

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

**On: 29 May 2024**

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

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**Heading: Environment, Housing and Infrastructure - Service Improvement Plan 2023-26 Outturn Report**

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## **1. Summary**

- 1.1 The Environment, Housing and Infrastructure 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 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 Full details of Environment, Housing and Infrastructure performance and achievements over the period 1 April 2023 to 31 March 2024 are appended to this report. 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 2022-25 Service Improvement Plan; and
- an assessment of performance in relation to the service scorecard of core performance indicators;

1.5 During 2023/24, 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 other areas of activity which did not form part of the Service Improvement Plan actions which have subsequently arisen during 2023/24.

1.6 A new Service Improvement Plan covering the period 2024-26 is also being presented to this meeting of the Infrastructure, Land and Environment Policy Board.

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## **2. Recommendations**

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

- 2.1 Note the content of this report.
- 2.2 Note the progress to date on delivering the actions contained within the Environment, Housing and Infrastructure - Service Improvement Plan.
- 2.3 Note the current performance of the service as measured by the scorecard indicators.

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## **3. Background**

3.1 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.

3.2 The service improvement plan also provides a mechanism by which elected members can evaluate the performance of the service. It contains an action plan and performance indicators against which progress can be measured. This outturn report provides an update on progress against the 2023-26 plan.

#### **4. Service Update and Key Achievements April 2023 to March 2024**

- 4.1 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.

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

- 5.1 Transport Scotland's Bus Partnership Fund has been removed in 2024/2025 with no guarantees that this will be re-instated in future years. This means planned improvements at two Paisley town centre junctions (Glasgow Road, Mill Street, Gauze Street and Inle Street; and Gauze Street, Cotton Street and Lawn Street) will not be progressed.

#### **6. Progress against performance measures**

- 6.1 Environment, Housing and Infrastructure report on 22 performance indicators, 12 which are reported annually and 10 reported quarterly.

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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** – Actions and 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 and Environment Policy Board; 24 May 2023 - Environment, Housing and Infrastructure – Service Improvement Plan 2023/26 – *Agenda item 5*

Infrastructure, Land and Environment Policy Board; 8 November 2023 - Environment, Housing and Infrastructure - Service Improvement Plan 2023/26 Mid-Year Monitoring Report – *Agenda item 4*

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**Author** Gordon McNeil, Director of Environment, Housing & Infrastructure  
Email: [gordon.mcneil@renfrewshire.gov.uk](mailto:gordon.mcneil@renfrewshire.gov.uk)



# Environment, Housing & Infrastructure

Service Improvement Plan 2023 - 26

Outturn Report

May 2024

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



Renfrewshire  
Council

# Welcome to our Service Improvement Plan outturn report

- This update reflects progress over the last year of our Service Improvement Plan (SIP) and the following pages shine a spotlight on some great projects or practice and highlight areas where we'd like to improve or develop further.
- Our Service Improvement Plan is closely aligned to the Council Plan and each of the actions and performance indicators within the SIP are grouped under the appropriate Council Plan theme to show the linkage between what we are aiming to achieve and the corporate priorities of the Council. 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
- Neighbourhood Services
- Grass, Grounds & Cemeteries Maintenance,
- Burials
- Country Park Management

## Roads and Transportation

Responsibilities include:

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

## Service Development

Responsibilities include:

### Service Modernisation

- Digitalisation
- Operational Data & Performance
- Operational Policies & Procedures
- Operational Health & Safety and Risks Management
- Employee Development
- Training

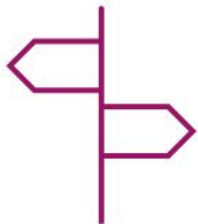
### Customer & Member Enquiry Services

- FOI's
- Elected Member enquiries
- Public enquiries including Complaints



# Delivering the Council Plan

**Economy:** Environment, Housing & Infrastructure have delivered an improved and enhanced road network to improve connectivity and support growth in the economy. This includes the new road infrastructure to support the enhanced links between Paisley Town Centre, Glasgow Airport and the Advanced Manufacturing Innovation District Scotland (AMIDS).



