



To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

On: 8 NOVEMBER 2017

Report by: DIRECTOR OF ENVIRONMENT & COMMUNITIES

Heading: OPERATIONAL PERFORMANCE REPORT

1. Summary

1.1 This report provides an overview of key service activities over the first 6 periods of 2017/2018, namely 1 April 2017 to 15 September 2017. This report provides an operational performance update on the services and key projects delivered during this period.

2. Recommendations

2.1 It is recommended that the Infrastructure, Land and Environment Policy Board notes the operational performance update detailed within this report.

3. Background

3.1 Environment & Communities 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 & Communities in respect of the areas of activity delegated to this Policy Board, together with key performance indicators are detailed below.

Operational Updates

4. Amenity Services

Land Services – Parks Regeneration

- 4.1 Phase 1 of the investment works at Robertson and Barshaw Parks have largely been completed. The phase 1 investment has focused on improvements to path and road infrastructure within the parks and new play equipment areas to complement the existing play park equipment. The new play areas in Barshaw and Robertson Parks have opened with very positive feedback received by users and visitors to the park.
- 4.2 As part of the Council's investment of £2.25 million in parks regeneration, £250,000 was allocated to 5 Neighbourhood Parks and attention now turns to these parks with development of plans to support improvements in the infrastructure and equipment. Asset condition surveys and engagement with community groups will be undertaken between end 2017 and spring 2018. The recruitment of supporting specialist officers is ongoing and will support community and friends groups to pursue external funding in parks.

StreetScene

- 4.3 The integrated seasonal workforce undertaking work for StreetScene during the summer 6-month period have transferred into the Roads operations service to undertake winter maintenance activities over these next 6 months. This flexible workforce increases the service's resilience to delivery and response to winter maintenance activities.
- 4.4 StreetScene continue to support events throughout Renfrewshire and is preparing for the busy autumn and winter events programme across Renfrewshire. Events including the SPREE week, Halloween Festival, Fireworks Event and the seasonal Christmas Lights "Switch On's" across all our communities. These events provide a wide range of interest to local communities, attracts visitors and increases footfall for local businesses.

Roads Capital Programme, 2017/18

- 4.5 The roads capital investment programme for 2017/18 was approved by Council in February 2017 to deliver a capital investment of £6.7m in Renfrewshire's roads and pavements. The programme consists of 85 roads in strategic routes as well as providing improvement on a significant number of rural and residential areas.
- 4.6 The delivery of the investment programme is progressing well with multiple roads and pavements, now completed. Improvements and repairs are now noticeable on a number of main routes, residential streets and pavements and this will continue throughout the remainder of the financial year 2017/18. As a result of progress being made and the reduction in the estimated cost of planned improvements, through tendering and procurement market efficiencies, the programme of reserve schemes, is able in part to be progressed.

Environment and Place, Team Up to Clean Up

- 4.7 The 'Team Up to Clean Up' campaign as launched on 2 November 2017 with activities focussing on street cleaning, gully maintenance, rapid response services, road infrastructure improvements, support & engagement with communities and volunteer participation, will have a positive impact on strengthening local communities and improving the local environment across Renfrewshire:
- An enhanced programme of roads gully maintenance has been introduced to complement existing activity and allow gullies to be examined, and where appropriate, drained and cleaned;
 - An increased road sweeping provision will mean Renfrewshire's residential roads will now be swept every two months;
 - 6 new dedicated litter pickers have been employed to complement existing street cleaning activity and will work to clear litter from their area whilst also addressing any other cleanliness issues they come across on their route;
 - A Rapid Response Team service will be expanded with a focus on rural communities to undertake patrols and tackle reports of fly tipping, fly posting and similar activity.
- 4.8 A total of 8 "Team Up to Clean Up" community engagement sessions have taken place across Renfrewshire, including one for school pupils. The aim was to seek community input to assist in directing the campaign. The sessions were attended by a broad range of community groups and individuals. A recurring thread was the value placed on a central resource, an easy to find website where community groups could visit to find other groups contact details and activities being undertaken. They also requested support by way of posters and fliers to promote their own events.
- 4.9 A Team Up to Clean Up area has been developed and is now being promoted on the Council's website. This will be further populated with community group details and activity as the campaign progresses. Webpages offer schedules of works in relation to gully cleaning and road sweeping, advice on recycling and information on responsible dog ownership. A dedicated litterpick phone number is advertised together with advice on conducting a litterpick.
- 4.10 The Team Up to Clean Up official launch took place in Knockhill Park in Renfrew which has been highlighted as an example of best practice in how community groups (The Friends of Knockhill Park) can work positively to improve their local area. Empowering and supporting communities to assist the Council in delivering services is a focus for the Team Up to Clean Up campaign and several community groups have showcased the great work currently being undertaken. A litterpick in the streets surrounding Knockhill Park was undertaken which was well supported by Elected Members, local school pupils and community groups (including some from other LAC areas). Local press also attended to promote the campaign. The event showcased the campaign branding on Council vehicles and equipment and the new brand will continue to feature prominently on promotional materials throughout the campaign.

