wide participation, the Scottish Government has created a number of ways for you to engage in the consultation. You can respond online, by email or by post.

The consultation will also be available in alternative formats on request, including Large Print, Braille and Easy Read. In addition to publishing this consultation document, we have also produced an information leaflet.

### Respond Online

To respond online please use the Scottish Government's Consultation Hub, [Citizen Space](#). You can respond in English or British Sign Language (BSL) using this method. You can save and return to your response at any time while the consultation is open. But please ensure that your response is submitted before the consultation closes at midnight on 30 June 2017.

You will automatically be emailed a copy of your response after you submit it. If you choose this method you will be directed to complete the Respondent Information Form. The Respondent Information Form lets us know how you wish your response to be handled, and in particular whether you are happy for your response to be made public. Alternatively you can respond by using one of the following methods as specified in the table below.

## Table of response methods

You Tube	Upload your videos and paste the URL into the Citizen Space consultation.
Facebook	Go to the Improving Parking Consultation Facebook page and upload your video. This option is public, other people will see your response. Please include the Respondent Information Form.
Email	Send us an email with youtube links to a video of your response. <b>Please do not attach videos to the email as we cannot receive large files.</b> Please include the Respondent Information Form.
Post	Send your responses in English to: The Road Policy Team Trunk Road and Bus Operations Transport Scotland Buchanan House 8 <sup>th</sup> Floor 58 Port Dundas Road GLASGOW G4 0HF  Please include the Respondent Information Form

With each of these methods you need to include your Respondent Information Form because this lets us know how you wish your response to be handled, and in particular whether you are happy for your response to be made public. You can find this in Annex A in this document.

## Next Steps

After the consultation has closed we will analyse all the responses received and use your feedback to help inform the development of future laws and guidance on parking. Where permission has been given, we will make all responses available to the public at <https://consult.scotland.gov.uk/>. The responses to the consultation and analysis will be published in autumn 2017.

## Need assistance?

If you need support in answering this consultation or alternatively have a query about the consultation process, or a complaint about how this consultation has been conducted you can send your query by email to [parkingconsultaton@transport.gov.scot](mailto:parkingconsultaton@transport.gov.scot) or by writing to:

The Road Policy Team  
Trunk Road and Bus Operations  
Transport Scotland  
Buchanan House, 8<sup>th</sup> Floor  
58 Port Dundas Road  
GLASGOW  
G4 0HF

## Introduction

“...the legislative landscape on this issue is complex and confusing.”

(2016, Local Government and Regeneration Committee)<sup>1</sup>

### Background

1. Disability and pedestrian organisations have long advocated on footway parking due to the impact on the groups they represent. These groups cite numerous examples of people being unable to travel safely within their communities. In response to these concerns, work to change legislation on parking commenced in 2009 with a consultation on a Private Member's Bill.
2. The introduction of Sandra White MSP's Private Member's Bill in May 2015, follows similar work undertaken by Joe Fitzpatrick MSP and Ross Finnie MSP in recent years. Ms White's Bill sought to consolidate and clarify the current laws surrounding pavement parking, parking adjacent to drop kerbs and double parking. While the Bill had cross party support, it was recognised by the Scottish Parliament that there were significant policy and operational concerns raised by stakeholders and the Local Government and Regeneration Committee, which require further examination.
3. Due to the complex nature of the issues and the concerns raised by stakeholders, the Scottish Government set out a general intention to use the powers devolved by the Scotland Act 2016 in developing parking provisions in a Government Bill, which will be introduced in this Parliamentary session.
4. The purpose of this consultation paper is to invite views from stakeholders on providing clarity and delivering a consistent approach to managing and enforcing parking on different types of public roads, including trunk roads, and thereby improving accessibility for all. The consultation responses will inform our policy on how this can best be achieved, and help to develop the provisions for a Government Bill, which will be presented for consideration by the Scottish Parliament.
5. In developing our plans, the Scottish Government will be actively engaging with relevant stakeholders, including Living Streets, Guide Dogs Scotland, Scottish Disability Equality Forum, RNIB Scotland, CoSLA, local authorities, Regional Transport Partnerships, Society of Chief Officers for Transportation in Scotland (SCOTS), Cycling Scotland, representatives from small businesses and the retail sector, Planning groups, the freight transportation organisations, motoring organisations, emergency services and other stakeholders.
6. We hope that as many members of the public as possible will respond to this consultation. We appreciate that some of the more technical questions in this consultation are aimed at road authorities, but we would encourage everyone to respond to any or all of those areas where you feel you have a contribution to make.

---

<sup>1</sup> Local Government and Regeneration Committee (2016) Stage 1 Report on the Footway Parking and Double Parking (Scotland) Bill, (Session 4), Edinburgh, Scottish Parliament

## Chapter 1 – Setting The Scene

### Current laws on parking

7. Parking is regulated by various Acts and Regulations, including the Road Traffic Regulation Act 1984 and the Road Traffic Act 1991, as well as Traffic Regulation Orders (TROs) made by local authorities for local purposes.

8. A TRO is a legal instrument used by road authorities to give effect to traffic management measures on roads within their areas (e.g. yellow lines). Under the Road Traffic Regulation Act 1984, local authorities can use TROs to apply local restrictions, which are enforceable when the appropriate road signs or markings are displayed. The restrictions can be applied for various reasons and could cover particular hotspots or larger areas. They can have effect at all times or during specific periods, and certain classes of traffic may be exempt from the TRO. It all depends on the wording of the TRO being promoted by the local authority.

9. However, the work involved and the cost of producing TROs means that this approach has not been used regularly by road authorities to restrict pavement parking.

### Local Authorities and the Equality Act 2010

10. In addition, local authorities also have duties in relation to the Equality Act 2010 and the Public Sector Equality Duty, particularly in relation to shared spaces. Section 20(4) of the 2010 Act, requires that:

“where a physical feature puts a disabled person at a substantial disadvantage in comparison to a person who is not disabled, an authority is required to take such steps as is reasonable to remove the disadvantage”.

11. As part of a campaign by the RNIB<sup>2</sup> in 2015, it highlighted some of the difficulties that disabled people were encountering when using shared space, these included issues such as “the absence of a conventional kerb, which posed problems for blind or partially-sighted people, who rely on this feature to find their way around.” It also noted that “shared space schemes undoubtedly place those with a sight loss at a particular disadvantage”.

12. The Public Sector Equality Duty places a requirement on public bodies, such as local roads authorities to “consult with blind and partially sighted people about shared space schemes and to carry out an equality impact assessment for the scheme. Where negative impacts are identified, the local roads authority will need to consider changes to the scheme in order to eliminate discrimination.” The RNIB’s

---

<sup>2</sup> RNIB (2015) Briefing: Who put that there! The barriers to blind and partially sighted people getting out and about – RNIB Campaign Report

campaign sought changes, particularly to local roads authorities' policies on 'shared space' and the impact of design and enforcement by taking account of best practice (i.e. Transport Scotland's [Roads for All: Good Practice Guide for Roads](#)), working with stakeholders to identify and mitigate issues for existing and future shared spaces.

#### Parking on the pavement

13. While it is currently not an offence to be parked on the pavement in Scotland, it is an offence to drive on a pavement under Section 129(5) of the Roads (Scotland) Act 1984 ("the 1984 Act"). It is also an offence under Section 129(2) of the 1984 Act for a person:

*"without lawful authority or reasonable excuse, place or deposit anything in a road so as to obstruct the passage of, or endanger, road users"*

14. Furthermore, it is also an offence under regulation 103 of the 1984 Act to leave, cause or permit a vehicle to stand on a road so as to cause any unnecessary obstruction of the road. The Removal and Disposal of Vehicles Regulations 1986 grants police the power in certain circumstances, including the causing of obstruction, to require the driver, owner or person in charge of a vehicle to move it.

15. Yet there is no statutory definition of what constitutes an obstruction and the decision on whether a vehicle is causing an obstruction would initially be a matter for the police officer dealing with the incident. The variety of overlapping provisions has led to complaints that the law on parking on a pavement is not clear.

#### Greater London Council (General Powers) Act 1974<sup>3</sup>

16. As a result of the ambiguity surrounding the current laws on pavement parking, successive governments and Members of Parliament have sought ways of reducing pavement parking. In 1974, the UK Government provided for a national ban on pavement parking in urban roads under Section 7 of the Road Traffic Act 1974. However, full implementation required that the ban had to be brought in by secondary legislation, which was never implemented. Section 7 of the 1974 Act was repealed by the Road Traffic (Consequential Provisions) Act 1988<sup>4</sup>.

17. Since 2011, a number of campaigns promoted by Living Streets and Guide Dogs have taken place both in Scotland and England calling for the introduction of a complete ban on pavement parking, enforceable by local authorities or in terms of Scotland, local authorities or the police.

18. A ban on pavement parking, in general with exceptions, is already in place in London, under Section 15 of the Greater London Council (General Powers) Act

<sup>3</sup> Butcher, L (2016) Briefing Paper: Pavement and on-street parking in England – Number SN01170, London, House of Commons

<sup>4</sup> Road Traffic (Consequential Provisions) Act 1988 (c.54) ss. 3, 5, Sch. 1, Pt. 1, Sch. 4

1974. However, there has also been pressure from MPs, including Mark Lazarowick and Simon Hoare MP for this to be rolled out elsewhere. In 2015, Simon Hoare MP introduced a Private Member's Bill entitled "[The Pavement Parking \(Protection of Vulnerable Pedestrians\) Bill](#)". The Bill was to provide a framework for local authorities in England and Wales to consult on and subsequently to ban pavement parking, subject to certain exemptions to be set out by the Secretary of State in secondary legislation and guidance. Following agreement by the then Parliamentary Under-Secretary of State for Transport, the Rt. Hon. Robert Goodwill MP<sup>5</sup> to:-

**"undertake a full and impartial impact analysis, evidence-gathering exercise and consultation, in order to fully understand the legal implications and the costs that might be imposed on local government of changing the existing system".**  
(2015, House of Commons Hansard)

Simon Hoare MP withdrew his Member's Bill on 4 December 2015.