**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. An Offsetting Strategy is being developed to align with the phased road map and costed delivery plans to identify and maximise opportunities associated with offsetting.

**Fair:** Implementation of the successful participatory budget project is well underway. 29 #YouDecide projects are now complete. Refurbishments at Glebe Street, Renfrew and Jennyswell Paisley were completed along with the outdoor gym at Old Road Park, Elderslie.





# Delivering the Council Plan - Place

## Achievements:

- Construction of replacement Plymuir Bridge in Glennifer Braes Paisley was completed in March 2024. This brings the last council owned bridge up to national requirement of being able to carry 40 tonnes.
- £2m funding received from Transport Scotland's Active Travel Transformation Fund. This represents 10% of the total £20m fund that was available. £540k of this has been secured for a segregated shared active travel route on Barnsford Road to Inchinnan Drive and will connect to existing routes around Glasgow Airport.
- 100% of the carriageway resurfacing works have been complete under the roads capital programme.
- 100% of Category A,B and C roads inspections were completed on target.



## Proactive Actions:

- % of pothole repairs completed within timescales was 94%, which remains high. The average repair completed within timescales over the last 2 years was 94.5%. This is a significant improvement over the average for the previous 6 years which was 61.5%. We continue to aim for high targets for this performance rating and have, subsequently, changed our inspector model and trained staff accordingly in the risk based model of working.

# Delivering the Council Plan - Fair

## Achievements:

- 29 #YouDecide participatory budget projects are now complete.
- A selection of completed projects include:
  - Play area refurb at Glebe St, Renfrew and Jennyswell, Paisley
  - Outdoor gym at Old Road Park, Elderslie
  - 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
- Community engagement will continue throughout the delivery of the remaining projects.



# Delivering the Council Plan - Green

## Achievements:

- We have been successful in our application to the Active Travel Infrastructure Fund for a new active travel route around Inchinnan Business Park. The project will link the segregated shared active travel route on Barnsford Road to Inchinnan Drive and the existing active travel route at Inchinnan Road.
- Work to improve accessibility to the National Cycle Route Network 7 has seen the path upgraded through Jenny's Well Nature Reserve and opening of the footbridge connecting Hawkhead Road Housing Development
- Community Climate Conversation and Key Stakeholder Organisation engagement events have been concluded to identify community priorities; partnership working opportunities; and share knowledge/lessons learned.
- Garden Waste Permit scheme successfully rolled out across Renfrewshire and year two of the scheme has now commenced
- The LHEES Strategy was approved by Board in January 2024.
- EV Charging Infrastructure installed in Community Meals Service, Renfrew Care Home and Brediland Childrens Home.
- 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.



# 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.



85% of frontline resolutions responded to within agreed timescales



89% of complaints investigations resolved within agreed timescales



100% of Freedom of Information requests were responded to on time



**Operations, Infrastructure & Service Development** have been successfully re-accredited through strategic review for the next three years of accreditation to the ISO9001 Quality Management Systems standard.

# 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 have been liaising with the Council's Promise lead officer to ensure the service is supporting The Promise.
- 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



Infrastructure, Land and Environment Policy Board  
May 2024

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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		As of 15 April 2024, we have completed 31 of the original list of 44 carriageways to be resurfaced. The remaining 13 schemes have been reprogrammed to next financial year. We have also completed 50 of 64 footways due to be resurfaced. 14 footways have been reprogrammed into next financial year. The Network Improvements contract is almost finished with carriageways and footways complete in Hillington. Ongoing resurfacing of the A761 Ferguslie footway will complete this week.
Implement the requirements of the Transport (Scotland) Act 2019	31 March 2026		Consultants have completed a Review of Renfrewshire's Bus Network, identifying gaps in current provision and recommending opportunities for improvement. On behalf of Transport Scotland consultants are assessing Renfrewshire's roads for locations to exempt from the national pavement parking ban.

