

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

**On:           8 November 2023**

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**Report by:   Director of Environment, Housing & Infrastructure**

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**Heading:    Environment, Housing & Infrastructure Services - Service Improvement Plan 2023-26 Mid-Year Monitoring Report**

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## **1.       Summary**

- 1.1       The Environment, Housing & Infrastructure Services Service Improvement Plan 2023-26 was approved by the Infrastructure, Land and Environment Policy Board on 24 May 2023. The plan sets out the priorities for the development of the service over a three-year period.
- 1.2       The Service Improvement Plan is part of a suite of documents which describe the strategic direction of the Service and the Council, and also includes the Council Plan, Community Plan, Risk Management Plan and the Workforce Plan.
- 1.3       The Service Improvement Plan sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. These reflect the priority themes of the new Council Plan which was approved by Council on 29 September 2022.
- 1.4       This report contains details of Environment, Housing & Infrastructure Services performance and achievements over the period 1 April 2023 to 30 September 2023. The main purpose of the report is to provide:
- details of the key achievements of the service over the period;
  - an update on changes made to the action plan and scorecard to reflect the new Council Plan themes;

- a progress update on implementing the action plan linked to the 2023-26 Service Improvement Plan;
  - an assessment of performance in relation to the service scorecard of core performance indicators; and
  - an overview of priorities for the service over the next six months.
- 1.5 Over the past six months, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents. This includes through the actions within the Service Improvement Plan and also other areas of activity which did not form part of the Service Improvement Plan actions which have subsequently arisen over the first six months of 2023/24.
- 1.6 To compliment the six monthly update on the Service Improvement Plan, a Service Update report will be presented to each cycle of the Infrastructure, Land and Environment Policy Board. This report will provide an overview of key service activities, an operational performance update on the services and key projects and updates on any other relevant changes to service areas covered within the remit of the Board.
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## **2. Recommendations**

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

- 2.1 the contents of this report;
- 2.2 the progress to date on delivering the actions contained within the Environment, Housing & Infrastructure Services - Service Improvement Plan;
- 2.3 the current performance of the service as measured by the scorecard indicators.
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## **3. Background**

- 3.1 The new Environment, Housing & Infrastructure Services came into effect at the beginning of April 2023, bringing together colleagues in Housing Services and Public Protection together with the teams in what was Environment & Infrastructure.
- 3.2 The Service Improvement Plan is 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 as set out in the new Council Plan. 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.

- 3.3 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendix to the plan contains an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2023-26 plan.
- 3.4 Section 4 of this report provides a note on the new Council Plan to cover the term of this administration. Section 5 gives details of service activity and achievements over the period April-September 2023. Section 6 discusses actions delayed since the Service Improvement Plan was approved. Section 7 provides a narrative on performance against the scorecard included as appendix 1. And section 8 of the report highlights the main priorities of the service over the next six months.
- 3.5 An outturn report detailing full-year performance will be brought before this board in spring 2024.
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#### 4. New Council Plan

- 4.1 In September 2022, Council approved a new Council Plan, which sets out our strategic priorities under five themes – **Place, Economy, Fair, Green, Living our Values**. It also has a cross-cutting theme reflecting the importance of delivering the best possible start for children in Renfrewshire.
- 4.2 The Council Plan recognises the financial challenge that Renfrewshire, like all local authorities, currently faces. Despite the scale of the challenge, Council remains committed to building on the many strengths of our communities and our resources, and delivering strong universal services that support everyone to live well and embrace opportunities.
- 4.3 The scale of the challenge has been set out for elected members and the public through a series of reports to Council, and officers will continue to provide regular updates in this way. In order to address this, Council agreed in June 2022 to a portfolio of financial sustainability work to be delivered alongside the main transformation programme and reviews undertaken by individual services. The outcomes of this work will be reflected in future Service Improvement Plans as well as the Council Plan.
- 4.4 The direction of the Council over the next five years will be driven by our five key themes:
- We will encourage kind and connected communities where citizens take pride in the **place** they live
  - We will support a strong and flexible local **economy**
  - We want Renfrewshire to be a **fair** place, where people feel safe, supported and empowered
  - We will work towards a **greener** future

- As an organisation, we will be driven by our **values**, to be fair, helpful, collaborative and value learning.
- 4.5 Cutting across all of this is our wish for all of Renfrewshire's children to have loving, happy lives where everyone can enjoy the same opportunities and where wellbeing is nurtured.
- 4.6 In the Service Improvement Plan presented to this Board in May 2023, actions and performance indicators were set out under all 5 key themes and the cross-cutting theme to improve outcomes for children and families. The full update on all actions and performance indicators is attached as appendix 1 below.