19. In Scotland, MSPs, such as Ross Finnie, Joe Fitzpatrick MSP and Sandra White MSP, have also sought to pursue legislation on the matter. In 2010, Ross Finnie MSP had lodged a proposal for a "Regulation of Dropped Kerbs and Pavement Parking (Scotland) Bill"<sup>6</sup>. A consultation on the proposal ran from 1 October 2010 until 31 January 2011, which received 123 responses. Approximately 83% of responses supported the proposals in full or part. While the proposal had received sufficient support from MSPs to be introduced as a Bill, it fell on dissolution of the Scottish Parliament on 22 March 2011. However, a further proposal for a "Responsible Parking (Scotland) Bill" was lodged by Joe Fitzpatrick MSP on 28 March 2012, but was then withdrawn on 26 September 2012 following Mr Fitzpatrick's appointment as a Minister for the Scottish Government.

20. Prior to the withdrawal of the proposal for a Responsible Parking (Scotland) Bill, another consultation had been undertaken, which resulted in a total of 414 responses (the highest of any proposed Private Member's Bill). 95% of responses (5<sup>th</sup> highest level of support ever received for a Member's Bill) supported the proposals contained in the "Responsible Parking (Scotland) Bill" in full or in part. Although the proposal for the Bill was withdrawn by Joe Fitzpatrick MSP in September 2012, it was then lodged again by Sandra White MSP in January 2013. One month after lodging her proposal to introduce a Private Member's Bill on Responsible Parking, Sandra White MSP obtained sufficient cross-party support and introduced her Bill in the Scottish Parliament in May 2015. The Bill was re-named as the "Footway Parking and Double Parking (Scotland) Bill".

#### Footway Parking and Double Parking (Scotland) Bill

21. Sandra White MSP Member's Bill sought to consolidate and clarify the laws surrounding pavement parking, and prohibit parking on pavements, adjacent to drop kerbs and double parking. The primary aim of the bill was to enhance the freedom of

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<sup>5</sup> "The Pavement Parking (Protection of Vulnerable Pedestrians) Bill", HC, 4 December 2015, Cols. 646- 660

<sup>6</sup> Rehfish, A (2015) SPICe Briefing: Footway Parking and Double Parking (Scotland) Bill – No. 15/55, Edinburgh, Scottish Parliament

movement for all pedestrians, which would be particularly beneficial for those with disabilities and their carers, older people and people with pushchairs.

22. During the scrutiny of Ms White's Bill it was acknowledged by a number of key stakeholders, including the Scottish Parliament's Local Government and Regeneration Committee that further detailed work and engagement was required to examine the policy and operational concerns that were raised. Whilst the Committee was content with the general principles of the Bill, it highlighted several issues requiring consideration, including:

- the interpretation of existing legislation
- clarity on the definitions used within the Bill
- impact on local authorities from implementing and enforcing the Bill's provisions
- impact of vehicle displacement, and
- town centre regeneration and planning

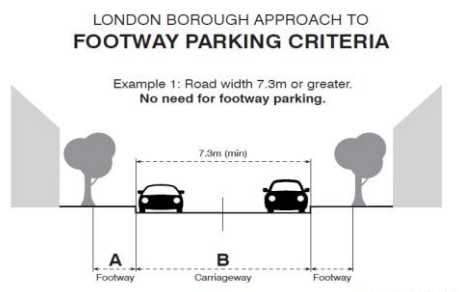
23. The Local Government and Regeneration Committee Report, published in February 2016 acknowledged the:

***“significant challenges facing many local authorities in managing Scotland's road system to ensure it works effectively for footway users and cyclists as well as motorists and businesses”<sup>7</sup>.***

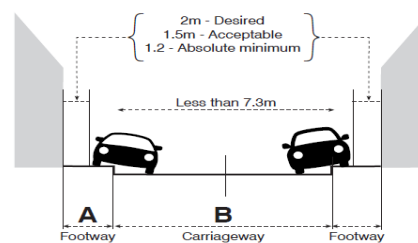
The Committee stressed the importance of consistent enforcement if we are to make a difference to vulnerable groups across Scotland.

24. During the scrutiny of Ms White's Bill it also heard about Greater London's ban on footway parking which has been in operation since 1974 (see paragraph 16 above). However, it should be noted that London's parking arrangements do permit exceptions for footway parking, such as indicated in figures 1 and 2 below, which form part of the Department for Transport's (DfT) guidance to local authorities in England on “Inclusive Mobility”.

**Figures 1 and 2 – Exceptions to pavement parking in London<sup>8</sup>**



Example 2: Road width less than 7.3m.  
Consider permitting footway parking subject to available footway width\*.



(Image courtesy of Living Streets Scotland)

<sup>7</sup> Local Government and Regeneration Committee (2016) Stage 1 report on the Footway Parking and Double Parking (Scotland) Bill, 4<sup>th</sup> Report, SP Paper 907, Scottish Parliament, Edinburgh

<sup>8</sup> Department for Transport (2005) Inclusive Mobility – Guide to best practice on access to pedestrian and transport infrastructure ( <http://www.roadsafetyobservatory.com/Evidence/Details/10914>)

25. The DfT [Inclusive Mobility guidance](#) suggests – “a clear width of 2000 mm allows two wheelchairs to pass one another comfortably. This should be regarded as the minimum under normal guidance. Where this is not possible because of physical constraints – 1500 mm could be regarded as the minimum acceptable under most circumstances, giving sufficient space for a wheelchair user and a walker to pass one another. A blind person using a long cane or with an assistance dog needs 1100 mm. A visually impaired person who is being guided needs a width of 1200 mm”.

26. However, there has been little research on how effective the ban and exceptions applied above by local authorities have been in providing improved accessibility for pedestrians in the London boroughs or on how councils deal with vehicle displacement and town centre regeneration.

#### Parking at dropped kerbs

27. While there has been considerable focus on banning footway parking, members of the public and disability groups have also highlighted other parking issues that have been causing just as much of a concern, including the misuse of disabled parking, double parking and parking at dropped kerbs.

28. The latter of these was considered further by the Scottish Parliament’s Local Government and Regeneration Committee. During the Committee’s enquiry into Sandra White MSP’s Bill there were a number of questions raised by stakeholders about the provision to ban parking at dropped kerbs and the potential difficulties to enforce this provision. Dropped kerbs can be provided both as designated crossing points usually marked with tactile paving to aid people with visual impairments and also for vehicles to access driveways. However, stakeholders, including SCOTS sought clarification on the definition of ‘dropped kerbs’ and asked that the “definition be refined to distinguish between –

**“dropped kerb for vehicular access to residential premises and pedestrian or cycle crossing points which happens to be outside a residential property.”**

(2016, SCOTS)

29. While, other stakeholders questioned “the principle that residents should be given permission for someone to park on the road outside their homes”<sup>9</sup>. As such, the questions below seek to develop a clearer picture of the parking arrangements across Scotland and help define the specific areas of parking legislation that need clarified or improved.

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<sup>9</sup> Local Government and Regeneration Committee (2016) Stage 1 report on the Footway Parking and Double Parking (Scotland) Bill (Session 4) Edinburgh, Scottish Parliament

Question
<p><b>Q1. Do you think parking, including on pavements, at dropped kerbs and double parking is a problem in your area?</b></p> <ul style="list-style-type: none"> <li>• If yes, how have you, your family or friends been affected by parking problems?</li> <li>• Where did this occur (e.g. type of street or area) and how often?</li> </ul>
<p><b>Q 2. Why do you think the motorists may choose to pavement park?</b></p>
<p><b>Q 3. Do you think new legislation is needed ?</b></p> <ul style="list-style-type: none"> <li>• If yes, what areas of the law need to be amended?</li> </ul>
<p><b>Q 4. If a new law is required, should it cover all roads with footways, including private roads that are not adopted by local authorities and trunk roads?</b></p> <ul style="list-style-type: none"> <li>• If not, why not?</li> </ul>
<p><b>Q 5. Do you think any new law should apply to all vehicles (e.g. HGVs, vans, taxis, cars, motorbikes, etc.)?</b></p> <ul style="list-style-type: none"> <li>• If not, which type of vehicles should the law not apply to?</li> </ul>
<p><b>Q 6. Do you think there should be exemptions applied to allow pavement parking to take place, particularly due to local concerns about access for vehicles and lack of alternative parking provision?</b></p> <ul style="list-style-type: none"> <li>• If yes, what should those exemptions be?</li> <li>• If no, why not? (Please be as specific as possible)</li> </ul>

## Chapter 2: Current Enforcement Arrangements

### Traffic Regulation Orders

30. As highlighted earlier in this consultation paper, local authorities already have powers under Section 1 of the Road Traffic Regulation Act 1984 to specify restrictions or exemptions in relation to parking within specific areas via the use of Traffic Regulation Orders (TROs).

31. A TRO is a legal instrument most commonly used by local authorities to give effect to traffic management measures (e.g. yellow lines or restrictions for parking) on specific roads within their area.

