

**To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD**

**On: 22 May 2018**

---

**Report by: DIRECTOR OF ENVIRONMENT & COMMUNITIES**

---

**Heading: ENVIRONMENT & COMMUNITIES SERVICE IMPROVEMENT – OUTTURN REPORT FOR 2017/18**

---

**1. Summary**

- 1.1 The Environment & Communities Service Improvement Plan 2017/18 – 2019/20 was approved for Community Resources by the Communities Housing and Planning; Infrastructure, Land and Environment; and Finance, Resources and Customer Services Policy Boards in June 2017.
- 1.2 It has been updated to reflect the service name change to Environment & Communities, agreed at Leadership Board on 19 September 2017, and the corporate priorities agreed in the Council Plan approved at Council on 28 September 2017.
- 1.3 The attached Service Improvement Action Plan (Appendix 1) and Performance Scorecard (Appendix 2) show progress against the agreed priorities for the service which have been realigned against the 5 Strategic Outcomes approved by Council on 28 September 2017 in the Council Plan for 2017 – 2022.
- 1.4 This report contains details of Environment & Communities performance over the period 1 April 2017 to 31 March 2018. The main purpose of the report is to provide:
  - details of the key achievements of the service over the period.
  - a progress update on implementing the action plan linked to the 2017-20 Service Improvement Plan.
  - an assessment of performance in relation to the service scorecard of core performance indicators.
- 1.5 Environment & Communities has continued to progress an ambitious programme of service development over 2017/18 covering the areas of activity overseen by the Communities Housing and Planning Policy Board. Key achievements that are relevant to the remit of this Policy Board have included:
  - Supporting the City of Culture 2021 Bid.

- Leading on the Public Protection agenda including Serious and Organised Crime, Counter Terrorism, MARAC and Civil Contingencies.
- Maintaining ISO 9001, ISO 22000 and OHSAS 18001 accreditation across Environment & Communities.
- Renfrewshire Community Safety Partnership's daily tasking process being highlighted as an example of best practice in Audit Scotland's 2017 Best Value Assurance Report for Renfrewshire Council. The positive work being carried out by the Street Stuff programme was also referenced in the report. Street Stuff was further recognised when it was successful in winning the Local Matters category at the 2017 CoSLA Excellence Awards.
- Tackling poverty through an enhanced Street Stuff programme and provision of employability and training opportunities.

1.6 Service Improvement Plans are important documents which provide an opportunity for elected members to scrutinise service levels, activity and associated performance. Implementation of the Service Improvement Plan is monitored and reported to this Policy Board on a six-monthly basis to allow the Board to review progress. A six month progress report was previously provided to the Board on the 2017 to 2020 Service Improvement Plan in November 2017.

---

## **2. Recommendations**

It is recommended that the Communities Housing and Planning Policy Board:

- 2.1 Notes the progress that has been made by Environment & Communities with implementation of the 2017 to 2020 Service Improvement Plan actions and performance indicators as detailed in Appendix 1 & 2 and as specific to the areas of activity delegated to this Policy Board.
- 2.2 Notes that this Service Improvement Plan Outturn Report for Environment & Communities is also being presented to the Infrastructure, Land and Environment Policy Board and the Finance, Resources and Customer Services Policy Board for their approval with regard to relevant areas of their respective delegated activities.

---

## **3. Background**

- 3.1 The Environment & Communities Service Improvement Plan provides a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendices to the plan contain an action plan and performance indicators against which progress can be measured.
- 3.3 In June 2017, Community Resources presented a Service Improvement Plan aligned to the then-current Council Plan, which was due to come to an end. A new Council Plan setting out 5 Strategic Outcomes was approved in September 2017 and consequently, service improvement plans have been realigned to reflect these outcomes. The Council Plan 2017-2022 strategic outcomes are:

- Outcome 1: Reshaping our place, our economy and our future
- Outcome 2: Building strong, safe, and resilient communities
- Outcome 3: Tackling inequality, ensuring opportunities for all
- Outcome 4: Creating a sustainable Renfrewshire for all to enjoy
- Outcome 5: Working together to improve outcomes