## **5. Service Update and Key Achievements April-September 2023**

### **Key Achievements**

Environment, Housing & Infrastructure continues to deliver essential frontline services across Renfrewshire. Key achievements for Environment, Housing & Infrastructure under the remit of the Infrastructure, Land and Environment Policy Board are detailed throughout the action plan and performance indicators in the appendix.

## **6. Areas where actions have been delayed**

- 6.1 Actions where there has been no progress has been in relation to the new duties and legislation regarding the Circular Economy and the Deposit Return Scheme. These actions will be progressed once there is confirmation of implementation and updates will be provided to this board accordingly.

## **7. Progress against performance measures**

- 7.1 Environment, Housing & Infrastructure Services has 22 performance indicators in its current scorecard. Of these, 10 are reported quarterly and 12 are reported annually. This appendix report contains data pertaining to quarter 1 and quarter 2 for reference and annual figures for 2022/23.

## **8. Priorities over the next six months**

- Continue to implement the provisions of the Transport (Scotland) Act 2019 to enhance social and economic wellbeing, improve environmental outcomes and focus on health and wellbeing for all
- Continue to work with consultants and interested parties to implement the requirements of the Transport (Scotland) Act 2019
- Further progress on the investment and partnership working towards a Local Transport Strategy supported by revised Active Travel and Public Transport Strategies (**Council Plan**)

- Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes (**Council Plan**)
- Complete the projects from the #YouDecide participatory budget programme.
- Progress the journey to net zero based on the positive outcomes of the Community Climate Conversation and Key Stakeholder Organisation and Internal staff engagement sessions.
- Continue to implement and embed the programme of enhanced operational environmental and community support activities for environment and place
- Deliver the Local Heat and Energy Efficiency Strategy (LHEES) for Renfrewshire.
- Continue to advance the strategic fleet review of all Council vehicles to assess vehicle specifications considering fit for purpose and net zero targets.

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## Implications of the Report

1. **Financial** – The Service Improvement Plan highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR & Organisational Development** – The Service Improvement Plan also highlights workforce development and wellbeing considerations.
3. **Community/Council Planning** – The report details a range of activities which reflect Council and Community Planning themes and a direct link to the delivery of the Council Plan.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – Service developments relating to information technology are key enablers of service improvement and modernisation and support service-level and corporate objectives.
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** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
  11. **Privacy Impact** – none.
  12. **COSLA Policy Position** – none.
  13. **Climate Change** – A section of the actions and performance indicators within the SIP covers the 'Green' theme of Renfrewshire's Council Plan which highlights activities across the Council to tackle climate change.
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**List of Background Papers:** Infrastructure, Land & Environment Policy Board – 24 May 2023 Item 5 Environment, Housing & Infrastructure 2023-2026 Service Improvement Plan

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# Environment, Housing & Infrastructure

Service Improvement Plan 2023 - 26

Six-monthly progress update

November 2023

We are fair, We are helpful, We are great collaborators, We value learning



Renfrewshire  
Council

# Welcome to our six-monthly update

- This update reflects on the first six months of our Service Improvement Plan, highlighting areas where we are already making progress and some areas we want to focus on more, perhaps because performance isn't moving in the direction we anticipated or because of other pressures or factors that makes this even more of a priority for us.
- The following pages shine a spotlight on some great projects or practice and highlight areas where we'd like to improve or develop further. At a service level, there is a stronger focus on some of the Council Plan Strategic Outcomes than others. Towards the end of this document, you'll find a full update against all the actions and performance indicators we use to measure progress.
- We report on 22 performance indicators, 12 which are reported annually and 10 reported quarterly. Our annual indicators are based on data that is one-year behind, owing to having no more recent comparable information. This will be updated as comprehensive data becomes available through subsequent data collections.



# About us

This update covers the Environment, Housing and Infrastructure service areas within the remit of the Infrastructure, Land and Environment Policy Board. These are:

## Operations

Responsibilities include:

- Waste Services,
- Fleet & Social Transport,
- Streetscene,
- Grass, Grounds & Cemeteries Maintenance,
- Burials,
- Country Park Management



## Service Development

Responsibilities include:

- Service Modernisation,
- Elected Member enquiries, public enquires & complaints and Freedom of Information requests2,
- Operational Training



## Roads and Transportation

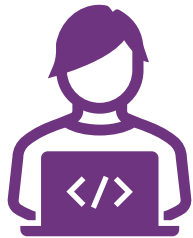
Responsibilities include:

- Council's roads and infrastructure,
- Winter maintenance,
- Public Transport
- Parking & Active Travel services



# Delivering the Council Plan

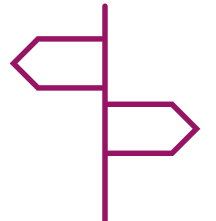
**Economy:** Environment, Housing & Infrastructure continue to provide apprenticeship and trainee opportunities across services, encouraging positive destinations.