### Decriminalised Parking Enforcement (DPE)

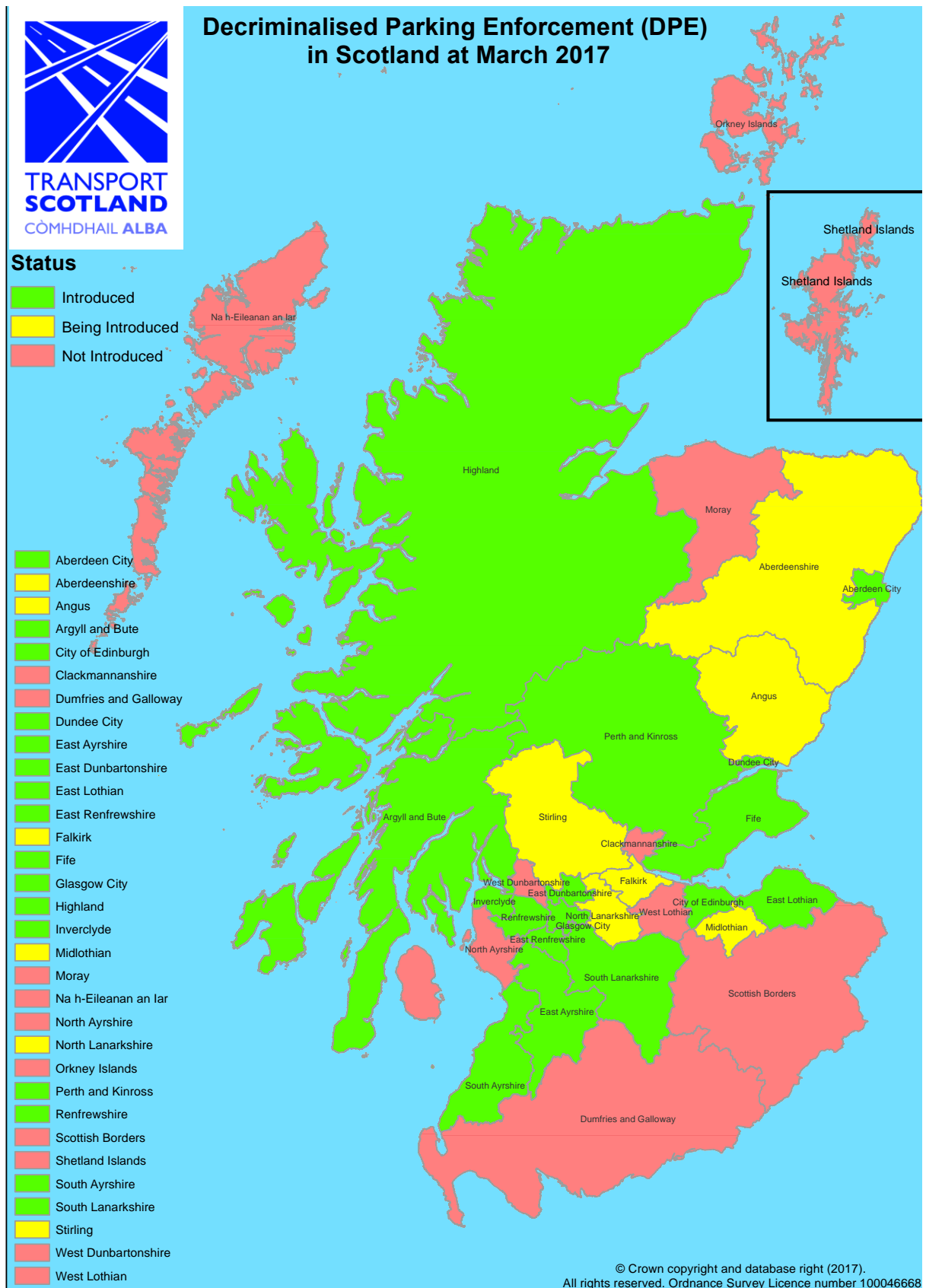
32. In some areas of Scotland, parking offences have been decriminalised as local authorities have been granted Decriminalised Parking Enforcement (DPE) powers under the Road Traffic Act 1991. The first local authority to be granted these new powers was the City of Edinburgh Council in 1998.

33. Out of 32 Scottish local authorities, 16 now have DPE powers while the remaining 16 local authorities are either actively working towards DPE or rely on Police Scotland to undertake parking enforcement on their behalf through separate agreements. Table 1 below and the supporting DPE map highlights which local authorities have or are actively working towards DPE powers to manage traffic management in their areas.

**Table 1 Local Authorities with, actively working towards or without DPE powers**

<b>DPE INTRODUCED</b>	<b>ACTIVELY WORKING TOWARDS DPE</b>	<b>UNCONFIRMED</b>
Aberdeen City (2003)	Aberdeenshire	Clackmannanshire
Argyll and Bute (2014)	Angus	Dumfries & Galloway
Dundee (2004)	Falkirk	Moray
East Ayrshire (2012)	Midlothian	North Ayrshire
East Dunbartonshire (2014)	North Lanarkshire	Orkney
East Lothian (2017)	Stirling	Scottish Borders
East Renfrewshire (2013)		Shetland
Edinburgh (1998)		West Dunbartonshire
Fife (2013)		West Lothian
Glasgow (1999)		Western Isles
Highland (2016)		
Inverclyde (2014)		
Perth and Kinross (2002)		
Renfrewshire (2010)		
South Ayrshire (2012)		
South Lanarkshire (2005)		

**Figure 3 – DPE Map of Scotland**



34. DPE is a regime which enables a local authority to enforce its own parking policies using parking attendants employed by the Council or outsourced to a third party on behalf of a Council. The powers enable parking attendants to issue Penalty Charge Notices (PCNs) to motorists breaching parking controls in specific areas.

35. DPE seeks to ensure that parking policies are implemented effectively. The ultimate objective of DPE should be 100% compliance with restrictions meaning no PCNs would be issued. In areas with DPE, stationary traffic offences cease to be part of the criminal law enforced by the police and instead become civil matters enforced by local authorities. Enforcement of other parking offences such as obstructive or dangerous parking and moving traffic violations continues to remain the responsibility of Police Scotland. However, some local authorities, such as the City of Edinburgh Council, Glasgow City Council and the Highland Council have started calling for additional powers to tackle some moving traffic violations, particularly obstructive parking at or near schools, parking on white zig zags and stopping in yellow box junctions. Indeed, obstructive parking at or near schools has become a significant cause for concern to local authorities, as well as parents, children, residents living near schools and other road users.

#### Financing of DPE regimes

36. Local authorities seeking to acquire DPE powers must ensure that their regime should insofar as possible be self-financing. Section 55 of the Road Traffic Regulation Act 1984 provides that any deficit accrued by a local authority as a result of the authority's operation of DPE must be made good out of the local authority's general fund.

37. As PCNs are civil debts local authorities with DPE powers can retain the income from the PCNs as well as on and off street parking income. However, section 55 of the 1984 Act requires that any surplus may only be used to make good any amount charged to the general fund over the preceding 4 years or for certain transport-related purposes, including:-

- the provision and maintenance of off-street parking,
- the provision or operation of (or facilities for) public passenger transport services; or
- for road improvement projects in the local authority area.

#### Enforcement in Non-DPE areas

38. In areas where DPE does not operate, specific and prioritised needs are identified at community level by the local roads authority. These are then agreed between the local Police Area Commander and the appropriate senior roads officers from each authority and a Minute of Agreement is produced for the provision of a traffic warden service, which is operated by the Police. The Agreement covers the funding of the traffic wardens, which is split between the local roads authority and Police Scotland.

39. However, a number of these Agreements are being terminated by Police Scotland as it continues to remove its traffic warden service. Police Scotland's decision to remove its traffic warden service was as a result of a review in 2013, on how parking enforcement was being conducted in Scotland. The decision was part of an approach by Police Scotland to ensure that resources are utilised in the most efficient and effective manner to protect the safety of the people of Scotland. Since February 2014, Police Scotland has been in the process of removing its traffic warden service from a number of local authority areas, including those that have recently obtained DPE powers.

40. Police Scotland has acknowledged the important role of local partnership working, particularly with those local authorities without DPE powers and where problematic parking has been identified as a significant issue/ local priority, police officers will continue to engage in targeted responses to help address specific issues. As a result, parking enforcement in Scotland is either primarily the responsibility of the local authority or the Police depending on whether the local authority has sought and been granted DPE powers.

41. During the Local Government and Regeneration Committee's scrutiny of Ms White's Bill in 2016 it was stated by Police Scotland<sup>10</sup> that –

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*“enforcement of parking offences would be a low priority that would be conducted either alongside daily business or during bespoke operations to address significant problems”.*

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(2016, Superintendent Fraser Candlish)

#### Proposals for Consistent Enforcement

42. This approach by Police Scotland did raise concerns with members of the LG&R Committee, particularly in how any new legislation would be implemented and applied. However, it was also acknowledged by the Committee that the police have to deal with a number of competing pressures. As such, providing local authorities with DPE powers would play an essential part in assisting Councils in managing local traffic management in their areas, and improve and maintain traffic flows while reducing congestion. In addition, DPE also improves road safety while encouraging increased use of more sustainable and healthy forms of travel.

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<sup>10</sup> Local Government and Regeneration Committee (2016) Stage 1 report on the Footway Parking and Double Parking (Scotland) Bill (Session 4) Edinburgh, Scottish Parliament

43. The provision of DPE powers to a local authority is not an automatic process and requires substantial work from both the local authority and Scottish Government to deliver a robust, effective and successful regime. Although there is no standard timescale for introducing DPE, it can typically take upwards of 24 months from feasibility stage to introduction.

44. The Scottish Government supports DPE, but we realise that DPE may not be the right option for all local authorities. As such, we are exploring with stakeholders how a consistent approach to enforcement can be delivered without the need for a DPE regime.

45. One possible option to explore is local authorities without DPE making a DPE application and sharing services, such as the provision of parking attendants with neighbouring authorities via a service level agreement, in which the Councils share the cost of enforcement. This approach could help to ensure that all 32 local authorities have access to some form of “traffic warden service” that can effectively enforce councils’ parking policies across Scotland. However, this approach may require changes in the existing law once a model has been developed. The questions below seek your views on the delivery of a consistent approach to enforcing parking.