- 3.4 The action plan lies at the core of the Service Improvement Plan. It sets out the priorities being addressed, the key tasks to be implemented, the implementation timetable and the outcomes and measures against which progress can be assessed.
- 3.5 Appendix 1 to this report provides a summary of progress achieved on the Environment & Communities' Service Improvement Plan Action Plan to the end of March 2018. It highlights areas where significant advances have been made and any actions that may have been reviewed or delayed, as specific to the areas of activity delegated to this Policy Board.
- 3.6 Appendix 2 to this report details the performance on Environment & Communities' strategic performance indicators, as specific to the areas of activity delegated to this Policy Board.
- 3.7 The service improvement planning process is a key part of the Council's Public Performance Reporting framework with additional public performance reports produced and further information available on Council web pages.

---

#### **4. Summary of main achievements**

- 4.1 The key achievements of Environment & Communities for the year to 31 March 2018 delegated to this Policy Board are highlighted below. Full details of the progress in terms of implementing the actions outlined in the Environment & Communities Service Improvement Plan are detailed in Appendix 1 to this report.
- Supporting the City of Culture 2021 Bid
  - Leading on the Public Protection agenda including Serious and Organised Crime, Counter Terrorism, MARAC and Civil Contingencies
  - Maintaining ISO 9001, ISO 22000 and OHSAS 18001 accreditation across Environment and Communities
  - Renfrewshire Community Safety Partnership's daily tasking process was highlighted as an example of best practice in Audit Scotland's 2017 Best Value Assurance Report for Renfrewshire Council. The excellent work being carried out by the Street Stuff programme was also referenced in the report. Street Stuff was further recognised when it was successful in winning the Local Matters category at the 2017 CoSLA Excellence Awards
  - I Am Me was awarded the Best Community Project award at the Herald Scotland Diversity Awards 2017
  - Tackling poverty through an enhanced Street Stuff programme and provision of employability and training opportunities

## **5. Areas where actions have been reviewed or delayed**

- 5.1 Since the publication of the Service Improvement Plan 2017-2020, all actions have been progressing in line with anticipated timescales.

## **6. Progress against service scorecard**

- 6.1 The Environment & Communities performance framework has been realigned with the priorities set out in the 2017 Council Plan. Relevant operational performance is reported to each meeting of this Policy Board.
- 6.2 The performance scorecard containing a detailed explanation of performance for each indicator, as specific to the areas of activity delegated to this Policy Board, is included at Appendix 2 of this report.
- 6.3 Several performance indicators in the service scorecard are reported as part of the Local Government Benchmarking Framework (LGBF). The Improvement Service released a validated version of the LGBF data for 2016/17 in February 2018. A summary of Renfrewshire Council's performance was reported to the Audit, Risk and Scrutiny Board on 19 March 2018.
- 6.4 Some examples of good performance with particular relevance to the remit of this Policy Board include:
- The percentage of adults who agree that Renfrewshire is a safe place was 84.6% in 2017/18, up from 82% in 2016/17, exceeding the annual target of 84%
  - 100% of calls relating to domestic noise complaints were attended within 30 minutes, achieving the one-hour target time
  - In 2017/18, there were a total of 358 complaints regarding youth disorder. This is down from 747 complaints in 2016/17 which was the baseline year for this indicator.
- 6.5 Some examples of performance indicators that are currently performing below target that are of relevance to the remit of this Policy Board include:
- The reported number of incidents of anti-social behaviour, 1,939, is currently above target (1,750). The performance reflects the very challenging nature of the target.
  - Absence in 2017/18, at 7%, was above target (4%). Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
  - The number of managers with a completed 360 report and the number of employees being supported to obtain SVQ qualifications or having completed an IDP are currently below target. This will be addressed as part of the corporate workforce and OD strategy and a performance development review process are agreed and implemented across the service.
  - The number of frontline resolutions and complaint investigations dealt with within timescale is below the 100% target. Over 5,300 frontline resolutions or complaints were received by the service in 2017/18 with 85% completed on time.