Waste Services

- 4.11 On September 2017 SEPA published the audited / official statistics for household waste recycling for the period January to December 2016. In 2016, the Scottish average recycling rate was 44.8%, an increase of 0.6% on 2015 figures, with Renfrewshire's recycling rate being 48.5% an increase of 4.6% on the previous year's figures and now 3.7% above the Scottish average.

Street Lighting

- 4.12 Renfrewshire's £11m LED Street Lighting Improvement strategy commenced implementation in April 2016. To date 97% of the programme has been completed. The programme was broken into 3 phases, the contractor awarded the phase 2 and phase 3 contracts in late August went into administration. As a result of this position the programme completion has been delayed for approximately 6 to 8 weeks while new contractors were appointed.

As planned, a night time audit has been undertaken of all the street lights converted to LED lanterns. The audit results have been positive with light levels shown to be in excess of the minimum lighting levels required for residential areas as set out in the design specification. Remedial actions identified in the audit are programmed for completion. A Street Lighting Improvement Strategy completion report will be brought back to the next meeting of this Policy Board.

- 4.13 Street Lighting Repairs – improved performance within the in-house Street Lighting Repair team has been sustained, with 99% of repairs being undertaken within the performance target of 7 days from the date reported, and an overall first fix performance rate exceeding 95%.

Fleet Services

- 4.14 One of the vehicle maintenance service's apprentice mechanics was shortlisted and won the Invest in Renfrewshire apprentice of the year award for 2017. The same apprentice was also shortlisted in APSE's UK apprentice of the year awards where he was a runner up.
- 4.15 As part of an ongoing review of the delivery of the Council's transport provision for Children Services and the Health & Social Care Partnership as specific to the use of school buses, social transport buses and taxis some operational changes are being developed to improve efficiency and reduce costs, including;

- optimising productivity of the existing 33 council operated bus routes, through planned workforce changes.
- A review of the use of single occupancy taxis.

Transportation

Inchinnan Bascule Bridge

- 4.16 Inchinnan Bascule Bridge (the only one of its kind in Scotland), is over 200 years old and continues to play a significant role in the transportation infrastructure of Renfrewshire. As part of this year's capital investment, the replacement of a number

of the damaged deck pans was planned for August 2017, involving a 7-day closure of the bridge. In June 2017, a detailed inspection identified that the bridge opening mechanism was in need of immediate repair. It was decided to undertake the mechanical repairs and the deck pan replacement at the same time to avoid the series of disruptive closures needed to repair the individual elements.

- 4.17 Works were scheduled for a 4-week closure from 5th August, they were undertaken in 3 weeks and the Bascule Bridge reopened to vehicles on Sunday 27th August 2017. During the course of the scheduled works, the bridge remained open to pedestrians and cyclists.

5. Renfrewshire Community Safety Partnership

2017 School Parking Safety and Idling Initiative

- 5.1 This campaign aims to make drivers aware of the dangers of parking illegally or inconsiderately near schools and the threat that idling engines can pose to children's health. Following on from the campaign in 2015-16 where 18,894 text messages were sent to parents/guardians, combined with thousands of leaflets distributed to drivers, this year's campaign aims to be equally successful. A further 10 schools have been identified to be part of the 2017 School Parking Safety and Idling Initiative where evidence shows that illegal parking and vehicle idling are particular issues. Banners highlighting the issues relating to engine idling and dangerous parking have been erected outside some schools and wardens are patrolling during key times to reinforce the messages. Information has been communicated through the Council website, text alerts, school newsletters, leaflets and local media. This action supports wider activities relating to road safety carried out at schools across Renfrewshire. Over the remainder of the year the campaign will be further rolled, encompassing all 10 schools identified.

Vehicle Emissions Testing

- 5.2 On 11 and 12 October 2017, Vehicle Emissions testing was carried out in Paisley (11 October) and Johnstone (12 October) Air Quality Management Areas. 432 vehicles were tested over the 2 days of testing. In total 3 vehicles failed the emissions test and were issued with a Fixed Penalty Notice which will be waived if they provide evidence within the next fourteen days that their vehicle exhaust emissions have now been retested and comply with current legislation
- 5.3 A number of taxis were tested over the two-day campaign with 1 East Renfrewshire private hire failing an emissions test resulting in an immediate suspension - 1 Renfrewshire private hire was also suspended for operating with an expired plate. In total 36 Renfrewshire Taxis / private hires were inspected & 5 defects for minor faults were also detected.
- 5.4 All drivers stopped & tested were given a Renfrewshire Council Greener Renfrewshire Vehicle "Don't Be An Idler" Information leaflet & an explanatory letter.