**Green:** Renfrewshire's focus on the journey to Net Zero is supported by the reduction of CO<sub>2</sub>e emissions across the Council fleet. Trials of alternative fuel sources and reduction of fossil fuel consumption are having positive impacts.

**Fair:** Implementation of the successful participatory budget project is well underway.

The selected projects focus on improving safety, health and wellbeing and connectivity for residents.



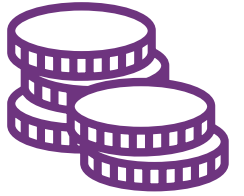
# Delivering the Council Plan - Place

## Achievements:

- £2m funding received from Transport Scotland's Active Travel Transformation Fund. This represents 10% of the total £20m fund that was available. The investment will be used across Renfrewshire in 2023/24 for capital infrastructure for active travel improvements.
- Improved accessibility to the national cycle route NCN7 to Miller Street, Johnstone and connection of Hawkhead through to Jenny's Well and NCN7.
- 75% of the carriageway resurfacing works have been complete under the roads capital programme.

## Areas for improvement and development:

- Category A and B roads inspections completion will be timetabled based on resources.



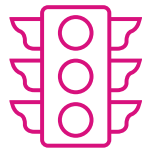
# Delivering the Council Plan - Economy

## Achievements:

- Continuing to deliver the new road infrastructure to support the enhanced links between Paisley Town Centre, Glasgow Airport and the Advanced Manufacturing Innovation District Scotland (AMIDS) and the new bridge over the White Cart River, as part of the £38million Levelling Up Fund.
- Supporting the economic regeneration and revitalisation of town centres with the service specific focus on the public realm and transport access.
- Progressing the investment of £1,485,000 SPT Capital funding for 2023/24 for bus corridor improvements, traffic signal upgrades, new pedestrian crossing installations, Paisley to Renfrew active travel route, Linburn Road bus turning circle construction and Milliken Park Rail Station drop off / pick up zone design.
- Transport Scotland have awarded funding of £75,000 to further review suitability of 20mph zones building a national picture.

## Areas for improvement and development:

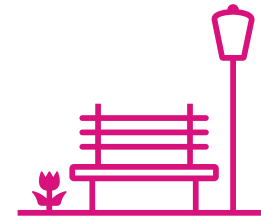
- Continue to implement the provisions of the Transport (Scotland) Act 2019 to enhance social and economic wellbeing, improve environmental outcomes and focus on health and wellbeing for all



# Delivering the Council Plan - Fair

## Achievements:

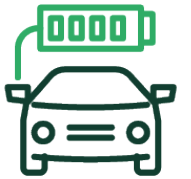
- There were 50 successful #YouDecide participatory budget projects.
- A selection of completed projects include:
  - a new pelican crossing at Magnus Rd, Houston
  - a dog exercise area in East End Park, Paisley
  - improvements to the playing surface at Howwood Park
  - new kickabout goals at Spateston Park
  - improvement to paths and signage have started in Gleniffer Country Park
- Community engagement will continue throughout the delivery of the remaining projects.



# Delivering the Council Plan - Green

## Achievements:

- The completion of the Paisley to Renfrew active travel route has delivered widening and resurfacing of the route at McClue Lane, Renfrew to accommodate shared use by pedestrians and cyclists.
- Active travel connections for Nethergreen Road and Kirklandneuk Primary School have been completed.
- Community Climate Conversation and Key Stakeholder Organisation engagement events have been concluded to identify community priorities; partnership working opportunities; and share knowledge/lessons learned.
- Tree Management Policy agreed at ILE Board Aug 2023.
- Engagement and development of phased road map and costed delivery plans are being aligned with the Council's statutory LHEES (Local Heat and Energy Efficiency Strategy) process due to the links and crossovers of the 2 key strategies.
- EV Charging Infrastructure installed in Gallowhill, Arkleston, Hunterhill, Hawkhead, Johnstone and Seedhill.
- Fleet Services are piloting vehicles with a new fuel source for the heavy Council fleet, HVO (hydrotreated vegetable oil) fuel and significantly reducing greenhouse gas emissions on combustion.



## Areas for improvement and development:

- The Circular Economy (Scotland) Bill was posted on 13 June 2023. The Bill requires Scottish Ministers to introduce measures to help develop a circular economy which will tackle waste and increase reuse and recycling rates. The provisions of the Bill that affect local authorities will continue to be monitored.
- In line with other UK nations, the Scottish Government have announced plans to delay the launch of the Deposit Return scheme until October 2025 at the earliest.

