

To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

On: 7 November 2018

Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE

Heading: OPERATIONAL PERFORMANCE REPORT

1. Summary

- 1.1 This report provides an overview of key service activities since the last Policy Board report in August 2018. This report provides an operational performance update on the services and key projects delivered during this period.
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2. Recommendations

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

- 2.1 Approves the operational performance update detailed within this report.
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3. Background

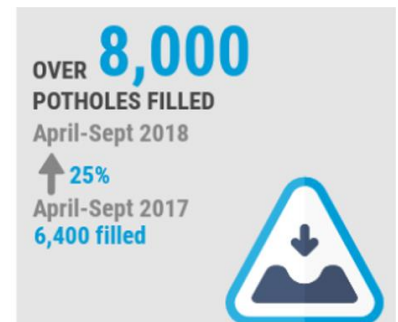
- 3.1 Environment & Infrastructure provides essential services to every household in Renfrewshire and works in partnership with the local community, other services and Community Planning Partners to deliver key Council priorities and initiatives. A progress update on the main projects and activities delivered by the services within Environment & Infrastructure in respect of the areas of activity delegated to this Policy Board, together with key performance indicators is detailed below.

Operational Updates

4. Operations & Infrastructure Services

Events Programme and Roads Maintenance

- 4.1 The services continue to support the annual events programme whilst preparing for the busy period of winter preparations. The services have supported the summer events programme and are focussing on the upcoming autumn events. This commenced with the annual SPREE festival in mid-October and was immediately followed by the Halloween festival which received support from Visit Scotland. This was closely followed by the annual Fireworks event. After this the service will concentrate on the Christmas Light Switch-Ons across Renfrewshire's Communities. StreetScene provides street sweeping, graffiti and litter removal prior to the event, with regular litter removal and collection bin emptying during events and street sweeping following the events. Roads are responsible for barriers and street closures,



Autumn Storms

Both services were also particularly active during the severe weather episode in September 2018 with the removal of trees, ensuring roads remained open and the overall increase in demand for service.

Gulley Service

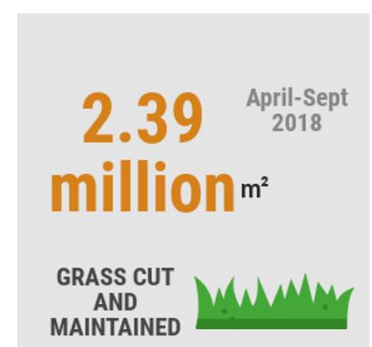
- 4.2 In August the gully service was digitised through the use of Geographical Information Systems (GIS) and a digital application (App). The electronic recording of information relating to each gully is recorded using hand held devices. This approach provides valuable management information for the service, allowing the service to use real time data to determine what gullies have been cleaned, what was found, and any repairs that are required. This information will, over time, allow the service to build a strategic and operational plan for the management of all 30,000 gullies to ensure they are serviced at the appropriate interval for that gully and address defects as they arise.



- 4.3 In support of the gully programme the drainage capital programme will commence in November and will run until the end of the financial year and will tackle known problem areas and defective gullies.

Litter and Grass Cutting

- 4.4 Grounds maintenance responsibility on the A737 and A8 trunk roads is jointly shared between Renfrewshire Council and Transport Scotland (Transerv). Renfrewshire Council through its



StreetScene service has responsibility for litter removal while Transerv has responsibilities for cutting vegetation and grass.

- 4.5 StreetScene has until this year litter picked in advance of grass being cut by Transerv, however, on occasions, fresh litter was discarded between the two operations and this resulted in litter being shredded during cutting. In order to prevent this issue, StreetScene worked with Transerv and a revised approach was introduced in May this year. The joint approach involves overnight litter picking during the Transerv grass cutting operations. These operations take place 3 times a year. Social media is being used to inform customers of the new joint working arrangements. The new process has seen a reduction in shredded litter and has been well received by the public.



Roads Maintenance

- 4.6 The roads capital investment for 2018/19 was approved by Council in March 2018. The capital investment programme of £7.2m is improving the surfaces of Renfrewshire's roads, pavements, paths and cycle tracks. The programme commenced in April 2018 and is 75% complete with 68 roads now having undergone resurfacing. Works also included surface dressing of 24 carriageways which is now complete. The programme addresses footways across Renfrewshire, with eleven resurfacing projects having already been undertaken. The drainage capital programme will commence in November and will run until the end of the financial year and will tackle known problem areas and defective gullies.