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 Environment & Communities, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.

3. **Community & Council Planning**

**Reshaping our place, our economy and our future** – contributing towards the Economic Framework and Paisley Town Centre Action Plan with focus on ensuring a safe and secure night time economy and working with Paisley First to maintain Purple Flag accreditation. The service is also actively involved in the Invest in Renfrewshire scheme and investing in road network to support and facilitate economic growth.

**Building strong, safe and resilient communities** – leading on the public protection agenda and contributing to the development of a new Empowering Communities frontline service model, within the Renfrewshire Community Safety Partnership.

**Tackling inequality, ensuring opportunities for all** – Street Stuff delivers diversionary programmes which have a positive impact on individuals and communities experiencing or vulnerable to inequality in Renfrewshire

**Creating a sustainable Renfrewshire for all to enjoy** – working in partnership with the community to make Renfrewshire a cleaner place to live, visit or do business. The service delivers the Team Up to Clean Up campaign, promotes and encourages waste minimisation through reducing, reusing and recycling, and increasing the use of alternative fuels in the Council fleet.

**Working together to improve outcomes** – the service is committed to the delivery of the Better Council Change Programme to deliver workforce integration and make better use of the Council's assets.

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. 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 Service Improvement Plan supports Environment & Communities 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 Environment & Communities Risk Register.
  11. **Privacy Impact** – None.
  12. **Cosla Policy Position** – Not applicable
- 






**List of Background Papers:** None

---



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

# Environment & Communities Service Improvement Plan 2017-2020


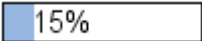
## Appendix 1


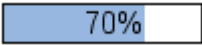
| Action Status   |                                    |
|---|------------------------------------|
|  | Cancelled                          |
|  | Overdue; Neglected                 |
|  | Unassigned; Check Progress         |
|  | Not Started; In Progress; Assigned |
|  | Completed                          |

### 01: Reshaping our place, our economy and our future


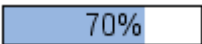

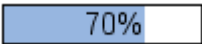
| Action Code | Action  | Status   | Progress  | Due Date    | Update  |
|-------------|---|--|---|-------------|---|
| 01          | Actively participate in the Invest in Renfrewshire strategy to support young people into work |  |  | 31-Mar-2018 | Environment & Communities continues to participate in the Invest in Renfrewshire youth employability initiatives including the Project Search employability programme for young people with learning disabilities and/or autism. Through workforce placements the service has provided a range of opportunities for young people to gain work experience and develop positive pathways to employment across a range of service areas. |


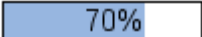


### 02: Building strong, safe and resilient communities

| Action Code | Action  | Status  | Progress   | Due Date    | Update  |
|-------------|---|---|--|-------------|---|
| 02          | Deliver and support actions to meet the Community Empowerment Act through community and partnership participation |  |  | 31-Mar-2020 | Work is on-going with partners in relation to working with communities to realise their vision for improving their communities. The framework for delivering this is currently being drafted with |