#### Questions

**Q 7. Should there be consistent approach to parking enforcement across Scotland?**

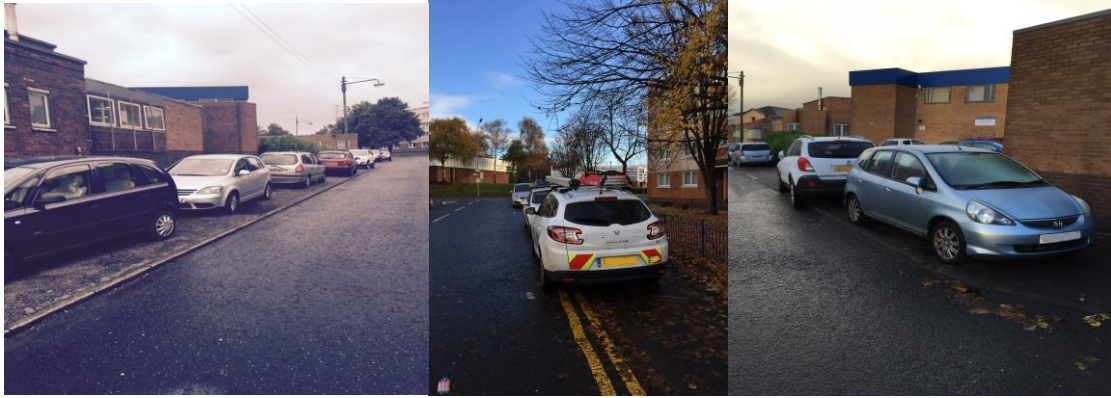
- If yes, how should this be taken forward?

**Q 8. Local authorities in some parts of Scotland have DPE powers and are responsible for parking enforcement. In other areas Police Scotland retains responsibility.**

- What are your views on rolling out Decriminalised Parking Enforcement regimes across Scotland?
- What are your views about the proposal to share services to provide access to a “traffic warden service” in areas without DPE?
- What should Police Scotland’s involvement be in future?

**Q 9. Currently moving traffic violations are a matter for the police, however, do you think local authorities should be able use CCTV and/or Automatic Number Plate Recognition (ANPR) systems for enforcement of:**

- parking in areas where safety benefits can be delivered to all road users, around schools for example?
- Some moving vehicle contraventions like banned turns?
- If not, why not? (Please be as specific as possible)



### National restrictions applied via TROs

46. A further proposal that has been suggested is local authorities using the TRO process to exempt specific roads in their area from national restrictions on pavement parking. To put TROs in place requires extensive work by the road authority to identify appropriate areas and undertake surveys of the road network along with a public consultation. Following the decision-making process to exempt particular areas from pavement parking restrictions, road authorities would need to ensure that the signing and road markings that are required to be in place meet the specifications set out in the [Traffic Signs Regulation and General Directions](#) 2016. These Directions were developed by the UK Government and prescribe the designs and conditions of use for traffic signs, which include road markings, traffic signals, pedestrian, and cycle and equestrian crossings, to be legally used on or near roads across Great Britain.

47. Taking forward a single TRO to exempt specific roads from national restrictions would help limit the impact on resources and costs for local authorities with and without DPE powers. The Local Government and Regeneration Committee<sup>11</sup> noted in its Stage 1 report on Sandra White MSP Bill that:

“responses received from local authorities suggested that councils would want to exempt areas under a single TRO”,

but acknowledged concerns that –

“...the process could be protracted and costly to implement”.

(2016, p10, Local Government and Regeneration Committee)

48. In certain London boroughs they provide exemptions from enforcement without the use of TROs and instead use Committee Resolutions to authorise signing and lining to show where enforcement doesn't apply because footway parking is permitted.

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<sup>11</sup> Local Government and Regeneration Committee (2016) Stage 1 report on the Footway Parking and Double Parking (Scotland) Bill (Session 4) Edinburgh, Scottish Parliament

<b>Question</b>
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<p><b>Q 10. Do you think it is a good idea in principle to allow local authorities to exempt specific streets or areas from national restrictions for pavement parking?</b></p>
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- |   |
|---|
| <ul style="list-style-type: none"><li>• <b>If so, what is the best mechanism for doing this (e.g. TRO or other form of local resolution)?</b></li></ul> |
|---|

## Chapter 3: Identified Issues

49. During the scrutiny of Sandra White MSP Bill it was acknowledged by a number of stakeholders, including the Scottish Parliament's Local Government and Regeneration Committee that further detailed work and engagement was required to examine the policy and operational concerns. Local authorities, freight organisations, motoring organisations, and members of the public provided responses to the [Committee's Stage 1 inquiry](#) to Ms White's Bill which are contained in Table 2 below.

**Table 2 – Specific concerns about the Footway Parking & Double Parking (Scotland) Bill**

<b>Legislation</b>	<ul style="list-style-type: none"> <li>• What the legislation will mean for cities where it is often impossible to avoid parking on a pavement to avoid blockages to busy roads.</li> <li>• A blanket ban would be impractical to enforce for many areas and a cautious approach should be reflected in any subsequent legislation.</li> <li>• Further consideration needs to be given on how future legislation would work alongside existing parking legislation.</li> <li>• Clarifying the terminology to be used within future legislation to ensure the intention and purpose of any Bill is clear.</li> <li>• Any exemptions to the legislation need to be justified in terms of being greater importance than the additional danger and inconvenience caused to pedestrians or cyclists.</li> </ul>
<b>Resourcing</b>	<ul style="list-style-type: none"> <li>• Any future legislation needs to take account of resource implications, particularly staffing and financial.</li> <li>• Need for education and raising awareness relating to the new laws.</li> </ul>
<b>Implementation/Enforcement</b>	<ul style="list-style-type: none"> <li>• Introduces further traffic signs and regulation into our streets, which are already cluttered and where good street design policy and Traffic Signs Regulation and Generals Directions (TSRDG) seeks to remove such clutter and "over-engineering".</li> <li>• Over provision of traffic signs can have a detrimental impact on the environment and can dilute more important messages.</li> <li>• There should be consistency across the country and the restrictions on footway parking should be enforced the same way as any infringement of the Highway Code.</li> </ul>

	<ul style="list-style-type: none"> <li>• Proper enforcement with Police and local authorities, which is simple as possible along with parking tickets backed up by photographic proof and not convoluted procedures.</li> </ul>
<b>Vehicle displacement</b>	<ul style="list-style-type: none"> <li>• Lack of parking alternatives could result in the Bill being enforced.</li> <li>• Leads to a potentially significant and on-going workload and budget commitment in addressing the aftermath of parking displacement issues which may not be identifiable or envisaged at the outset.</li> </ul>

50. In addition to the issues highlighted in Table 2 by stakeholders, the Local Government & Regeneration (LG&RC) Committee and Scottish Ministers also recognised the significant challenges facing many local authorities in managing Scotland's local road network and ensuring it works effectively for pedestrians and cyclists, as well as motorists and businesses. Indeed, getting the right balance between residential needs, accessibility, town centre design, planning principles around regeneration and economic opportunities must be carefully considered.

#### Potential 'unintended consequences' of the Bill

51. The Committee also acknowledged the unintended consequence of introducing a ban on pavement parking, parking at dropped kerbs or double parking and the potential risk of displacing vehicles across towns and cities with limited parking provision. Evidence provided by South Lanarkshire Council during the scrutiny of Ms White's Bill acknowledged that:-

*“areas of dense housing and insufficient parking ...would put unfair burdens on local authorities to provide additional off-street parking in residential areas, which is not in their remit”*

*(2016, South Lanarkshire Council)*

52. Furthermore, some stakeholders, including local MSPs feared that a blanket ban on pavement, dropped kerb and double parking would be seen as a “cash cow” to extract extra revenue from the public through PCNs thereby providing a negative, not a positive impact both to the public and local businesses. Indeed, it was acknowledged by Cameron Buchanan MSP<sup>12</sup> during the Footway Parking and Double Parking (Scotland) Bill Stage 1 Debate in the Scottish Parliament that -

*“we must recognise the unintended consequences of a ‘blanket ban’ ..... “careful not to impose counterproductive or unfair burdens as a side effect.”*

*(2016, Cameron Buchanan MSP)*

<sup>12</sup> Scottish Parliament (2016) Official Report – Footway Parking and Double Parking (Scotland) Bill: Stage 1 – 1 March 2016 <http://www.parliament.scot/parliamentarybusiness/report.aspx?r=10400>

**Questions**

**Q 11. Do you think controlling pavement, dropped kerbs and double parking could have unintended or negative consequences in your area?**

- If so, what would the effects be?
- Who would be affected?
- What type of street or area would experience these consequences?

**Q 12. Do you think controls on parking are likely to increase or reduce the costs and impact on businesses in town centres?**

- If yes, what should we be doing to reduce any impact on businesses in town centres?
- What other arrangements should be considered to deliver parking improvements that help support town centre regeneration?

## Chapter 4: Enforcement Of Disabled Persons' Parking Places

*“When they leave their home in the morning, they have to think about how they are going to reach their destination.....The issue has a fundamental impact in every way on a disabled person's life if they have mobility problems”*

(2016, Scottish Disability Equality Forum)<sup>13</sup>



53. Disabled persons' parking places play a vital role in enabling disabled people to carry out day-to-day activities that non-disabled people can take for granted. Scottish Ministers recognise that it is socially unacceptable to misuse disabled persons' parking spaces and anyone using a disabled persons' parking space other than a Blue Badge holder is liable to a Penalty Charge Notice (PCN) if it is enforced by a local authority or a Fixed Penalty Notice (FPN) if enforced by the Police.