# Delivering the Council Plan – Place





Indicator	Current Status	2021/22		2022/23		Q1	Q2	Q3	Q4	2023/24	2023/24	Explanation of performance
		Value	Target	Value	Target	Value	Value	Value	Value	Target	Value	
(i) A Class Roads	✔	17.29%	22.5%	15.5%	19%	Not measured for Quarters				N/A	Not available	Local Government Benchmarking Framework (LGBF) Indicators. This data is published by the Improvement Service on an annual basis as part of the LGBF.  These are annual LGBF Indicators and relate to financial year 2022/23. The 2023/24 data will not be published until February 2025.
(ii) B Class Roads	✔	21.25%	24.5%	19.21%	22%	Not measured for Quarters				N/A	Not available	
(iii) C Class Roads	✔	30.55%	36.5%	27.02%	32%	Not measured for Quarters				N/A	Not available	
(iv) Unclassified Roads	✔	30.99%	36.5%	30.12%	32%	Not measured for Quarters				N/A	Not available	
(Maintenance) Carriageway Condition: % of roads network considered for treatment Overall	✔	28.9%	32.5%	27.4%	32%	Not measured for Quarters				30%	Not available	




# Delivering the Council Plan – Place

Indicator	Current Status	2021/22		2022/23		Q1	Q2	Q3	Q4	2023/24	2023/24	Explanation of performance
		Value	Target	Value	Target	Value	Value	Value	Value	Target	Value	
% of Statutory roads inspections categories completed on target:												
(i) Category A		100%	95%	83%	95%	Not measured for Quarters				95%	100%	In 2023/24, 100% of the statutory road inspections were completed for all categories. The three categories of statutory inspections relate to the timing of inspections and are categorised as follows: A – Undertaken during the progress of the works B – Undertaken within the six months following interim or permanent reinstatement C – undertaken within the three month preceding the end of the guarantee period. The inspection procedure is designed to enable road work authorities to monitor statutory undertakers (Gas, electric, and telecom etc).
(ii) Category B		100%	100%	86%	100%	Not measured for Quarters				100%	100%	
(iii) Category C		100%	100%	100%	100%	Not measured for Quarters				100%	100%	
% Pothole repairs completed within timescales		83%	80%	95%	90%	97%	96%	98%	91%	95%	94%	The 2023/24 % of potholes repaired was 94% falling just short of the 95% target. The service recently changed the Roads Inspector model, moving away from having carriageway inspectors, footway inspectors, statutory inspectors and capital inspectors. We now have a bank of 9 inspectors that cover all disciplines within their set area. It has taken time to get everyone trained up, and for a while, some of the inspectors that hadn't covered carriageways before, were raising emergency lines for potholes that weren't an emergency.


# 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.
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 will complete by July and the Barnsford Road section of the Airport to Erskine Route is progressing with an expected completion in early June. Improvements to Plymuir Bridge have now completed and Renfrewshire has no more Council owned weight limited bridges.
The Council is keen to promote a parking strategy which manages the supply and demand for parking, supports economic regeneration	31 March 2024		The Council's Parking Strategy was approved at ILE Board. New parking charges in Paisley started from 5th February 2024. The research work for future phases of the Strategy will now be taken forward.




# 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		The timing of the Council’s review of public transport provision has been altered to tie in with similar work being undertaken by SPT. 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		Transport Scotland’s Bus Partnership Fund has been removed in 2024/2025 with no guarantees that this will be re-instated in future years. This means planned improvements at two Paisley town centre junctions (Glasgow Road, Mill Street, Gauze Street and Incle Street; and Gauze Street, Cotton Street and Lawn Street) will not be progressed. The traffic signal bus priority improvements are being installed on the Glasgow Road corridor, and were completed in March 2024.