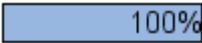




| Action Code | Action  | Status  | Progress   | Due Date    | Update  |
|-------------|---|---|--|-------------|---|
|             |   |   |  |             | discussions taking place with relevant services that work with communities to potentially re-align services.  |
|             |   |   |  |             | The Public Protection Agenda is critical in ensuring that Renfrewshire is a safe place to live, work and visit. Through the Community Safety & Public Protection Steering Group and reporting to the Renfrewshire Community Safety Chief Officers Group, Environment & Communities drive the Public Protection Agenda in close partnership with Police Scotland, Scottish Fire & Rescue, Children's Services and the HSCP and other key partners. Over the past year significant progress has been made.  |
|             |   |   |  |             | Local strategies have been developed to target Serious and Organised Crime, Counter Terrorism and are based on the national agenda set by the UK and Scottish governments. A multi-agency divisional meeting/working group is currently being proposed for Renfrewshire and Inverclyde.   |
|             |   |   |  |             | The Renfrewshire Community Safety Partnership has developed its approach to CCTV with 24-hour monitoring and a focus on crime prevention, missing persons and homelessness.   |
| 03          | Lead on the public protection agenda incorporating requirements from national legislation |  |  | 31-Mar-2020 | <p>Work with the Gender based violence group and Police Scotland has led to the development of best practice MARAC (high risk victims of domestic abuse) processes. The first MARAC annual report has now been published.</p> <p>On 1<sup>st</sup> February 2018 The new Domestic Abuse (Scotland) Act 2018 received royal assent which will cover not only physical abuse but psychological abuse and controlling behaviour. The new law allows the police and courts to pursue someone on a "course of conduct" offence – that is a single offence where physical, psychological and coercive behaviour can be prosecuted at once. This reflects a growing understanding that domestic abuse is often a course of behaviour that extends over a period of time and includes not only physical violence. This will be monitored due to the significant impact on Renfrewshire MARAC.</p> <p>The development of an integrated enforcement policy has ensured all regulatory and enforcement services are targeted on supporting the development of legitimate businesses and ensuring the safety and protection of local communities.</p> |








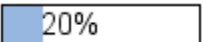
| Action Code | Action  | Status  | Progress   | Due Date    | Update  |
|-------------|---|---|--|-------------|---|
| 04          | Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub  |    |    | 31-Mar-2020 | <p>Work continues to develop the Community Safety Hub and realign services to maximise the service. Over the past year there has been progress in a number of key areas.</p> <p>The CCTV operations centre based in the Renfrewshire Community Safety Partnership Hub is now monitored 24 hours a day and has targeted the development of out of hours services focussed on missing persons and homelessness.</p> <p>The Council has now taken on data ownership and control of all images collected through the public space CCTV system. Extensive training has focussed on ensuring compliance with data protection and RIPS requirements and the service received a clean audit from the OSC (Office of Surveillance Commissioner).</p> <p>The recent installation of Briefcam has now been complete and this helps operators with downloading footage of individuals and objects within a quicker timescale. Police Scotland are fully supportive of the new equipment.</p> <p>Additional services are now being provided through the Hub including out of hours calls (including the £10.7m Fingal Pump station in Renfrew) and winter maintenance call/service.</p> <p>The Renfrewshire Community Safety Partnership Hub has been successfully used as the JACC (Joint Agency Control Centre) for a number of town centre events and activities.</p> <p>Work to improve welfare facilities is now complete facilitating plans to move the Wardens service to the Hub.</p> <p>The Renfrewshire Community Safety Partnership's daily tasking process was highlighted as an example of best practice in Audit Scotland's 2017 Best Value Assurance Report for Renfrewshire Council.</p> |
| 05          | 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-Mar-2020 | <p>The Daily Tasking process is well embedded with 14 key partners attending on a regular basis. Public Protection leads on reviewing incidents over the previous 24/48 hours and disposing actions to the relevant agencies and partners, dealing with approximately 500 incidents per month. The improved intelligence shared via an Information Sharing Protocol allows earlier intervention within the communities to safeguard and reduce victims of harm.</p>   |