### Blue Badge Scheme

54. The Chronically Sick and Disabled Persons Act 1970, created the Blue Badge scheme formerly entitled “the Orange Badge Scheme”<sup>14</sup>, which has been in place since 1971. The scheme operates UK-wide, and is administered by Scottish local authorities on behalf of the Scottish Ministers. It applies primarily to on-street parking, but does include some off-street car parks where applicable. However, the scheme does not operate in privately owned car parks, such as supermarkets unless a TRO is introduced as part of the Disabled Persons' Parking Places (Scotland) Act 2009 (DPPPA).

55. The Blue Badge enables holders to access parking bays situated close to places of employment, education and leisure. The Badge also exempts holders from certain parking restrictions, such as:

- On single or double yellow lines for as long as is required, unless there are restrictions on loading and unloading (indicated by yellow kerb dashes)
- Free parking, and without limit (unless the sign states otherwise); and

<sup>13</sup> Local Government and Regeneration Committee (2016) Footway Parking and Double Parking (Scotland) Bill: Stage 1 Report, Edinburgh, Scottish Parliament

<sup>14</sup> Wane, K (2016) SPICe Briefing: Disabled Parking and the Blue Badge Scheme, 16/19, Edinburgh, Scottish Parliament

- Free parking without limit in on-street parking bays managed by parking meters and pay-&-display machines.

56. However, in 2010 the Scottish Government undertook a consultation on proposals to reform the Blue Badge scheme, particularly on eligibility assessments; enforcement; blue badge design and security, administration, organisational badges and concessions.

#### Enforcement of the Blue Badge Scheme

57. The scheme places a number of responsibilities upon the Blue Badge holder to ensure proper use. Misuse of the badge is a criminal offence which can result in a £1,000 fine and the badge being confiscated. The [Disabled Person's Parking Badges \(Scotland\) Act 2014](#) seeks to improve the ability of local authorities to tackle misuse. The 2014 Act gives local authorities stronger enforcement powers via the Disabled Persons (Badges for Motor Vehicles) (Scotland) Amendment Regulations 2015, including the power to designate certain persons (other than parking attendants in uniform) to examine and retain badges in reviewing matters relating to fraud or misuse.

#### Disabled Persons' Parking Places (Scotland) Act 2009 (DPPPA)

58. In addition to tackling the misuse of the Blue Badge Scheme, the Scottish Government also wanted to prevent disabled persons' parking places being used by non-Blue Badge holders. The DPPPA ("the 2009 Act") which came into effect on 1 October 2009, is primarily aimed at making all disabled persons' parking places enforceable and places a duty on all local authorities to:

- Undertake a one-off audit of all disabled persons' parking places within their area. Local authorities had 12 months from the Act coming into force to identify all advisory disabled persons' parking spaces, whether on-street (residential), or off-street in private car parks (including supermarkets), and
- Convert all appropriate advisory on-street disabled persons' parking places into enforceable parking places. Any parking places deemed unnecessary would be removed.

59. As advisory parking places are not enforceable, local authorities must under section 5(3) (b) of the 2009 Act, commence statutory procedures through a TRO to provide enforceable parking places. The timescales for providing such parking places can and does vary with each local authority - the time it takes local authorities to identify a parking place and commence the statutory procedure can be between 12 and 36 months<sup>15</sup>. However, some local authorities have stressed that the 2009 Act "places significant duties and obligations .....to progress and regulate disabled parking places.....and therefore the process is taking longer than hoped as we

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<sup>15</sup> Wane, K (2016) SPICe Briefing: Disabled Parking and the Blue Badge Scheme, 16/19, Edinburgh, Scottish Parliament

prioritise and balance the time allocation of the available staff resources” (Wane, 2016).

#### Reporting on the performance of local authorities

60. Under section 12 of the 2009 Act, each local authority is required to prepare a report on the performance of its functions in relation to parking places for disabled people, and provide a copy of that report to Scottish Ministers. In turn, the Scottish Ministers are required to publish each year (and to lay before Parliament) a report on the performance by the local authorities of their functions in relation to parking places for disabled persons’ vehicles. The 2015/16 report (published on the Transport Scotland website [here](#)) shows that local authorities are continuing to make progress in ensuring those on and off-street disabled persons’ parking places operated by them are becoming enforceable.

61. However, in recent months there has been concern raised by members of the public about the slow progress by local authorities in making disabled parking bays in privately owned car parks enforceable. Although the Blue Badge Scheme does not apply to all off-street car parks, such as shopping centre car parks, the Equality Act 2010 requires service providers to make ‘reasonable adjustments’ for disabled people in order for them to access such services.

62. As such, section 6 of the 2009 Act places a duty on local authorities to identify all advisory disabled off-street parking places and enter into negotiations with off-street car park owners to see if they could make any disabled parking places enforceable. Any misuse of these off-street disabled parking places that are covered by a TRO can be enforced by the local authority where they have decriminalised parking enforcement powers or by Police Scotland.

63. However, if a local authority is unable to reach agreement with off-street car park owners, the authority is obliged to continue to seek agreement with the owners at least once every two years.

64. The questions below therefore seek your views about the process for making on-street disabled parking places enforceable, and to explore what opportunities there are to deal with the misuse of advisory disabled persons’ parking places in off-street car parks.

**Questions**

**Q 13. Do you think that on-street disabled persons' parking places are being enforced in your area?**

- If not, how could this be done better?
- Do you think members of the public should report misuse where it is observed?

**Q 14. Have you witnessed misuse of a disabled persons' parking space?**

- If so, did you report it?
- If not, did anything prevent you from reporting it?
- Should disabled parking places be enforceable at all times?
- Do you think the level of penalty for misuse of local authority disabled persons' parking places is acceptable?
- If not, what level would you consider to be acceptable?

**Q 15. Do you think off-street disabled persons' parking places, including private car parks, are being enforced in your area?**

- If not, how could this be done better?

**Q 16. What impact do you think disabled persons' parking space misuse has on Blue Badge holders?**

## Chapter 5 – Parking For Ultra-Low Emission Vehicles



65. The Scottish Government has set a vision of freeing Scotland's towns, cities and communities from the damaging emissions from petrol and diesel fuelled vehicles by 2050. In order to achieve this vision, the widespread adoption of ultra-low emission vehicles (ULEVs) such as battery electric vehicles, plug-in hybrid electric vehicles and hydrogen fuel cell electric vehicles, will be vital.

66. In recognition of the fact that ULEVs are generally more expensive than fossil-fuelled equivalents, a range of incentives are in place, or being considered, to encourage motorists to make the switch. Further detail on these incentives can be found in the [National Framework of Local Incentives for Electric Vehicles](#), developed for Transport Scotland and published in November 2016.

67. Parking offers many opportunities for Scotland's local authorities to encourage the uptake of ULEVs. Parking incentives can be very flexible. They can save time, where preferential spaces are allocated closer to amenities and they can save money, where discounts on parking fees are levied. These incentives could potentially apply to all parking bays, not just those that contain a charging point.

68. One significant barrier to free or discounted parking is that there is a need to manage and maintain the turnover of traffic in local areas. Offering free parking encourages vehicle owners to leave their vehicles for extended periods of time in prime locations, which regardless of the emissions produced by a vehicle, will contribute to congestion.

69. It is likely that all measures relating to discounted parking or preferential access to prime spaces will need to be set with stringent time limits, therefore, monitoring the use of car parking and enforcement, becomes fundamental to the effectiveness of the measures.

70. In addition, consideration needs to be given to the identification of ULEVs, to distinguish them from fossil-fuelled vehicles. Options include the use of in-car stickers or the creation of ULEV-specific number plates (currently reserved to the UK Government). Also, although there is standard marking for on-street EV parking bays, currently no standards exist for bays within car parks. The introduction of such markings would help establish a consistent approach across local authority boundaries.

71. Parking initiatives can therefore impact on resources by reducing income from fees and increasing costs as personnel are needed to manage such schemes, and therefore may require subsidy.

72. Furthermore, as ULEV uptake increases, it is likely that some of these measures will need to be withdrawn, therefore setting limits on the number of total vehicles or a time frame in which the benefits will apply to allow the measure to be effective, without becoming too onerous to manage. Experimental TROs, which have a time limit of 18 months, may be a useful tool to trial particular measures, or to enable amendments to schemes to be made once introduced.

72. Parking is at a premium for car owners in urban areas and areas of tenements and other flatted developments and has been noted as a particular challenge for the uptake of ULEVs in Scotland. This is clearly linked to the need for residential charging and is a matter that needs to be considered carefully in order to ensure that residents are not excluded from the benefits of owning an ULEV.

73. Ensuring that private car parks, those not owned or operated by a local authority, are operated in a way that supports positive trends is also a major challenge. Councils have a role to play in informing and educating private car park owners of the need for consistency in incentivising ULEV ownership. Similarly, the need to enforce these incentives has to be established. Councils and other public sector organisations can lead by example with the car parks they own and operate themselves.

**Questions**

**Q 17. Are you supportive of local authorities' trialling or introducing parking incentives (such as discounted, free or preferential parking) for ULEVs?**

- If yes, what should these incentives be?
- If no, why not?

**Q 18. Are you supportive of local authorities trialling or introducing specific measures to help people who, live in flats or tenements (with no dedicated-off street parking) charge their vehicles?**

- If yes, what should these incentives be?
- If not, why not?

**Q 19. Do you think the use of ULEV-only charging bays should be monitored and enforced by local authorities?**

- If yes, please say why.
- If no, how should they be enforced and who should be responsible for this enforcement?

## Chapter 6: Assessing Impact

### Equality

74. In creating a consistent approach to managing parking in Scotland the public sector equality duty requires the Scottish Government to pay due regard to the need to:

- eliminate discrimination, victimisation, harassment or other unlawful conduct that is prohibited under the Equality Act 2010;
- advance equality opportunity between people who share a protected characteristic and those who do not; and
- foster good relations between people who share a relevant protected characteristic.