# Delivering the Council Plan – Fair

What we will do	Due Date	Status	Progress update
<p>Implement the preferred options from the #YouDecide participatory budget programme for infrastructure improvements</p>	<p>31 March 2024</p>		<ul style="list-style-type: none"> <li>• Twenty nine #YD Projects are now complete. Most recently play area refurbishments at Glebe Street Renfrew and Jennyswell, Paisley was completed along with the outdoor gym at Old Road Park, Elderslie. Remaining play area and outdoor gym works will follow.</li> <li>• Lighting works are currently ongoing at Howwood Park, Inchinnan Park, Eilerslie Street Park, Johnstone, Spateston Park, Johnstone, Kintyre Park, Linwood, Barshaw Park and the entrance to Ferguslie Gardens, Paisley. All other #YD lighting projects will follow.</li> <li>• Contracts have been awarded for the construction of a Wheeled Sports Areas at Kintyre Park Linwood and Moss Road Park, Bridge of Weir and early designs have been submitted. Consultation with potential users taking place May 2024. Construction is anticipated to start Autumn 2024.</li> <li>• Visualisation concepts drawings are complete for Barrangary and Chestnut roundabouts, Bishopton. Local consultations will be complete by the end of May to decide which idea is favoured. Visualisations for Easwald Bank roundabout, Kilbarchan and both Renfrew Road/Arkleston Road and Glasgow Road/Kings Inch Road roundabouts, Renfrew should be ready by the end of May and consultation will proceed thereafter.</li> <li>• Speed sign installations at Main Road Elderslie and Bridge of Weir Road Brookfield have been instructed and will be complete by the end of May.</li> <li>• Following discussions with Renfrew Community Council seating improvements have been agreed. Works to instruct seating on 24 of the granite blocks around Renfrew Town Centre has been instructed. We anticipate work to start here June 2024.</li> <li>• Work to improve paths and signage in Gleniffer country park is ongoing as is information and interpretation boards for the villages of Inchinnan and Kilbarchan.</li> </ul>

# 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		A number of engagement sessions for communities, stakeholder organisations and internal stakeholder were carried out throughout 2023. These events were well attended and helped to identify community priorities, partnership working opportunities and knowledge sharing. Work is underway to develop a phased road map and costed delivery plans. 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.
Deliver a programme of enhanced operational environmental and community support activities for environment and place ( <b>Council Plan</b> )	31 March 2024		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. With the autumnal weather additional sweeping is being undertaken to ensure gullies are kept clear of debris and leaves to reduce local flooding risks. Environmental Task Force continue to work alongside Renfrewshire communities to reduce flytipping. The digitalisation of fly tipping data collection is building a database of evidence for data led intelligence.
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 has been 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 second year now commenced.
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		DRS has been delayed. The initial delay was until 2025, and there has been a further delay until 2027– We will develop a business case and liaise with SEPA on how we can maximise Linwood Facility.
Continue site management following statutory monitoring period of the leachate treatment at Linwood Moss	31 March 2024		We have been carrying out tests to use natural reed bed on site to treat water, this will be monitored over coming weeks and months – result of trial will determine what we do moving forward, with monitoring and reporting to SEPA



# 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 Bill ended Stage 1 (General Principles) on 20th March 2024 and moved to Stage 2 (Changes to detail, whereby MSPs can propose amendments to the Bill).</p> <p>The deadline for MSP amendments was Wednesday 24th April and was considered on 30th April 2024.</p> <p>The Bill as amended at Stage 2 will be published following these proceedings.</p> <p>The service will be proactive in implementing any legislative requirements resulting from the Circular Economy (Scotland) Bill when it becomes law.</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		Refurbishment of six signalised junctions from “old” high energy consumption technology to more efficient LED systems has been completed in Paisley (3off), Johnstone, Renfrew (2 off). EV Charging Infrastructure for Fleet Vehicles installed in Community Meals Service, Renfrew Care Home and Brediland Childrens Home. Renfrewshire Council working in partnership with Glasgow City Region Partners to develop a strategy and investment model for future provision of EV Charging Infrastructure. Continued Engagement with SPEN legal representatives for the installation of new electric power supply at Underwood Road Depot that will facilitate additional EV Charging Infrastructure and Fleet decarbonisation. . Fleet Services are piloting five commercial front line vehicles 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 CO2 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
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		Active travel route feasibility and engagement are progressing in several areas where Sustrans are leading on a proposal to improve the NCN7. 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. Active travel connections have also been completed for Nethergreen Road and Kirklandneuk Primary School.