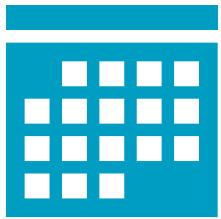
# Living our Values: making a difference together



Performance and management processes continue to provide focus on analysis and improvement. Work continues to develop the depth and breadth of content to continue to provide robust data led intelligence to shape future service delivery.



We are focusing on understanding the impact of trauma and reflecting our learning in how we deliver our services, alongside the language we use to help tackle stigma.



89% of frontline resolutions responded to within agreed timescales



95% of complaints investigations resolved within agreed timescales



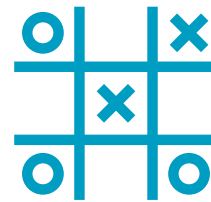
99% of Freedom of Information requests were responded to on time

# Improving Outcomes for Children and Families

Across all of our work and all of our efforts, we hope for loving and happy lives for Renfrewshire's children – working together to get it right for children, families and communities – protecting, learning, achieving and nurturing. Every priority of our Council Plan contributes to improving the lives of Renfrewshire's children and their families.

## Achievements:

- Environment, Housing & Infrastructure supports the work to promote The Promise to help ensure that care experienced children and young people grow up loved, safe and respected.
- A play parks strategy titled, 'Outdoor Access & Play Area Improvements 2023 – 2026' was approved at the Infrastructure, Land and Environment Policy Board.





# Actions and indicators

Full list



November 2023

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# Delivering the Council Plan – Place

What we will do	Due Date	Status	Progress update
Deliver the 2023/24 roads and footways capital investment programme - £6.7 million	31 March 2024		<p>As of 01 October 2023, we have completed 31 of the original list of 44 carriageways to be resurfaced. We have also completed 14 of 64 footways due to be resurfaced. The remaining 50 footways are programmed to be completed by the end of the financial year.</p> <p>The Network Improvements contract will commence on site shortly and will involve resurfacing of the A761 Ferguslie footway and various carriageways and footways in Hillington Industrial Estate.</p>
Implement the requirements of the Transport (Scotland) Act 2019	31 March 2026		<p>Consultants continue to pursue a Review of Renfrewshire’s Bus Network, identifying gaps in current provision and seeking opportunities for improvement.</p> <p>On behalf of Transport Scotland consultants are assessing Renfrewshire’s roads for locations to exempt from the national pavement parking ban.</p>





# Delivering the Council Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		Q1	Q2	2023/24	Explanation of performance
				Value	Target	Value	Target	Value	Target	Target	
(Maintenance) Carriageway Condition: % of road network considered for treatment											
(i) A Class Roads				17.29%	22.5%	15.5%	19%	Not measured for Quarters		N/A	Local Government Benchmarking Framework (LGBF) Indicators. This data is published by the Improvement Service on an annual basis as part of the LGBF.  <b>The figures for 2022/23 are provisional.</b>  The first draft of the 2022/23 performance data will not be available until December 2023. A final release will be published in late February 2024 and will be reported to the Audit, Risk and Scrutiny Board as soon as it is available.
(ii) B Class Roads				21.25%	24.5%	19.21%	22%	Not measured for Quarters		N/A	
(iii) C Class Roads				30.55%	36.5%	27.02%	32%	Not measured for Quarters		N/A	
(iv) Unclassified Roads				30.99%	36.5%	30.12%	32%	Not measured for Quarters		N/A	
(Maintenance) Carriageway Condition: % of roads network considered for treatment Overall				28.9%	32.5%	27.4%	32%	Not measured for Quarters		30%	

# Delivering the Council Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		Q1	Q2	2023/24	Explanation of performance
				Value	Target	Value	Target	Value	Value	Target	
% of Statutory roads inspections categories completed on target:											
(i) Category A				100%	95%	83%	95%	Not measured for Quarters		95%	TBC
(ii) Category B				100%	100%	86%	100%	Not measured for Quarters		100%	
(iii) Category C				100%	100%	100%	100%	Not measured for Quarters		100%	
% Pothole repairs completed within timescales				83%	80%	95%	90%	97%	96%	95%	The percentage of pothole repairs completed within timescales was 97% in Q1 and 96% in Q2 giving an overall performance for the first 6 months of 96%. This is an improvement on performance in 2022/23 when Q1 was 88%, Q2 was 92% and the 6-month performance was 89% This year's performance is currently trending above the annual target of 95%.