75. These three requirements apply across the 'protected characteristics' of:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion and belief; and
- sex and sexual orientation.

75. At this early stage in our planning for managing parking in Scotland it is difficult to determine whether significant effects are likely to arise and the aim of the Scottish Government is to use this consultation process as a means to fully explore the likely equality effects, including the impact on children and young people.

76. Once completed the Scottish Government intends to determine, using the consultation process, any actions needed to meet its statutory obligations. Your comments received will be used to complete a full Equality Impact Assessment to determine if any further work in this area is needed.

#### Question

**Q 20. Are there any likely impacts the proposals contained within this consultation may have on particular groups of people, with reference to the 'protected characteristics' listed above? Please be as specific as possible.**

#### Question

**Q 21. Apart from safety, are there any other aspects of a child's rights or wellbeing that you think might be affected either positively or negatively by the proposals covered in this consultation?**

## Business and Regulation

77. In our work to improve the management of parking a Business and Regulatory Impact Assessment will analyse whether the policy is likely to increase or reduce the costs and burdens placed on businesses, the public sector and voluntary and community organisations.

### Question

**Q 22. Do you think the proposals contained in this consultation are likely to increase or reduce the costs and burdens placed on any sector? Please be as specific as possible.**

## Privacy

78. A full Privacy Impact Assessment will be conducted to ascertain whether our proposals on delivering a consistent approach to managing parking in Scotland may have an impact on the privacy of individuals.

79. At this early stage in our planning for managing parking it is difficult to determine whether significant privacy effects are likely to arise and the aim of the Scottish Government is to use this consultation process as a means to fully explore the likely privacy effects.

### Question

**Q 23. Are there any likely impacts the proposals contained in this consultation may have upon the privacy of individuals? Please be as specific as possible.**

## Environmental

80. In relation to our plans for delivering a consistent approach to managing parking in Scotland the Environmental Assessment (Scotland) Act 2005 ensures those public plans that are likely to have a significant impact on the environment are assessed and measures to prevent or reduce adverse effects are sought, where possible, prior to implementation.

81. At this early stage in our planning for managing parking it is difficult to determine whether significant environmental effects are likely to arise and the aim of the Scottish Government is to use this consultation process as a means to fully explore the likely environmental effects. Once completed the Scottish Government intends to determine, using this consultation process, any actions needed to meet its statutory obligations.

### Question

**Q 24. Are there any likely impacts the proposals contained in this consultation may have upon the environment? Please be as specific as possible.**

## Conclusion

82. The Scottish Government recognises the detrimental impact that obstructive and irresponsible parking can have on vulnerable groups, as well as Emergency vehicles and other road users in general.

83. For these reasons, this consultation provides an opportunity to consider views on our planned approach to promote, support and advance the rights of pedestrians to ensure that our pavements are accessible for all. We are seeking to positively influence parking behaviours across the country by making sure that the law is consistent and easily understood by all users. Throughout this consultation, we have included questions which will help inform the development of subsequent laws aimed at improving accessibility and, safety, as well as reducing emissions in towns and cities.

84. To assist in the development of this consultation, we created a stakeholder working group on responsible parking, which includes representatives from a range of organisations, including disability organisations, motoring services and active travel groups. The feedback from the group and responses to this consultation will also ensure that subsequent legislation and guidance is fit for purpose and will command public confidence and support.

85. As highlighted in this consultation, clear, consistent and effective enforcement will be essential in ensuring that motorists comply with the provisions of any legislation. At present, half of local authorities in Scotland have decriminalised parking enforcement powers, but we are keen that all local authorities move to operating a decriminalised parking enforcement regime in their own right. However, we appreciate that the work to get a parking enforcement regime in place can take time and are exploring as part of this consultation what opportunities there may be to undertake partnership working, including the sharing of services with neighbouring authorities through service level agreements to ensure that sufficient enforcement is in place.

86. The questions throughout this consultation are repeated in the questionnaire found at **Annex A**. However, in responding to this consultation, please do not feel constrained by the questions set. We appreciate some people will have a particular interest in certain areas. We encourage you to respond to any or all of those areas where you feel you have a contribution to make.

87. We value your opinions and welcome your views on our proposals identified in this document.

Question
<b>Q 25. Do you have any other comments that you would like to make, relevant to the subject of this consultation that you have not covered in your answers to the previous questions?</b>

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## Annex A Consultation on improving parking in Scotland

### Respondent Information Form

**Please Note** this form **must** be returned with your response.

Are you responding as an individual or an organisation?

- ☐ Individual  
☐ Organisation

Full name or organisation's name

Phone number

Address

Postcode

Email

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

- ☐ Publish response with name  
☐ Publish response only (anonymous)  
☐ Do not publish response

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

- ☐ Yes  
☐ No

## Consultation Questions

### General

**Q 1. Do you think parking, including on pavement, at dropped kerbs and double parking is a problem in your area?**

- If yes, how have you, your family or friends been affected by parking problems?
- Where did this occur (e.g. type of street or area) and how often?

### Legislation

**Q 2. Why do you think the motorists may choose to pavement park?**

**Q 3. Do you think new legislation is needed ?**

- If yes, what areas of the law need to be amended?

**Q 4. If a new law is required, should it cover all roads with footways, including private roads that are not adopted by local authorities and trunk roads?**

- If not, why not?

**Q 5. Do you think any new law should apply to all vehicles (e.g. HGVs, vans, taxis, cars, motorbikes, etc.)?**

- If not, which type of vehicles should the law not apply to?

<p><b>Q 6. Do you think there should be exemptions applied to allow pavement parking to take place, particularly due to local concerns about access for vehicles and lack of alternative parking provision?</b></p> <ul style="list-style-type: none"> <li>• If yes, what should those exemptions be?</li> <li>• If no, why not? (Please be as specific as possible)</li> </ul>

<p><b><u>Implementation &amp; Enforcement</u></b></p> <p><b>Q 7. Should there be consistent approach to parking enforcement across Scotland?</b></p> <ul style="list-style-type: none"> <li>• If yes, how should this be taken forward?</li> </ul>
<p><b>Q 8. Local authorities in some parts of Scotland have DPE powers and are responsible for parking enforcement. In other areas Police Scotland retains responsibility.</b></p> <ul style="list-style-type: none"> <li>• What is your views on rolling out Decriminalised Parking Enforcement regimes across Scotland?</li> <li>• What is your views about the proposal to share services to provide some access to a “traffic warden service” in areas without DPE?</li> <li>• What should Police Scotland’s involvement be in future?</li> </ul>
<p><b>Q 9. Currently moving traffic violations are a matter for the police, however, do you think local authorities should be able use CCTV and/or Automatic Number Plate Recognition (ANPR) systems for enforcement of:</b></p>

- parking in areas where safety benefits can be delivered to all road users, around schools for example?
- Some moving vehicle contraventions like banned turns?
- If not, why not? (Please be as specific as possible)

#### **Traffic Regulation Orders (TROs)**

**Q 10. Do you think it is a good idea in principle to allow local authorities to exempt specific streets or areas from national restrictions for pavement parking?**

- If so, what is the best mechanism for doing this (e.g. TRO or other form of local resolution)?

#### **Displacement of vehicles**

**Q 11. Do you think controlling pavement, dropped kerbs and double parking could have unintended or negative consequences in your area?**

- If so, what would the effects be?
- Who would be affected?
- What type of street or area would experience these consequences?

#### **Town Centre Regeneration**

**Q 12. Do you think controls on parking are likely to increase or reduce the costs and impact on businesses in town centres?**

- If yes, what should we be doing to reduce any impact on businesses in town centres?
- What other arrangements should be considered to deliver parking improvements that help support town centre regeneration?

**Disabled Parking Bays**

**Q 13. Do you think that on-street disabled persons' parking places are being enforced in your area?**

- If not, how could this be done better?
- Do you think members of the public should report misuse where it is observed?

**Q 14. Have you witnessed misuse of a disabled persons' parking space?**

- If so, did you report it?
- If not, did anything prevent you from reporting it?
- Should disabled persons' parking places be enforceable at all times?
- Do you think the level of penalty for misuse of local authority disabled persons' parking space is acceptable?
- If not, what level would you consider to be acceptable?

**Q 15. Do you think off-street disabled persons' parking spaces, including private car parks, are being enforced in your area?**

- If not, how could this be done better?

**Q 16. What impact do you think disabled persons' parking space misuse has on Blue Badge holders?**

### **Emissions Vehicles**

**Q 17. Are you supportive of local authorities' trialling or introducing parking incentives (such as discounted, free or preferential parking) for ULEVs?**

- If yes, what should these incentives be?
- If no, why not?

**Q 18. Are you supportive of local authorities trialling or introducing specific measures to help people who, live in flats or tenements (with no dedicated-off street parking) charge their vehicles?**

- If yes, what should these incentives be?
- If not, why not?

**Q 19. Do you think the use of ULEV-only charging bays should be monitored and enforced by local authorities?**

- If yes, please say why.
- If no, how should they be enforced and who should be responsible for this enforcement?

### **Assessing Impact**

**Q 20. Are there any likely impacts the proposals contained within this consultation may have on particular groups of people, with reference to the 'protected characteristics' listed above? Please be as specific as possible.**

**Q 21. Do you think the proposals contained within this consultation may have any additional implications on the safety of children and young people?**

- If yes, what would these implications be? Please be as specific as possible.