# 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 was approved at the Infrastructure, Land and Environment Policy Board in January 2024. Work is now underway to develop costed area-based delivery plans. These plans will align with the Ren Zero road map and costed delivery plans.





# Delivering the Council Plan – Green

Indicator	Current Status	2021/22		2022/23		Q1	Q2	Q3	Q4	2023/24	2023/24	Explanation of performance
		Value	Target	Value	Target	Value	Value	Value	Value	Target	Value	
Street cleanliness Score - % of areas assessed as clean		89.6%	92%	93.3%	92%	Not measured for quarters				92%	Data not available	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.
% of Household Waste Recycled		51.7%	50%	53.7%	50%	Data not available				50%	Data not yet available	The latest data available relates to the calendar year 2022.
% of Household waste collected which is landfilled		8.2%	5%	2.3%	5%	Data not available				2%	Data not yet available	The latest data available relates to the calendar year 2022.





# Delivering the Council Plan – Green

Indicator	Current Status	2021/22		2022/23		Q1	Q2	Q3	Q4	2023/24	2023/24	Explanation of performance
		Value	Target	Value	Target	Value	Value	Value	Value	Target	Value	
Amount of CO <sub>2</sub> emitted by the public vehicle fleet		3,223	3,000	3,267	3,000	812.80	775.2	762.1	768.6	3,000	3,118	The total for the year is 3,118 tonnes of CO <sub>2</sub> emitted which is 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%	30%	30%	25%	30%	At the end of 2023/24, the current fleet using alternative fuels includes 114 electric vehicles from a total fleet of 393 vehicles. In addition, there are 5 vehicles using alternative fuel.
% of bins uplifted first time		99.8%	99.9%	99.8%	99.8%	99.8%	99.8%	99.7%	99.85%	99.8%	99.8%	The percentage of bins lifted first time in 2023/24 was 99.8%. This is consistent with performance 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	1,216	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		The provision of appropriate support for employees to manage attendance, health and wellbeing has been ongoing throughout the year 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 , Woman’s Health and Wellbeing, Men’s Health and Wellbeing and Supporting our Unpaid Carers. All services have continued to provide a focus on managing attendance and it remains a key priority for the service.
Implement the next phase of transformation as part of Right for Renfrewshire ( <b>Council Plan</b> )	31 March 2024		The Service has undertaken the restructures as part of the wider Right for Renfrewshire programme.
Better use of data and technology to improve services performance and delivery	31 March 2024		<p>Following successful trials and testing, the digitisation and delivery of the cleaning audits audit management system (CLAMS) was rolled out in November and December alongside the revised cleaning specification.</p> <p>The app has been downloaded onto staff phones to facilitate digital audits of cleaning across all premises. The development of the app aligns with the British Institute of Cleaning Science system that is also online.</p> <p>The CLAMS app can also produce reports on Power Bi that help the service to manage and improve performance.</p> <p>E,H&amp;I staff have been trained in the use of Power Bi which will assist in the continued development of content to provide robust data led intelligence to help inform future service delivery.</p>
Engage and participate in trauma informed and responsive Renfrewshire programme.	31 March 2024		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.