# Delivering the Council Plan – Economy

What we will do	Due Date	Status	Progress update
Provide employment, training and apprenticeship opportunities for identified groups of young people in Renfrewshire	31 March 2024		Annual recruitment of 2 apprentices in Neighbourhood Services has been completed and they have commenced working across the service.  Within Infrastructure & Assets two invest trainees have recently been recruited. One as a trainee Inspector and the other as a trainee vegetation officer. Within Road Operations the process of taking on two trainee roadworks, a trainee clerical assistant and a trainee flooding officer continues.
Develop a Local Transport Strategy supported by revised Active Travel and Public Transport Strategies ( <b>Council Plan</b> )	31 March 2025		The development of the Local Transport Strategy is underway. The initial phase of this process has included discussions between the appointed consultants and Renfrewshire Council Officers. This will involve the preparation of a consultation plan and 'public conversation' which will be taken forward in the second half of this financial year.
Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes ( <b>Council Plan</b> )	31 March 2024		Renfrewshire Council continues to invest in infrastructure to support growth. Work is ongoing to expand the active travel network. The Paisley to Renfrew Cycle Route construction is progressing along with the start of the Barnsford Road section of the Airport to Erskine Route.  Improvements to our bridge infrastructure has included initial design works for Plymuir Bridge. The build project has progressed into its construction phase.
The Council is keen to promote a parking strategy which manages the supply and demand for parking, supports economic regeneration	31 March 2024		The Service is reviewing its approach to parking provision across the area. The initial focus is on the delivery model within Paisley Town Centre and a proposed model will be presented to a future ILE Board for approval.




# Delivering the Council Plan – Economy

What we will do	Due Date	Status	Progress update
Conduct a review of Renfrewshire’s public transport provision	30 September 2025		As part of the Council’s review of public transport provision, Systra was commissioned to undertake the public transport network review. A final report is expected by December 2024.
Progress next stage of Paisley Town Centre junction improvements as part of the Bus Partnership works	31 March 2024		Initial business engagement on the proposal for Glasgow Road/Mill Street and Gauze Street/ Cotton Street junctions has moved into the general public engagement phase. Traffic signal bus priority improvement feasibility is being investigated on the Glasgow Road corridor

# Delivering the Council Plan – Fair

What we will do	Due Date	Status	Progress update
Implement the preferred options from the #YouDecide participatory budget programme for infrastructure improvements	31 March 2024		<p>The #YouDecide projects are well underway with many projects already completed.</p> <p>Most recently these include: a new pelican crossing at Magnus Rd, Houston, a dog exercise area in East End Park, Paisley, improvements to the playing surface at Howwood Park, new kickabout goals at Spateston Park and works have started in Gleniffer Country Park to improve paths and signage.</p> <p>Contracts have been prepared for a further 22 projects. These include 4 playpark improvements, 3 outdoor gyms, 14 Lighting projects and 2 new paths. These will be issued to market by procurement in due course. Work is ongoing including continued community engagement to deliver the remaining 14 projects.</p>

# Delivering the Council Plan – Green


What we will do	Due Date	Status	Progress update
Commence costed, targeted interventions and actions to support our net zero journey within the Council and working in partnership with key stakeholders ( <b>Council Plan</b> )	31 March 2026		<p>Community Climate Conversation and Key Stakeholder Organisation engagement events have been concluded to identify community priorities; partnership working opportunities; and share knowledge/lessons learned. Internal workshop scheduled for 11th October to complete this round of engagement for targeted interventions and projects to finalise the development of the phased road map and costed, area-based delivery plans.</p> <p>Engagement and development of phased road map and costed delivery plans are being aligned with the Council’s statutory LHEES (Local Heat and Energy Efficiency Strategy) process due to the links and crossovers of the 2 key strategies.</p> <p>Agreement at PACC Board for an Offsetting Strategy to be developed to align with the phased road map and costed delivery plans to identify and maximise opportunities associated with offsetting.</p>
Deliver a programme of enhanced operational environmental and community support activities for environment and place ( <b>Council Plan</b> )	31 March 2024		<p>Team Up 2 Clean Up continue to make positive impacts across towns and villages in Renfrewshire. Community engagement through social media was up 100% in the 60 days to the start of October with a membership of just over 4,900 local users engaging.</p> <p>With the autumnal weather additional sweeping is being undertaken to ensure gullies are kept clear of debris and leaves to reduce local flooding risks.</p> <p>Environmental Task Force continue to work alongside Renfrewshire communities to reduce flytipping.</p> <p>The digitalisation of fly tipping data collection is building a database of evidence for data led intelligence.</p>
Build additional capacity for proactive tree asset management across Renfrewshire	31 March 2026		<p>The Tree Risk Management Strategy and Operational Tree Management Policy were agreed at Infrastructure, Land &amp; Environment Board of August 2023</p> <p>To support the strategy and policy, new posts and arbor team structure are being developed with the additional capacity to undertake the increased task under proactive tree management.</p>





# Delivering the Council Plan – Green

What we will do	Due Date	Status	Progress update
Implementation of a Garden Waste Permit Scheme for householders to uplift and dispose of their garden waste	31 July 2023		Permit scheme rolled out across Renfrewshire with uptake increasing daily.
Prepare site at Linwood for improved bin store facility and consideration of the infrastructure required to fulfil the Deposit Return Scheme and future requirements for segregation of waste.	31 March 2024		A Business Case is being prepared for the development of the site in conjunction with the ongoing property review.