**Q 22. Do you think the proposals contained in this consultation are likely to increase or reduce the costs and burdens placed on any sector? Please be as specific as possible.**

**Q 23. Are there any likely impacts the proposals contained in this consultation may have upon the privacy of individuals? Please be as specific as possible.**

**Q 24. Are there any likely impacts the proposals contained in this consultation may have upon the environment? Please be as specific as possible.**

### **Conclusion**

**Q 25. Do you have any other comments that you would like to make, relevant to the subject of this consultation that you have not covered in your answers to the previous questions?**



Transport Scotland  
Buchanan House, 58 Port Dundas Road,  
Glasgow, G4 0HF  
0141 272 7100  
info@transport.gov.scot

ISBN: 978-1-911582-01-4  
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Produced for Transport Scotland by APS Group Scotland  
Published by Transport Scotland, March 2017

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Scottish Government  
Riaghaltas na h-Alba

**Renfrewshire Council**  
**Transport Scotland Parking Consultation 2017**  
**Response**  
**June 2017**

**Appendix 1**  
**Response**

**Q1. Do you think parking, including on pavements, at dropped kerbs and double parking is a problem in your area?**

- **If yes, how have you, your family or friends been affected by parking problems?**
- **Where did this occur (e.g. type of street or area) and how often?**

Renfrewshire receives regular complaints from the public about parking on footways. Parking at dropped kerbs and double parking is the subject of far fewer complaints.

**Q 2. Why do you think the motorists may choose to pavement park?**

The experience of Renfrewshire Council is that there are a number of reasons for footway (pavement) parking. In all circumstances drivers park on the footway in a misplaced belief that they are doing a good deed by minimising the obstruction to passing vehicular traffic on the carriageway. They may also believe that by parking on the footway they are protecting their vehicle from being struck by a passing vehicle. The reasons why drivers prefer or are forced to park on the road (including the footway) are many:

- Private parking spaces provided with new residential development may have been badly designed or located to the rear of the houses, sometimes in parking courts, where there is no natural surveillance and owners are reluctant to leave their cars for security reasons. Sometimes merely the length of walk to the parking court is off-putting and drivers prefer to park on the road outside their front door.
- Older residential developments such as terraces and tenement flats have no off-street parking provision and owners have no choice but to park on the road. Many families living in these flats have more than one car. Demand for parking spaces often means all the available kerbside on both sides of the road is filled with parked cars when everyone is at home in the evening. Many such roads are narrow and drivers park on the footway to guarantee at least the width of one running lane down the middle of the road to allow for the through passage of vehicles.
- Drivers, usually in households with more than one car and a private drive only wide enough for one car, prefer to park on the road to save blocking in other cars on the drive.
- In some cases there is just not enough space in the private drive to accommodate all the cars owned by the family members. So some are forced to park on the road.
- Delivery drivers sometimes assess the width of their vehicle to be too wide to be able to park fully on the carriageway and still leave enough road width for other vehicles to pass comfortably. So they park on the footway.

**Q 3. Do you think new legislation is needed?**

The need for new legislation must be very carefully considered. Many of the instances of footway parking listed above, if not forced upon the driver by the physical constraints of the road's dimensions, are the result of pressures outside direct control. Equally, some are not. The banning of footway parking outright may, where roads are narrow, force local authorities to introduce yellow lines merely to keep the road open to through traffic; greatly increasing the burden on officers who promote the traffic orders and on Parking Attendants or the Police who enforce them. In addition, should the traffic orders attract objections (which is very likely in situations where demand for parking places is high and members of the public have nowhere else to park but on the road) the cost to Councils (in money and time) of holding the necessary hearings will be unsustainable without additional funding.

In certain circumstances a blanket ban on footway parking may lead to calls for the Council to provide off-road parking spaces for people denied the ability to park on the road. Normally, of course Councils dismiss such requests but such a global change in parking circumstances may create public unrest which would be difficult to resist.

- **If yes, what areas of the law need to be amended?**

The simplest solution may be to define obstruction of the footway as leaving any width for passage which is less than a specified minimum, thus allowing the Police alone to use the existing obstruction laws, without the need for further legislation. Defining parking on the footway as an obstruction takes it out of the DPE sphere and means that a traffic order need not be promoted to be able to enforce the law (Parking Attendants working in a DPE scheme are dependent on traffic orders for their enforcement powers). This simplifies matters for councils and does not impose greater burdens on small to medium sized councils whose DPE operations are likely to be small.

Conversely, parking on the footway could be made an offence, enforceable by Police or Parking Attendants, without the need for a traffic order but which would attract an automatic instant PCN/ fixed penalty notice. Councils would be free of the economic burden of promoting traffic orders. However, the consequence may be general dissent from members of the public who have no choice but to park on the footway and the Council being impelled to promote traffic orders to allow footway parking in numerous locations. Councils will be faced with all the expense that signing such traffic orders entails in addition to criticism from pedestrians who still do not have a clear footway to walk on. In fact in terms of health and safety, it is difficult to know how a Council could reconcile creating such a traffic order with putting pedestrians in danger in this way.

**Q 4. If a new law is required, should it cover all roads with footways, including private roads that are not adopted by local authorities and trunk roads?**

- **If not, why not?**

Currently a local roads authority is only responsible for managing and maintaining public roads and can apply traffic orders to roads for which it is the authority, or to trunk roads with the trunk road authority's consent. In practice it is difficult to define a private road because nobody keeps a list of them. The practicalities of gaining consent from, in many cases, multiple owners of a private road before a Council can promote a traffic order means that many Councils promote traffic orders only on public roads. However, there is no reason why private roads should be exempt from legislation to keep footways clear for pedestrians and the simplest practical way to do this would be a blanket ban on footway parking on all public and private roads. There may need to be created a requirement on somebody to keep a list of private roads for this purpose.

**Q 5. Do you think any new law should apply to all vehicles (e.g. HGVs, vans, taxis, cars, motorbikes, etc.)?**

- **If not, which type of vehicles should the law not apply to?**

Any new law should apply to all vehicles with the possible exception of emergency vehicles in the pursuit of their duty.

**Q 6. Do you think there should be exemptions applied to allow pavement parking to take place, particularly due to local concerns about access for vehicles and lack of alternative parking provision?**

- **If yes, what should those exemptions be?**
- **If no, why not? (Please be as specific as possible)**

If residents have no alternative but to park on the road (there is no off-street provision within a reasonable distance) and the road is so narrow that they park on the footway to allow through-traffic to pass, banning parking on the footway would effectively ban these residents from owning a car. Unless the Council is prepared to provide off-street parking (assuming there is land available), the public will call for an exemption to the footway parking ban.

This circumstance would be the only one worthy of an exemption. However, its characteristics must be clearly defined to leave no doubt about the grounds for exemption.

Nonetheless, the Council will be left with a difficult decision between denying some drivers a place to park and denying pedestrians a place to walk. All traffic orders promoted in these circumstances will attract numerous objections. So in practice, perhaps exemptions should not be allowed and drivers should be made responsible for finding a legal place to park their car, regardless of the circumstances of the road where they live.

**Q 7. Should there be consistent approach to parking enforcement across Scotland?**

- **If yes, how should this be taken forward?**

Consistency in parking enforcement across Scotland has benefits to the public in aiding its understanding of the law, regardless of location. This in turn would lead to fewer PCN appeals on the basis of misunderstandings and less wasted time for enforcement officers and adjudicators.

Police Scotland has stated it is not in a position to be able to commit the necessary resources to parking enforcement. In theory, DPE enables a local authority to earn sufficient funds to run an enforcement agency. However, many are dependent on parking charges from Council car parks to support the enforcement operation, especially when you consider that the ideal DPE scheme is aiming for 100% compliance and no fine income at all. In large towns and cities with many yellow lines there will always be a background count of offences which will provide an income to run the scheme. In smaller villages, in rural councils, this will not be the case. Hence the reluctance of smaller councils to set up DPE schemes, for fear of running at a loss and eating into Council funds. A national DPE scheme could provide enforcement in rural areas while being funded by fines gathered in the larger towns and cities. Two groups of councils have combined together in Wales as the South Wales Parking Group and the Wales Penalty Processing Partnership, to run two such schemes. Without such an arrangement rural councils will not be able to introduce DPE without additional government funding.

**Q 8. Local authorities in some parts of Scotland have DPE powers and are responsible for parking enforcement. In other areas Police Scotland retains responsibility.**

- **What are your views on rolling out Decriminalised Parking Enforcement regimes across Scotland?**

No local authority should be without a parking enforcement regime. Even smaller rural councils have issues with tourist traffic and need to be able to manage their parking stock to keep the roads safe and traffic flowing. Police Scotland are unable to commit sufficient resource to manage parking as effectively as local authorities would like and the authority has no influence over when and where the Police decide to act. DPE seems to be the only option available for those authorities who are seeking to control.

- **What are your views about the proposal to share services to provide access to a “traffic warden service” in areas without DPE?**

A national DPE service is a sensible option for smaller authorities who don't have the ability to earn enough fine income to run their own service.

- **What should Police Scotland's involvement be in future?**

It is unlikely that Police Scotland will have a role in enforcing parking in future unless the simplest option for the enforcement of footway parking is accepted and the definition of an obstruction on the footway is clarified to enable the Police to use existing obstruction laws to prevent footway parking (see Q3).

**Q 9. Currently moving traffic violations are a matter for the police, however, do you think local authorities should be able use CCTV and/or Automatic Number Plate Recognition (ANPR) systems for enforcement of:**

- **parking in areas where safety benefits can be delivered to all road users, around schools for example?**

The use of CCTV and ANPR technology has its attractions in the circumstance where a Parking Attendant is unable to secure a PCN because the driver is still in the car and able to drive away when they see an attendant approaching. These systems are expensive to buy and maintain and monitor. The business case for such technology would have to be proved for each council and many would not be able to issue sufficient PCNs to earn enough fine income to break even. The resultant inconsistency of approach between council's may lead to complaints from drivers and an increased appeal case load. This would be another example of the benefit of a national DPE scheme which would be able to apply this technology proportionately and be able to afford it.