6. Regulatory Services

Pricing and Medical Weighing

- 6.1 The trading standards team is currently taking part in a national trading standards liaison group project looking at pricing in the electrical and e-commerce sectors. New pricing guidance will be consulted to ensure traders are being clear about price reductions and the applicability of special offers. Traders will be given advice to secure compliance in the first instance, and formal warnings will only be considered if compliance is not achieved.
- 6.2 The first of a series of visits has now been made to the Royal Alexandra Hospital to check equipment used for medical weighing. Patients are often given treatment or medication based on their body mass, and as such it is crucial that equipment is both accurate, and regularly serviced. High risk areas have all been checked and all weighing equipment was found to be of the accurate and of the correct type. Low risk areas will be checked over the next two months.

Best Bar None Renfrewshire

- 6.3 Best Bar None is an accreditation scheme which rewards high standards and good practice in the licensed trade sector. The Scottish Business Resilience Centre (SBRC), who run the Best Bar None scheme in Scotland, are providing the administration and assessment for the Renfrewshire scheme this year. The Scottish Business Resilience Centre advise that they have had 9 applications for the scheme this year – a decrease of 3 from last year. Applications have fallen across the country, with many long-standing venues feeling that they have gained all they can from the scheme. The 9 Renfrewshire venues will be assessed against national standards in October, with judging taking place in late November 2017. Outstanding local venues can go forward to the National Awards in March 2018.

Tackling Poverty

- 6.4 Through the Council's Tackling Poverty funding, the service is continuing to identify unregistered private landlords and to take enforcement action, where appropriate, to ensure that these landlords comply with their legal responsibilities. To date 391 potentially unregistered landlords have been investigated with 206 applying for registration and 144 being issued with Rent Penalty Notices for failing to rent.
- 6.5 The service is also investigating landlords who rent property in poor condition. Where landlords fail to maintain their privately let property the service has powers to make an application to the Housing and Property Chamber First Tier Tribunal for Scotland and to date inspections of 70 properties have been made and whilst the majority of landlords have undertaken works to improve their property condition, several have been the subject of applications to the Housing and Property Chamber. This work will assist in driving up standards within the sector.

7. Performance Update – Indicators and Targets

7.1 The table below summarises target and actual performance for key performance indicators and benchmarking targets under each of the key change themes for 2016/17.

A Better Future – Place			
1. Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating			
97%	97%	97.6%	<p>Of the 1,329 premises in Renfrewshire food hygiene scheme, 1,297 achieved a 'Pass' rating. This reflects a very high level performance where 97.6% of food premises inspections meet or exceed compliance at the point of inspection.</p> <p>This reflects a very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are required to make the improvements necessary to achieve the Pass rating in order to continue trading.</p>
2. Trading Standards – Consumer Complaints completed within 14 days			
82%	82%	97%	<p>This performance was above the period 6 target of 93%. At the end of period 6, the service dealt with 128 consumer complaints, 124 of which were completed within the 14-day timescale.</p>
3. % of household waste which is recycled (** Waste data is now published by SEPA on a calendar year basis – this is the data for 2016 calendar year and has still to be verified by SEPA.)			

55%	55%	48.6%	<p>This is the data for the second quarter of 2017 calendar year and is an estimate which has not yet been verified by SEPA. The recycling rate was estimated to be 48.6%.</p> <p>Waste performance data is measured on a calendar year basis. The 48.6% performance detailed above reflects the second quarter of the calendar year i.e. April to June 2017. The 48.6% compares with a 48.7% performance level for the same period in 2016.</p>
A Better Council			
4. Land Audit Management System - % of areas assessed as acceptable			
90%	90%	98%	Performance in the first 6 periods of 2017/18 exceeded the target of 90%.
5. % of front line resolutions dealt with within timescale			
i) Environment & Communities			
100%	100%	84%	Environment & Communities has received 2,626 front line resolutions in the first 6 periods of 2017/18, of which 2,196 (84%) were responded to within timescale.
ii) Amenity Services			
100%	100%	84%	Over the same period Amenity Services received 2,493 front line resolutions of which 2,084 (84%) were responded to within timescale.
iii) Regulatory Services			
100%	100%	85%	Regulatory Services received 13 front line resolutions in the first 6 periods of 2017/18 and 11 were responded to within timescale.
6. % of complaint investigations dealt with within timescale			
i) Environment & Communities			
100%	100%	85%	Environment & Communities has dealt with 13 complaint investigations in the first 6 periods of 2017/18, 11 (85%) of which were dealt with within the agreed timescale.