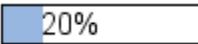





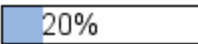

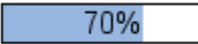
| Action Code | Action  | Status  | Progress   | Due Date    | Update  |
|-------------|---|---|--|-------------|---|
|             |   |   |  |             | <p>The Building Safer Greener Communities programme has successfully delivered interventions in Ferguslie and Gallowhill with an exit strategy currently being prepared for Erskine.</p> <p>A focus on vulnerable individuals around financial harm and home safety fire checks has been embedded within the disposals. Registered Social Landlords (RSLs) have committed to attend along with CCTV operators.</p>  |
| 06          | 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-Mar-2020 | <p>The Renfrewshire MARAC was established in October 2015 to assist the high-risk victims of domestic abuse and put appropriate safety plans in place to protect the victim and their children.</p> <p>An audit by SafeLives has provided recommendations for improvement and the resultant action plan has been completed and reported to the Community Protection Chief Officer Group in September 2017. The audit also highlighted the excellent practice being undertaken as part of Renfrewshire MARAC and other local authorities have visited Renfrewshire to assess how it works in practice.</p> <p>Renfrewshire MARAC has now dealt with over 380 cases since October 2015 including in recent months a number of male victims of domestic abuse.</p> <p>Awareness training has been provided to over 100 family nurses, health visitors and community mental health practitioners.</p> |
| 07          | Working with key partners to develop a local counter terrorism CONTEST strategy   |  |  | 31-Mar-2020 | <p>The Council's Single Point of Contact (SPOC) sits on the local Contest Board and chairs a multi-agency Contest/Serious Organised Crime group which implements the national Contest Strategy at a local level.</p> <p>This meeting has good representation from all key partners including relevant national agencies (Scottish Prison Service, Police Scotland National CT Unit, and Scottish Ambulance Service).</p> <p>The Council's Single Point of Contact (SPOC) has also participated in Prevent Peer review training organised by the home Office and is supporting the development of a Scottish Peer review and training process.</p>   |





### 03: Tackling inequality, ensuring opportunities for all

| Action Code | Action  | Status  | Progress   | Due Date    | Update  |
|-------------|---|---|--|-------------|---|
| 08          | Contribute to the Tackling Poverty Action Plan through the enhanced Street Stuff programme including activities and meals   |  |  | 31-Mar-2018 | The Street Stuff programme continued to be delivered in the afternoons, evenings, weekends and holiday periods during 2017-18. The Street Stuff attendances for 2017/18 was 31,218. This included the implementation of the 2017 summer and Festive break camps and attendance at events such as, British Pipe Band Championship, gala days, etc. Additional activities, including the provision of a healthy meal, were also delivered during school holidays and selected weekends. |
| 09          | Contribute to the Tackling Poverty Action Plan through the provision of employment and training opportunities for identified groups of young people in Renfrewshire |  |  | 30-Sep-2017 | 12 trainees were recruited during 2016 and 2017 - 5 Special Wardens, 4 Street Stuff Coaches and 3 Community Safety Officers, all received extensive training and experience during their time with the services. This programme has been successful with 8 trainees now having gained full employment.  |
| 10          | Actively promote equality and diversity mainstreaming through its service activity  |  |  | 31-Mar-2018 | During 2017/18 service planning and delivery has continued to support all Renfrewshire's residents.   |

### 05: Working together to improve outcomes

| Action Code | Action  | Status  | Progress   | Due Date    | Update  |
|-------------|---|---|--|-------------|---|
| 11          | Provide our employees with the appropriate support to manage their attendance |  |  | 31-Mar-2018 | Regular Trade Union liaison meetings take place to ensure consistency in guidance issued to employees. HR personnel are in attendance at all Supporting Attendance meetings.  |
| 12          | Ensure effective management arrangements are in place for overtime levels     |  |  | 31-Mar-2018 | Overtime reports are discussed with managers on a four-weekly basis, to identify areas of concern and agree action to be taken. Overtime costs in 2017/18 were 7.2%.  |
| 13          | Implement the Council's new Organisational Development Strategy               |  |  | 31-Mar-2020 | Environment & Communities is represented on the Council's Strategic Workforce Planning and Organisational Development Board with updates on progress being provided to the Environment & Communities Senior Leadership Team |