- **Some moving vehicle contraventions like banned turns?**

- **If not, why not? (Please be as specific as possible)**

Moving violations and endorsable offences with a road safety aspect to them are better dealt with by the Police. The Police have additional responsibilities in reporting accidents and taking drivers to court for such contraventions which should not be mixed up with another agency. Potential differences in evidence provided by each agency must not be allowed to prevent the securing of a conviction.

**Q 10. Do you think it is a good idea in principle to allow local authorities to exempt specific streets or areas from national restrictions for pavement parking?**

The signs to both allow and prohibit footway parking already exist in the TSRGD 2016. Therefore, presumably local authorities already have the ability to promote such traffic orders. A single traffic order or the consolidation of a footway parking order into a larger single DPE order has administrative benefits. All objections could be dealt with by one public hearing, saving on officer and reporter time. However, having seen it done once for the best of reasons (see Q6) the public may be encouraged to request exemptions for other reasons in other locations. Without a strong policy, councils will be under pressure to exempt everyone in time. Policy guidelines should perhaps be published by Scottish Ministers to help in these circumstances.

- **If so, what is the best mechanism for doing this (e.g. TRO or other form of local resolution)?**

Parking Attendants in Scotland are governed by the Road Traffic Act 1991 by which they are limited in their ability to enforce certain contraventions only:

- Traffic orders relating to marked parking spaces and loading and waiting restrictions
- Sections 19 and 21 of the Road Traffic Act 1988

- Sections 35(1), 53(1)(a) & (b) and 61 of the Road Traffic Regulation Act 1984

Changes to the Road traffic Act 1991 would be required to allow parking Attendants to enforce a 'local resolution'.

**Q 11. Do you think controlling pavement, dropped kerbs and double parking could have unintended or negative consequences in your area?**

- **If so, what would the effects be?**
- **Who would be affected?**
- **What type of street or area would experience these consequences?**

Potential impacts of footway parking controls have been stated previously. However, an additional negative consequence of banning pavement parking, which is being witnessed already, is the conversion of front gardens into driveways. Driveways are impermeable to rain water and add to the total area where rain water cannot be soaked into the ground but will run off into sewers which are not big enough to cope. Without the careful use of sustainable drainage solutions, this could greatly increase the risk of flooding to properties in urban areas.

The effect of banning parking at dropped kerbs is different depending on the type of dropped kerb. At those designed for pedestrians to cross the road, the effect would be very like that of banning footway parking in that it removes a parking space from the available on-street provision and displaces parked cars elsewhere, possibly leading to other parking offences. Banning parking at a dropped kerb meant to allow vehicles to cross the footway at the entrance to a private driveway certainly keeps the driveway clear but may deny the driveway owner of a parking place he has been used to, but does not necessarily disadvantage the pedestrian. However, it should never be suggested that the part of the road in front of a private driveway in some way belongs to the owner of the driveway. It is still part of the public road in the control of the local authority for its management and maintenance. Making an offence of parking across such a dropped kerb would save Police time when judging if the vehicle in question is obstructing the driveway or not. Making an offence of parking across a driveway dropped kerb would also remove the need for the 'access protection marking 1026.1' which, because of its advisory nature, has proved ineffective anyway. The difficulty in defining a dropped kerb where parking would be an offence may create confusion and unnecessary, vexatious and costly appeals, and is likely to bring any legislation into disrepute.

Double parking is an offence that is easily defined as parking against the offside of a vehicle already parked at the kerbside. Where there are no yellow lines, Parking Attendants would need additional powers to act. Roads are seldom wide enough to accommodate double parking. Much of it is undertaken by delivery vehicles which stop for only a short time but cause major obstruction as a consequence. Obstruction is an offence that is dealt with by the Police who have found it difficult to enforce because of the short time that the vehicle is stationary and the infrequency of Police patrols. However, enabling a Parking Attendant to act in these circumstances would be unlikely to significantly increase the ease with which offenders would be caught or to limit the frequency of such offences, for the same reasons.

**Q 12. Do you think controls on parking are likely to increase or reduce the costs and impact on businesses in town centres?**

- **If yes, what should we be doing to reduce any impact on businesses in town centres?**
- **What other arrangements should be considered to deliver parking improvements that help support town centre regeneration?**

Businesses in town centres depend on customers being able to reach their premises and stay long enough to use the service provided. If they do not have off-road delivery yards, they depend on deliveries being able to be off-loaded from the road. Well located delivery spaces, parking spaces and varied durations of stay and charges (if any) will aid business. Controls have a role to play in making sure spaces are always available at the correct frequency to suit different shopper/ business users. A main shopping street full of commuters parking all day, without controls, will certainly stifle business.

Different town centres have different demands for parking spaces and different driver expectations of the type of reasonable parking controls applicable to different degrees of demand for spaces. In small coastal towns drivers may expect to park free for a limited time on-street but expect to pay, along with tourists, for a longer stay in an off-street car park. Demand is such that parking can be controlled by time limits enforced by regularly patrolling Parking Attendants. A major city centre, which has greater parking demand, uses charging tariffs to control parking, directing drivers to short and long stay spaces, using charges as the incentive, and making sure spaces are vacated when the ticket runs out.

**Q 13. Do you think that on-street disabled persons' parking places are being enforced in your area?**

- **If not, how could this be done better?**
- **Do you think members of the public should report misuse where it is observed?**

On-street disabled parking places are enforced like any other by the Council's Parking Attendants.

Members of the public are free to report any kind of parking abuse and Parking Attendants will be directed to investigate.

**Q 14. Have you witnessed misuse of a disabled persons' parking space?**

Parking Attendants have not physically witnessed the misuse of a disabled persons parking space, and do not receive many complaints in this regard.

- **If so, did you report it?**  
N/A
- **If not, did anything prevent you from reporting it?**
- **Should disabled parking places be enforceable at all times?**  
Yes. These spaces may be required by disabled persons at any time.
- **Do you think the level of penalty for misuse of local authority disabled persons' parking places is acceptable?**  
Yes. Changes to the level of penalty would be confusing and may require changes to legislation.
- **If not, what level would you consider to be acceptable?**  
N/A

**Q 15. Do you think off-street disabled persons' parking places, including private car parks, are being enforced in your area?**

- **If not, how could this be done better?**  
Local authorities are enforcing disabled persons' off-street parking places within council car parks. Local authorities find it difficult to resource the promotion of traffic orders for private car parks and hence disabled person's off-street parking places in private car parks remain unenforceable.

**Q 16. What impact do you think disabled persons' parking space misuse has on Blue Badge holders?**

Less genuine spaces available due to misuse.

**Q 17. Are you supportive of local authorities' trialling or introducing parking incentives (such as discounted, free or preferential parking) for ULEVs?**

- **If yes, what should these incentives be?**
- **If no, why not?**

No. Parking controls are designed to alleviate congestion, of which poor air quality is only a side effect. Congestion impacts on the timely passage of vehicles to destinations for trade, business and leisure regardless of how those vehicles are powered. A city's economy can still grind to halt if goods cannot get to market because of a traffic jam of electric vehicles. Any incentives for ULEV ownership should be through the VED system.

**Q 18. Are you supportive of local authorities trialling or introducing specific measures to help people who, live in flats or tenements (with no dedicated-off street parking) charge their vehicles?**

- If yes, what should these incentives be?
- If not, why not?

Local authorities have provided public charging points under the government scheme and continue to provide free electricity. If the network of charging points is to expand, especially to points outside tenements for residents to essentially charge their cars at home, arrangements must be made for charging for use at source or recouping the electricity cost to local authorities

**Q 19. Do you think the use of ULEV-only charging bays should be monitored and enforced by local authorities?**

- If yes, please say why.
- If no, how should they be enforced and who should be responsible for this enforcement?

Local authority Parking Attendants are ideally placed to enforce the use of charging bays. However, the identification of ULEVs must be made obvious and the necessary changes to offence codes made.

**Q 20. Are there any likely impacts the proposals contained within this consultation may have on particular groups of people, with reference to the 'protected characteristics' listed above? Please be as specific as possible.**

No, all proposals impact on everyone equally.

**Q 21. Apart from safety, are there any other aspects of a child's rights or wellbeing that you think might be affected either positively or negatively by the proposals covered in this consultation?**

No.

**Q 22. Do you think the proposals contained in this consultation are likely to increase or reduce the costs and burdens placed on any sector? Please be as specific as possible.**

Effective control of parking will reduce the costs and burdens placed on business. Deliveries arrive on time and customers have enough parking spaces available for the right length of time, at all times.

Effective control of parking will increase the costs and burdens placed on local authorities. More Parking Attendants will need to be employed to enforce parking restrictions to the level of compliance required. More council officer hours will be needed to administer traffic orders and PCN claims.

**Q 22. Do you think the proposals contained in this consultation are likely to increase or reduce the costs and burdens placed on any sector? Please be as specific as possible.**

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**Q 23. Are there any likely impacts the proposals contained in this consultation may have upon the privacy of individuals? Please be as specific as possible.**

No

**Q 24. Are there any likely impacts the proposals contained in this consultation may have upon the environment? Please be as specific as possible.**

Encouragement of ULEVs should improve air quality locally in towns and cities. The cost of ULEV buses and lorries will have to drop significantly to encourage their uptake and reduce diesel PM10 emissions, or diesel vehicles will need to be phased out in future. The electricity generation will create emissions at the power station if fossil fuels are burned in doing so.

Building driveways on what were once permeable gardens could increase the risk of property flooding in urban areas.

**Q 25. Do you have any other comments that you would like to make, relevant to the subject of this consultation that you have not covered in your answers to the previous questions?**

DPE Local authorities are hard pressed to resource their current level of parking enforcement. Any proposals which increase this burden must be funded.