ii) Amenity Services			
100%	100%	100%	Amenity Services has dealt with 7 complaint investigations; all (100%) were dealt with within the agreed timescale.
iii) Regulatory Services			
100%	100%	100%	There were 2 complaint investigations for Regulatory Services in the first 6 periods of 2017/18 and these were dealt with within the agreed timescale.
7. % of Freedom of Information requests completed within timescale			
Environment & Communities			
100%	100%	100%	All FOIs were responded to on time, achieving the annual target. 215 FOI requests were received, 168 of which were departmental specific and the other 47 were cross-departmental.
8. (Traffic and Transportation) Traffic light failure - % of traffic light repairs completed within 48 hours			
95%	95%	80.3%	At the end of Period 6, 80.3% of traffic repairs were completed with 48 hours. Performance has not achieved target due to the requirement for civils works as a result of road traffic accidents. These are more time consuming than reactive repairs.
9. Overtime as a % of total employee costs			
i) Environment & Communities			
6%	6%	6.6%	The level of overtime across Environment & Communities , in the first 6 periods of 2017/18, was slightly above target. This was due to additional overtime being required to deliver two elections in the reporting period with all cost recoverable.

ii) Amenity Services			
6%	6%	5.1%	In this period the level of overtime in Amenity Services was within target.
iii) Regulatory Services			
6%	6%	0.9%	In the same period the level of overtime in Regulatory Services was within target.
10. Sickness Absence Figures:			
i) Environment & Communities			
4%	4%	6.8%	<p>The absence level for Environment & Communities at the end of period 6 was 6.8% compared to the target of 4%.</p> <p>The absence level of 6.8% is due to a number of long term absences, with the overall absence rate consisting of:-</p> <ul style="list-style-type: none"> - 76.5% long-term absences - 23.5% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
ii) Grounds Maintenance			
4%	4%	2.6%	<p>Absence level for grounds maintenance employees was 2.6% at the end of period 6 and was within target.</p> <p>Overall absence rate is made up of:-</p> <ul style="list-style-type: none"> - 52.8% long-term absences - 47.2% short-term absences. <p>Absence is within target.</p>

iv) Street Cleansing			
4%	4%	1.6%	<p>Absence levels for street cleansing employees was 1.6% end of period 6.</p> <p>The absence level of consisted of:-</p> <ul style="list-style-type: none"> - 40.6% long-term absences - 59.4% short-term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
v) Refuse Collection			
4%	4%	8.1%	<p>Absence levels for refuse collection employees was 8.1% at the end of period 6.</p> <p>This consisted of:-</p> <ul style="list-style-type: none"> - 54.1% long term absence - 45.9% short term absences. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
vi) Roads & Transportation			
4%	4%	2.1%	<p>Absence levels for Roads & Transportation employees was 2.1% at the end of period 6.</p> <p>Overall absence is made up of:-</p> <ul style="list-style-type: none"> - 65.2% long-term absence - 34.8% short-term absence. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>

vii) Regulatory Services			
4%	4%	2%	<p>Absence levels for Regulatory Services employees was 2% at the end of period 6. This consisted of:-</p> <ul style="list-style-type: none"> - 86.6% long-term absence - 13.4% short-term absence. <p>Absence continues to be addressed through the Council's supporting attendance procedures and the utilisation of occupational health services.</p>
11. % of pothole repairs completed within timescales			
66%	66%	66%	In the first half of 2016/17, 66% of pothole repairs were completed within the agreed timescales.

Implications of the Report

1. **Financial** – Service improvements and changes as detailed in Section 4.1.6 will deliver financial benefits over the medium term
2. **HR & Organisational Development** – Implementation of the service improvements above will result in changes to the shape and size of the workforce. Supporting people through a period of change will be a major priority, with the proposals potentially involving the voluntary release of employees.
3. None.
4. **Community Planning** – the report details a range of activities which reflect local community planning themes.
5. **Legal** – None.
6. **Property/Assets** – The Council’s roads, fleet and open space infrastructure is maintained and enhanced.
7. **Information Technology** – None.
8. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals’ human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council’s website.
9. **Health & Safety** – None.
10. **Procurement** – None.
11. **Risk** – None.
12. **Privacy Impact** – None.
13. **CoSLA Policy Position** - none

List of Background Papers: None

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