| Action Code | Action   | Status  | Progress   | Due Date    | Update  |
|-------------|--|---|--|-------------|---|
| 14          | A strategic planning approach to future skills and service requirements will be implemented through the Environment & Communities Workforce Plan |    |    | 31-Mar-2020 | The Environment & Communities Workforce Plan has been developed. There are a number of managers engaged in relevant leadership programmes. A new model for training and development of frontline employees is being developed   |
| 15          | Active participation in phase 3 of the Better Council Change Programme   |    |    | 31-Mar-2019 | Environment & Communities plays an active role in each phase of the Better Council Change Programme, achieving outcomes within the Better Council Change Programme.   |
| 16          | Supporting the Council to implement the Enterprise Resource Planning system.   |    |    | 31-Mar-2019 | Environment & Communities are participating in user testing sessions and staff training to support preparedness to go live.   |
| 17          | Develop customer engagement plans to involve our customers and actively seek their buy-in and support for service provision                      |    |    | 31-Mar-2019 | Environment and Communities has played a leading role in developing a corporate approach to Empowering Communities. The service is developing proposals to create a new relationship between the Council and its communities based on building community capacity in 'natural' communities; transferring control of service delivery and assets to communities; developing decentralised budgets and participatory budgeting proposals and sharing more power more equally between communities, individuals and professionals.  |
| 18          | Develop and deliver a strategy for how the Council will respond locally to the risks posed by serious organised crime                            |  |  | 31-Mar-2018 | <p>Renfrewshire Council's Integrity Group sets the Council's strategy on reducing the threat posed internally from Serious Organised Crime and Corruption. The group membership encompasses representation from key Council Services, with Police Scotland acting in an advisory capacity.</p> <p>The Integrity Group have undertaken an internal assessment of the risks posed to the Council and its services by fraud, corruption and organised crime. This assessment identified potential areas for action. These actions were captured as part of a Renfrewshire Integrity Action Plan, which is being used as an internal document to focus the work of the Integrity Group on mitigating vulnerabilities in areas of greatest risk. The key themes currently focussed upon in the Integrity Action Plan are:</p> <ul style="list-style-type: none"> <li>• Governance</li> <li>• Insider Threat</li> <li>• Workforce Support</li> <li>• Procurement</li> <li>• ICT &amp; Cyber Security</li> </ul> |

| Action Code | Action  | Status  | Progress   | Due Date    | Update  |
|-------------|---|---|--|-------------|---|
|             |   |   |  |             | The Action Plan is a live document and the Integrity Group regularly review the progress of existing actions, as well as horizon scanning to identify any further actions or improvements.  |
| 19          | Ensure all council services have robust and up to date business continuity arrangements in place  |  |  | 31-Mar-2018 | All services have up to date business continuity plans in place. Updating of the arrangements falls under the remit of the Council Resilience Management Team which has it as a standing item on its agenda. These documents/arrangements are regarded as live and will continue to be updated when necessary, based on the learning from any exercises or incidents.   |
| 20          | 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-Mar-2018 | <p>Audits have continued throughout 2017/18 with Environment &amp; Communities being accredited through all audits.</p> <p>The service continues to demonstrate compliance with ISO9001 for quality management systems. The Facilities Management Catering Service in Secondary Schools and Council run Care Homes operate to ISO22000 for Food Safety Management Systems, providing confidence in the food produced within the kitchens and served to customers.</p> <p>Building Services were also successfully integrated into the overarching Environment &amp; Communities Quality Management System for ISO 9001.</p> <p>In addition, Environment &amp; Communities, successfully contribute to the Corporate Occupational Health and Safety accreditation, OHSAS18001, a commitment to comply with defined health and safety standards to safeguard employees and customers.</p> |



## Appendix 2


# Environment & Communities Service Improvement Plan 2017-2020



### Local Outcome 01: Reshaping our place, our economy and our future

| Code | Performance Indicator | Current Status | 2015/16 |        | 2016/17 |        | 2017/18 |        | 2018/19 | 2019/20 | Explanation of Performance |
|------|-----------------------|----------------|---------|--------|---------|--------|---------|--------|---------|---------|----------------------------|
|      |                       |                | Value   | Target | Value   | Target | Value   | Target | Target  | Target  |                            |