# 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		A series of manager away days have been held, with the last one taking place in May 2024. The Strategic Communications Business Partner is now embedded within the service and is supporting the service develop a wide range of approaches to communication and engagement with staff.
Ensure robust and up to date business continuity arrangements are in place	31 March 2024		Civil Contingencies Service continues to support services across the council ensuring that they have in place robust arrangements for continued delivery of essential services in the event of significant incidents such as disruptive weather, cyber-attacks, or widespread power outage. Updated draft versions of Business Continuity Plans for all four service areas within E,H&I have been completed and are now waiting feedback from an external cyber consultation before final approval.
Embed the enquiry systems for public and elected members across Environment, Housing & Infrastructure services	31 March 2024		In terms of the teams within E,H&I which fall under the remit of the ILE Policy board this is now complete.
Review Health & Safety and Risk Assessments	31 March 2024		The new Service Development Team are in the process of reviewing H&S and Risk assessments, with the operational services across the whole of E,H&I

# 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>As part of our ongoing commitment to meet the Scottish government get to zero targets for fleet, a Fleet asset management plan is in draft format. This plan identified the fleet requirements from 2025-2030. 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. Throughout the purchasing process fleet are in constant dialogue with the operational departments to ensure all vehicles meet the needs of the department.</p> <p>Building Services fleet review – soft market testing has been completed with full tender to be published in 2024.</p>
Review and maintain continuous improvement frameworks	31 March 2024		<p>Infrastructure &amp; 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.</p> <p>Following this, a six monthly audit was carried out in March 2024 which resulted in no major non-conformances.</p>



# 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 a large amount of work has been undertaken to relocate staff from Abbey House to Renfrewshire House between November 2023 and January 2024 thus ending the lease. Other leases e.g. 5a High Street have ended and work continues to review different strands/themes e.g. Community Halls/Self Managed Halls, surplus properties etc.</p> <p>Pilots of sound proof pods, new ICT meeting equipment, head phones 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 e.g. RVJB could be located in Renfrewshire House.</p>

# Delivering the Council Plan – Living our Values



Indicator	Current Status	2021/22		2022/23		Q1	Q2	Q3	Q4	2023/24	2023/24	Explanation of performance
		Value	Target	Value	Target	Value	Value	Value	Value	Target	Value	
% of members enquiries completed within timescale by E,H&I		87%	85%	93%	85%	91%	92%	94%	93%	85%	92%	Environment, Housing & Infrastructure received 5,084 members enquiries in 2023/24, of which 92.3% were responded to within timescale.
% of FOI requests completed within timescale by E,H&I		96%	100%	100%	100%	100%	99%	100%	100%	100%	100%	Environment, Housing & Infrastructure dealt with 257 Freedom of Information requests in 2023/24, of which 256 (99.4%) were responded to within timescale. 103 of these requests were cross departmental and 154 were departmental.
% of front-line resolutions dealt with within timescale by E,H&I		81%	85%	87%	85%	88%	89%	88%	77%	85%	85%	Environment, Housing & Infrastructure received 9,395 front line resolutions in 2023/24, of which 85.1% were responded to within timescale.
% of complaint investigations completed within timescale by E,H&I		65%	95%	93%	85%	95%	95%	81%	84%	85%	89%	88.8% of 508 investigation complaints received have been responded to on time



# Delivering the Council Plan – Living our Values

Indicator	Current Status	2021/22		2022/23		Q1	Q2	Q3	Q4	2023/24	2023/24	Explanation of performance
		Value	Target	Value	Target	Value	Value	Value	Value	Target	Value	
Complete inspection process for all headstones and burial grounds		38%	20%	85%	65%	Not measured for quarters				100%	93%	The service has carried out 29,600 headstone inspections which equates to around 93%, however this figure is continuing to rise daily and so too is the number of new lairs added. Neighbourhood Services continue to inspect all new and existing lairs
Average number of work days lost through sickness absence per employee (FTE) (cumulative)	As reported to the Audit, Risk and Scrutiny Board in August 2023 (Agenda item 5), E,H&I is a new service with no previous data.					3.5 days	3.36 days	3.93 days	4.12 days	TBC	14.91 days	As reported to the Audit, Risk and Scrutiny Board in May 2024

# 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

Outturn Report

May 2024

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



Renfrewshire  
Council