5. Waste Services

Waste Collection Service

- 5.1 Final preparations are concluding for the implementation of the Waste Service Changes commencing on 12th November, with delivery of green recycling bins between 12th November and 30th November, with the first collection of residual waste commencing on 3rd December. New routes have been finalised and householder service guides and collection calendars have been printed ready for distribution. These will be distributed prior to the launch from the 8th of November through to the 5th of December.

Additional developments over the last reporting period have also included:

- Engagement with bin manufactures to ensure a smooth delivery period in November 2018;
- Ongoing extensive public engagement with leaflets being delivered, roadshows taking place across Renfrewshire and officers attending Local Area Committees and Community Councils; and



- As part of the service re-routing process, a review is taking place of those householders currently receiving an Assisted Collection. All recipients of the service have been sent a letter and questionnaire to refresh their details. Customers currently receiving the service will automatically receive assistance with their new green recycling bin.



Transfer Station

- 5.2 Works on the refurbishment of the Linwood Waste Transfer Station which is required for the Clyde Valley Residual Waste Treatment & Disposal contract, commenced in April 2018. The work is now complete and the site will be passed over to the contractor who will manage and operate the site from the commencement of the Clyde Valley solution in December 2019.



6. Transportation, Fleet and Infrastructure Services

Cycling, Walking and Safer Streets

- 6.1 This programme is underway with a number of projects ongoing. These include :

- Zebra crossing between the supermarket and fast food outlet/cinema at Saturn Avenue, Linwood where high volumes of traffic were preventing pedestrians from crossing the road;
- Toucan crossing at Houston Road, Crosslee, to assist school pupils and parents; The Walk Once a Week project for school children's journey to school was launched at Bishopton Primary School. The project aims to encourage the use of active travel for journeys to school; to reduce the impact of cars on local roads; and to achieve improvements in local air quality.
- Cycle/footpath to St Vincent's Hospice Johnstone, to provide school pupils with an alternative route to the narrow rural road without a footway that they presently use; and
- Cycle stand at a cycle café in Bishopton.

- 6.2 The Walk Once a Week project for school children's journey to school was launched at Bishopton Primary School. The project aims to encourage the use of active travel for journeys to school; to reduce the impact of cars on local roads; and to achieve improvements in local air quality.

Public Transport

- 6.3 The planned implementation of Real Time Passenger Information Displays, in partnership with SPT, is continuing along Renfrew Road and Paisley Road.

WHAT IS WOW?

WOW IS LIVING STREETS' YEAR-ROUND WALK TO SCHOOL CHALLENGE

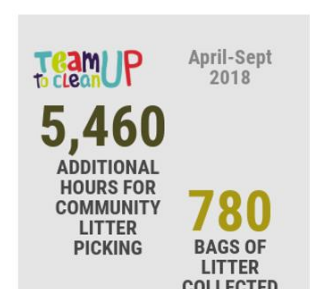
Pupils record how they get to school each day on the interactive WOW Travel Tracker and those who walk (skate, scoot, cycle or Park & Stride!) at least once per week for a month are rewarded with a themed badge. It's that easy!

It's simple to run and children love talking part. Each year, the 11 WOW badges follow a new WOW theme, all of which are designed by pupils in our annual badge design competition. Each badge is made in the UK from recycled yoghurt-pot material. WOW will help develop healthy lifelong habits and reduce congestion at the school gates, all before the school day begins!

7. Environment and Place, Team Up to Clean Up

Operational Activity

- 7.1 The Team Up to Clean Up Campaign harnessed the momentum of a busy, productive summer with the Spotless September Challenge. The event was billed for the weekend of 28-30 September; many groups however embraced the title theme and delivered their events across the month with a total of 45 clean-ups occurring, 23 of these over the weekend.
- 7.2 An Appreciation Event celebrated community groups outstanding contribution to the Campaign was held on 30th September 2018. Volunteers received Certificates of Recognition from the Convenor of Infrastructure, Land and Environment Policy Board and were given the opportunity to present their successes and future plans. They were also provided with the opportunity to network and share ideas and experiences with like-minded volunteers. The Team Up to Clean Up Caddies were launched, containing a range of frequently requested items to assist in improving the attractiveness of neighbourhoods. The event was well attended and enjoyed by volunteers, elected members and businesses.
- 7.3 In the first 6 months of 2018, 132 clean up events were recorded, compared to 34 in the 12 months of 2017. Activity expanded to involve some light grounds maintenance work in areas and removal of leaves from paths. Power tools, sourced through The LENS Team Up to Clean Up bid, assisted communities in this work. Engagement on Facebook increased over September with 51 new members bring the total group members involved to 471.
- 7.4 Business engagement continued with a commitment from the Phoenix Retail Park fast food outlets to clean-up the area beyond their car parks every quarter. Four Abercorn Street businesses participated in the Spotless September Challenge.
- 7.5 Since April 2018 Environment and Place has delivered the following key activities:
- Over 9,000 gullies across Renfrewshire have been cleaned with over 150 tonnes of waste removed;
 - 5,460 additional hours for community litter picking with 780 bags of litter collected; and
 - An increase of 14.5% in street sweeping tonnage collected.