# Delivering the Council Plan – Green

What we will do	Due Date	Status	Progress update
<p>Review and consider the implications of the Circular Economy Bill and associated route map when published (likely summer 2023)</p>	<p>31 March 2024</p>		<p>The Circular Economy (Scotland) Bill was posted on 13 June 2023. The Bill requires Scottish Ministers to introduce measures to help develop a circular economy which will tackle waste and increase reuse and recycling rates. The provisions of the Bill that affect local authorities are as follows:</p> <ul style="list-style-type: none"> <li>• Householder’s duty of care in relation to waste: making it a criminal offence for a householder to breach their existing duty of care under the Environmental Protection Act 1990, in relation to the transfer of waste, and creating a new fixed penalty regime to enforce these duties.</li> <li>• Household waste: requiring local authorities to comply with a code of practice on collection and recycling and giving local authorities a package of new responsibilities and powers, including powers for the Scottish Ministers to set recycling targets for local authorities.</li> <li>• Littering from vehicles: establishing a new civil penalty regime that will make the keeper of a vehicle liable to pay a civil penalty charge in respect of a littering offence committed from that vehicle.</li> <li>• Enforcement powers in respect of certain environmental offences: improving enforcement against fly-tipping and other waste crime through a power allowing the Scottish environment Protection Agency (SEPA) and local authorities to seize vehicles involved in specified waste crime.</li> </ul> <p>We will monitor progress at a national level and report to future boards with updates.</p>

# Delivering the Council Plan – Green

What we will do	Due Date	Status	Progress update
Development of Low Emissions / Electrification Strategy ( <b>Council Plan</b> )	31 March 2024		<p>Refurbishment of five signalised junctions from “old” high energy consumption technology to more efficient LED systems has been completed at Main Street/Torr Road Bridge of Weir, Beith Road/Hallhill Road Johnstone, Main Road / Glenpatrick Road Elderslie, Paisley Road / Wright Street Renfrew and Kings Inch Road / Ikea Renfrew.</p> <p>EV Charging Infrastructure installed in Gallowhill, Arkleston, Hunterhill, Hawkhead, Johnstone and Seedhill.</p> <p>Renfrewshire Council working in partnership with Glasgow City Region Partners to develop a strategy and investment model for future provision of EV Charging Infrastructure.</p> <p>Continued Engagement with SPEN for the installation of new electric power supply at Underwood Road Depot that will facilitate additional EV Charging Infrastructure and Fleet decarbonisation.</p> <p>Fleet Services are piloting six commercial vehicles 3x Refuse Collection Vehicles, 1x Bus &amp; 2x Crewcab tipper with a new fuel source for the heavy Council fleet, HVO (hydrotreated vegetable oil) fuel and significantly reducing greenhouse gas emissions on combustion. This means that running vehicles with HVO fuel could reduce CO<sub>2</sub> emissions by up to 90%, NOx (Oxides of Nitrogen) emissions by up to 27% and PM (particulate matter) emissions by up to 84%, all of which are key factors to achieving improved air quality.</p>
Pilot and test the creation of active travel routes between neighbourhoods, town centres and business locations using these to test SMART travel solutions and evaluate benefits to biodiversity, air quality and access	31 March 2024		<p>Active travel route feasibility and engagement are progressing in several areas where Sustrans are leading on a proposal to improve the NCN7.</p> <p>Active Travel routes have been completed between Paisley and Renfrew, delivered widening and resurfacing of the route at McClue Lane, Renfrew to accommodate shared use by pedestrians and cyclists.</p> <p>Active travel connections have also been completed for Nethergreen Road and Kirklandneuk Primary School.</p>


# Delivering the Council Plan – Green

What we will do	Due Date	Status	Progress update
Deliver the Local Heat and Energy Efficiency Strategy (LHEES) for Renfrewshire.	31 December 2023		The LHEES strategy is currently under development with a view to being presented to Infrastructure, Land and Environment Policy Board in January 2024 for approval.