### Local Outcome 02: Building strong, safe and resilient communities







| Code | Performance Indicator   | Current Status  | 2015/16 |        | 2016/17 |        | 2017/18 |        | 2018/19 | 2019/20 | Explanation of Performance   |
|------|---|---|---------|--------|---------|--------|---------|--------|---------|---------|--|
|      |   |   | Value   | Target | Value   | Target | Value   | Target | Target  | Target  |  |
| 01   | Percentage of adults who agree that Renfrewshire is a safe place to live.                           |    | 86%     | 83%    | 82%     | 84%    | 84.6%   | 84%    | 85%     | 85%     | Indicators 06 and 07 are both annual indicators from the Council's Public Services Panel survey. This is a snap shot survey which takes place once a year. In the most recent survey there were 839 respondents (43% response rate).<br><br>The percentage of adults who agree that Renfrewshire is a safe place to live has increased from 82% in 2016/17 to 84.6% in 2017/18 meeting the annual target of 84%. |
| 02   | % of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live". |  | 79%     | 85%    | 81%     | 86%    | 83.5%   | 87%    | 88%     | 88%     |  |


| Code | Performance Indicator  | Current Status  | 2015/16 |        | 2016/17 |        | 2017/18 |        | 2018/19 | 2019/20 | Explanation of Performance  |
|------|--|---|---------|--------|---------|--------|---------|--------|---------|---------|---|
|      |  |   | Value   | Target | Value   | Target | Value   | Target | Target  | Target  |   |
|      |  |   |         |        |         |        |         |        |         |         | <p>of feelings of safety and satisfaction across Renfrewshire and its neighbourhoods.</p> <p>Despite the fluctuations, overall current performance has improved for both indicators since 2014/15.</p> <p>In addition to measuring the impact of reductions in anti-social behaviour, crimes and violence both indicators reflect a wider sense of well-being that has been driven by a range of investments and projects undertaken by the Council and its partners. These include:</p> <ul style="list-style-type: none"> <li>• A strengthened and widened Community Safety Partnership, which incorporates daily tasking and investment by the Council in the Community Safety Hub and CCTV;</li> <li>• Renfrewshire Council's Tackling Poverty programme;</li> <li>• Investments in the housing stock; and</li> <li>• Improved access to youth employability programmes.</li> </ul> <p>The overall combined impact of these investments has led to people continuing to feel safe in their community and neighbourhood.</p> |
| 03   | Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service |  | 2,110   | 1,800  | 1,916   | 1,700  | 1,939   | 1,750  | 1,800   | 1,800   | <p>The reported number of incidents of anti-social behaviour in 2017/18 was 1,939. This was in line with the 1,916 reported in 2016/17.</p> <p>Performance reflects the very challenging nature of the target and a drive to improve reporting and recording of all incidents of anti-social behaviour. The types of anti-social behaviour recorded include Disorder/Youth disorder including youths gathering, gang fighting, drinking in public and carrying offensive weapons; Vandalism, graffiti, fireworks and fire raising, drugs including dealing and paraphernalia; Noise complaints including</p>  |

| Code | Performance Indicator                                     | Current Status  | 2015/16          |        | 2016/17 |        | 2017/18 |                         | 2018/19                 | 2019/20                 | Explanation of Performance   |
|------|---|---|------------------|--------|---------|--------|---------|-------------------------|-------------------------|-------------------------|--|
|      |   |   | Value            | Target | Value   | Target | Value   | Target                  | Target                  | Target                  |  |
|      |   |   |                  |        |         |        |         |                         |                         |                         | domestic, industrial and commercial, general banging, parties and disturbances; Verbal abuse, bullying/harassment and racist or sectarian incidents; Minimoto, joy riding, illegal parking and abandoned vehicles; suspicious persons, missile throwing and intruder alarms.   |
| 04   | Number of recorded attendances at Street Stuff activities |    | 37,269           | 32,000 | 43,758  | 50,000 | 31,218  | 32,000 (revised target) | 25,000 (revised target) | 25,000 (revised target) | <p>Street Stuff uses statistical data and analysis to improve targeting for the delivery of the programme and maximise the effectiveness of resource.</p> <p>The profile of the Street Stuff programme was amended to target the areas where increased incidents of anti-social behaviour are occurring. This is reviewed on a regular basis with the timetable changing on a quarterly basis. Due to one of the activities being the Street Stuff buses, these can be moved at short notice depending on attendance, demand and incidents.</p> <p>Although the attendance target has been revised the number of core sessions have been maintained.</p> <p>The number of attendances reflect a reduced number of sessions being held at the St Mirren Paisley 2021 Stadium where a higher number of attendees can be expected (typically around 100 young people) and increased numbers of sessions being held in outlying communities with lower numbers of attendances expected (typically between 10 – 30 young people). Efforts are being made to ensure all communities/Local Area Committees have the opportunity to participate in Street Stuff.</p> |
| 05   | Number of complaints regarding youth disorder             |  | New from 2016/17 | 747    | 750     |        | 358     | 740                     | 740                     | 740                     | <p>In quarter 2017/18, there were a total of 358 complaints regarding youth disorder. This is down from 747 complaints in 2016/17 which was the baseline year for this indicator.</p>  |