8. Attendance

8.1 A key priority of Environment & Infrastructure's Workforce Plan is to address levels of absence within the service. This includes a more proactive approach to managing absence and supporting attendance at work. Recent developments have included:

- Joint working with HR across all service areas to provide a more consistent approach to managing absence;
- Introduction of physiotherapy sessions at Underwood Road depot;
- Engagement with occupational health services to improve appointment timescales; and
- Absence Road Shows being rolled out across the service.



8.2 Environment & Infrastructure recorded an overall absence rate, for the first six months of 2018/19, of 6.93 days lost per FTE employee, which is 2.63 days above the target of 4.30. However, the 6.93 days lost per FTE employee is a slight improvement on 6.95 days lost in the same period in 2017/18. The following table provides an overview of absence performance for the department and operational service areas.

Attendance Analysis: April – September 2018/19

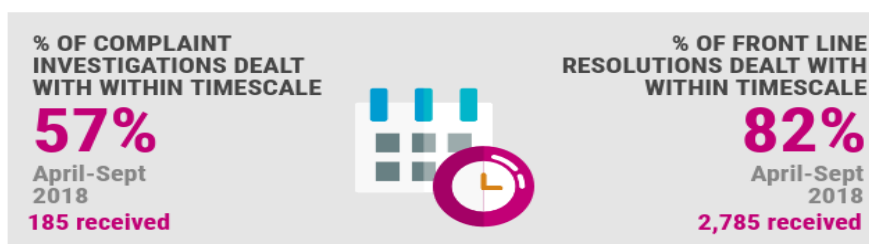
Service	Target Days lost per FTE	Actual Days lost per FTE	Short Term Absence	Long Term Absence
Department	4.30	6.93	20%	80%
StreetScene	4.30	3.16	73%	27%
Refuse Collection	4.30	6.71	66%	35%
Roads Services	4.30	6.63	61%	39%
Vehicle Maintenance	4.30	6.52	62%	38%

9. Performance Update

- 9.1 The graphical information below summarise performance for service areas during the period April to September 2018/19.

Enquiries

- 9.2 Environment & Infrastructure received 2,785 front line resolutions in the first two quarters of 2018/19, of which 2,293 (82%) were responded to within timescale.



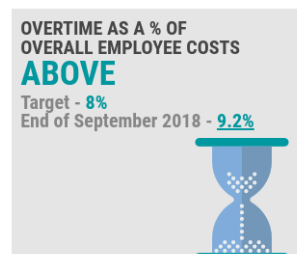
Over the same period the service dealt with 185 complaint investigations, 106 (57%) of which were dealt with within the agreed timescale.

The complaints process has been changed to allow officers to respond more efficiently to elected members and public enquiries. This has led to performance improvements between Quarter 1 and Quarter 2. In addition, an increased focus has been given to missed bin complaints within the waste service. The aim of this is to ensure repeat complaints will be thoroughly investigated and prevented in the future.

Overtime

- 9.2 The level of overtime across Environment & Infrastructure, at the end of period 6, was 9.2% which was above the revised target of 8%.

It should be noted that the actual overtime rate in this period, for Environment & Infrastructure, now includes four services previously classified as Trading Accounts, namely Catering, Roads, Transport & Building Services, which were reported in separate Board reports.



Implications of the Report

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

Our Renfrewshire is thriving / Reshaping our place, our economy and our future - the service is actively involved in the Invest in Renfrewshire scheme and investing in road network to support and facilitate economic growth.

Creating a sustainable Renfrewshire for all to enjoy - 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 LED streetlights and electric and low carbon vehicles within the council fleet.

Our Renfrewshire is well - the services encourages use of our parks and open spaces to promote a healthy and active lifestyle.

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. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.
12. **CoSLA Policy Position** - none

List of Background Papers: None

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