# Delivering the Council Plan – Green

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		Q1	Q2	2023/24	Explanation of performance
				Value	Target	Value	Target	Value	Value	Target	
Street cleanliness Score - % of areas assessed as clean				89.6%	92%	93.3%	92%	Not measured for quarters		92%	This is an annual target, and the cleanliness score is based on 3 sample surveys carried out throughout the year by both the Council and Keep Scotland Beautiful (KSB). This score represents the percentage of areas assessed as acceptably clean (categories A and B) using KSB's Local Environment Audit and Management System (LEAMS) methodology.
Indicator	Current Status	Short term trend	Long term trend	2021		2022		Q1 Jan - Ma	Q2 Apr - June	2023	Explanation of performance
				Value	Target	Value	Target	Value	Value	Target	
% of Household Waste Recycled				51.7%	50%	53.7%	50%	Data not available		50%	The latest data available relates to the calendar year 2022. Data is still to be verified by SEPA.
% of Household waste collected which is landfilled				8.2%	5%	2.3%	5%	Data not available		2%	The latest data available relates to the calendar year 2022. Data is still to be verified by SEPA.





# Delivering the Council Plan – Green

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		Q1	Q2	2023/24	Explanation of performance
				Value	Target	Value	Target	Value	Value	Target	
Amount of CO <sub>2</sub> emitted by the public vehicle fleet				3,223	3,000	3,267	3,000	812.80	775.23	3,000	The total for the first 6 months of the year is 1,588.03 tonnes of CO <sub>2</sub> e. If this trend continues, whilst comparatively small, the emissions would be slightly over target of 3,000 tonnes of CO <sub>2</sub> e.
% of the vehicle fleet which uses alternative fuels, such as electricity				25%	25%	27%	25%	29%	29%	25%	The current fleet using alternative fuels includes 115 electric vehicles from a total fleet of 408 vehicles. In addition, there are 5 vehicles trialling the use of HVO as an alternative fuel with initial feedback being positive.
% of bins uplifted first time				99.8%	99.9%	99.8%	99.9%	99.8%	99.8%	99.9%	The percentage of bins lifted first time in Q1 and Q2 of 2023/24 was 99.8%. This is consistent with performance in the equivalent quarters in 2022/23.
Reduce the amount of CO <sub>2</sub> emitted from public space lighting				1,246	1,500	1,138	1,500	Not measured for quarters		1,100	This performance indicator is an annual indicator and not measured for quarters.  Although not measured in quarters, the emissions levels are anticipated to level out year on year as the LED programme is substantially complete.

# Delivering the Council Plan – Living our Values

What we will do	Due Date	Status	Progress update
Provide our employees with the appropriate support to manage their attendance, health and wellbeing	31 March 2024		<p>The provision of appropriate support for employees to manage attendance, health and wellbeing has been ongoing throughout the first 6 months of the financial year. Notable developments in this period have included the launch of a new well-being series of RenTalks highlighting Menopause, Preparing for Retirement etc</p> <p>All services have continued to provide a focus on managing attendance and it remains a key priority for the service.</p>
Implement the next phase of transformation as part of Right for Renfrewshire ( <b>Council Plan</b> )	31 March 2024		<p>The re-structure is progressing well and is on target to be complete by the proposed completion date of 31 March 2024.</p>
Better use of data and technology to improve services performance and delivery	31 March 2024		<p>Performance and Management meetings continue to provide focus for teams on the performance data and analysis presented through Power Bi and the Sharepoint website which is available to all staff. Work continues to develop the depth and breadth of content to continue to provide robust data led intelligence to shape future service delivery.</p> <p>The digitisation of flytipping information has had a positive impact in assisting service delivery and gathering data led intelligence.</p>
Engage and participate in trauma informed and responsive Renfrewshire programme.	31 March 2024		<p>As part of the Trauma response the service has invested in Mental Health First Aid training. This has been provided to staff to assist in helping to deal with aspects of trauma.</p>

# Delivering the Council Plan – Living our Values


What we will do	Due Date	Status	Progress update
Embed new approaches to staff communication and engagement across all areas of the service	31 March 2024		Staff Away Days conducted in June and October have established new approaches to communicating and engaging with all managers across E,H&I. Feedback from these Away Days has been used to progress and resolve some of the issues that managers face in delivering services. Links with Corporate Services like Communications, Marketing and HR will be invaluable to the continues success.
Ensure robust and up to date business continuity arrangements are in place	31 March 2024		Work has been ongoing with service managers to develop refreshed Business Continuity Plans. These plans are currently undergoing testing and validation to ensure they are robust.
Embed the enquiry systems for public and elected members across Environment, Housing & Infrastructure services	31 March 2024		There has been progress made in terms of being able to report on the performance of Elected Member enquiries for EHI and this can now be done in a more joined up way. The recording and monitoring of these enquiries are continuing as they were and progress on a more joined up approach has been held up due to delays in introduction of new structure for Service Development.
Review Health & Safety and Risk Assessments	31 March 2024		An ongoing review and revision of the risk assessments across services is underway. Risk Assessments are being reviewed in line with an overarching approach to ensure staff have access to one source for the majority of tasks undertaken in specific job roles.


