## Local Outcome 05: Working together to improve outcomes

| Code | Performance Indicator   | Current Status  | 2015/16 |        | 2016/17 |        | 2017/18 |        | 2018/19 | 2019/20 | Explanation of Performance   |
|------|---|---|---------|--------|---------|--------|---------|--------|---------|---------|--|
|      |   |   | Value   | Target | Value   | Target | Value   | Target | Target  | Target  |  |
| 06   | % of CR managers in the 360 process with a completed 360 report                                   |    | 88%     | 100%   | 88%     | 100%   | 88%     | 100%   | 100%    | 100%    | The number of managers with a completed 360 report and the number of employees being supported to obtain SVQ qualifications or having completed an IDP are currently below target. These will be addressed as the corporate workforce and Organisational Development strategy and performance development review process are agreed and implemented. |
| 07   | % of CR employees having completed IDPs (from MDP/MTIPD)  |    | 84%     | 100%   | 84%     | 100%   | 84%     | 100%   | 100%    | 100%    |  |
| 08   | Improve SVQ levels across the front-line workforce - number of staff obtaining SVQ qualifications |    | 49      | 50     | 39      | 50     | 0       | 50     | 50      | 50      |  |
| 09   | Environment & Communities - Absence %   |    | 4.9%    | 4%     | 5.8%    | 4%     | 7%      | 4%     | 4%      | 4%      | The annual absence rate in 2017/18 was 7%. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.  |
| 10   | Environment & Communities - Overtime as a % of total employee costs (cumulative)                  |  | 7.3%    | 8%     | 7.3%    | 7%     | 7.2%    | 6%     | 5%      | 5%      | Overtime costs for 2017/18 were 7.2% of total employee costs which, although just outside the target set this is an improvement on the 2016/17 annual performance of 7.2%.   |
| 11   | % of FOI requests completed within timescale by Environment & Communities                         |  | 100%    | 100%   | 100%    | 100%   | 99%     | 100%   | 100%    | 100%    | The Service dealt with 506 Freedom of Information Requests in 2017/18. Unfortunately, the new tracker system has resulted in some requests being passed to the Service late and we were unable to comply with 20 day deadline in a very small number cases. This has now been addressed  |

| Code | Performance Indicator  | Current Status  | 2015/16 |        | 2016/17 |        | 2017/18 |        | 2018/19 | 2019/20 | Explanation of Performance  |
|------|--|---|---------|--------|---------|--------|---------|--------|---------|---------|---|
|      |  |   | Value   | Target | Value   | Target | Value   | Target | Target  | Target  |   |
|      |  |   |         |        |         |        |         |        |         |         | and action taken to ensure that we are aware of all new requests.   |
| 12   | % of front line resolutions dealt with within timescale by Environment & Communities |  | 87%     | 100%   | 84%     | 100%   | 85%     | 100%   | 100%    | 100%    | <p>The Service dealt with 5,347 front line resolutions in 2017/18, 85% of which were dealt with within the agreed 5-day timescale. Environment &amp; Communities delivers the highest volume of front line Council services and receive approximately 75% of all front-line enquiries made to the Council.</p> <p>Although performance has not met target in 2017/18 it should be noted that the number of enquiries received in relation to the level of the service provided continues to be low. For example, the number of complaints about missed waste collections is less than 0.1% of the total number of collections made.</p> |