# Delivering the Council Plan – Living our Values

What we will do	Due Date	Status	Progress update
Ensure robust financial monitoring	31 March 2024		The Senior Leadership Team and service managers continue to meet on a period by period basis with finance colleagues to monitor budgets and to ensure the service is provided with the most up to date information to ensure robust financial systems are in place to support the service.
Conduct a strategic fleet review of all Council vehicles to assess vehicle specifications considering fit for purpose and net zero targets -	31 March 2024		<p>Within the Current Capital Budget programme Fleet are identifying the operational fleet needs of our user departments. This has focused on older fleet being replaced with newer and more environmentally friendly vehicles. Current fleet commitment 2023/24 of £1.9m has been identified.</p> <p><b>Ongoing Reviews</b></p> <p>Building Maintenance Fleet review (Currently awaiting pricing options and lead times)</p> <p><b>Future Project</b></p> <p>Light commercial vehicles fleet decarbonisation in line with Scottish government target.</p>
Review and maintain continuous improvement frameworks	31 March 2024		Infrastructure & Service Development services have been successfully re-accredited through strategic review for the next three years of accreditation to the ISO9001 Quality Management Systems standard.




# Delivering the Council Plan – Living our Values

What we will do	Due Date	Status	Progress update
<p>Support the Council in developing New Ways of Working <b>(Council Plan)</b></p>	<p>31 March 2024</p>	<p></p>	<p>A lot of work and preparation on the New Ways of Working has been undertaken with an initial focus on Renfrewshire House as the Council headquarters.</p> <p>This has included setting up cross service Operational and Strategic Groups.</p> <p>Officers procured a space planner to assist with the design of offices and work will be undertaken in the final 6 months of 23/24 to relocate and join teams, add meeting/collaboration space and look to relocate staff from Abbey House into Renfrewshire House.</p> <p>Pilots of soundproof pods, new ICT meeting equipment, headphones and break out areas have been undertaken and reviewed.</p> <p>The work has been undertaken to give the flexibility for staff to continue to work in a hybrid model (wherever possible) and therefore rationalise the number of desks for each team. Work has also been undertaken to understand leases and assess if other organisations eg, RVJB could be located in Renfrewshire House.</p>



# Delivering the Council Plan – Living our Values

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		Q1	Q2	2023/24	Explanation of performance
				Value	Target	Value	Target	Value	Value	Target	
Average number of work days lost through sickness absence per employee (FTE) (cumulative)				This is a new indicator in 2023/24 covering new service				3.5 days	N/A	Awaiting HR target info	In Q1, the average number of work-days lost per FTE was 3.5.
% of members enquiries completed within timescale by E,H&I				87%	85%	93%	85%	91%	92%	85%	2021/22 and 2022/23 data reflects the services of E,H&I excluding Housing, Community Safety and Regulatory Services which were reported to the Communities and Housing Policy Board.  <b>Member Enquiries</b> – in the first 6 months of 2023/24, 92% of member enquiries were responded to within timescale, this is above the 85% target. 2,498 enquires were received compared to 2,182 last year.  <b>Frontline Resolutions</b> – Of the 4,646 enquiries received in the first 6 months, 89% have been responded to on time.  <b>Investigations</b> – 95% of 255 complaint investigations received have been responded to on time.
% of FOI requests completed within timescale by E,H&I				96%	100%	100%	100%	100%	99%	100%	
% of front-line resolutions dealt with within timescale by E,H&I				81%	85%	87%	85%	88%	89%	85%	
% of complaint investigations completed within timescale by E,H&I				65%	95%	93%	85%	95%	95%	85%	

# Delivering the Council Plan – Living our Values

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		Q1	Q2	2023/24	Explanation of performance
				Value	Target	Value	Target	Value	Value	Target	
Complete inspection process for all headstones and burial grounds				38%	20%	85%	65%	Not measured for quarters		100%	This performance indicator is not measured for quarters.

# Delivering the Council Plan – Cross Cutting Theme -

What we will do	Due Date	Status	Progress update
EH&I will work towards keeping The Promise	31 March 2024		Service Areas have been liaising with the Council's Promise lead officer to ensure the service is supporting The Promise.
Develop a Play Parks Strategy	31 March 2024		A play parks strategy titled, 'Outdoor Access & Play Area Improvements 2023 – 2026' was approved at the Infrastructure, Land and Environment Policy Board meeting held on 30 August 2023.



# Environment, Housing & Infrastructure

Service Improvement Plan 2023 - 26  
Six-monthly progress update  
November 2023

We are fair, We are helpful, We are great collaborators, We value learning



Renfrewshire  
Council