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

On: **3 November 2021**

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

Heading: **Environment & Infrastructure Service Delivery Plan 2021/22: Mid-Year Monitoring Report**

1. Summary

1.1 As a direct result of the pandemic and the focus on crisis response and recovery, alternative service planning arrangements are in place for 2021/22. Rather than Service Improvement Plans, each Director submitted a Service Delivery Plan covering a 12 month period. These plans set out the priorities for each service area as it continued to deliver a crisis response where required but also began to build back services and support the council's recovery and renewal agenda. The Environment & Infrastructure Service Delivery Plan was approved by this Board on 24 March 2021.

1.2 This report contains details of Environment & Infrastructure's performance over the period 1 April 2021 to 30 September 2021. The main purpose of the report is to provide:

- Details of the key achievements of the service
- A progress update on implementing the action plan
- Details of how the work of the service contributes to the priorities set out in the Council Plan
- An assessment of performance in relation to the service scorecard of core performance indicators
- An overview of priorities for the service over the next six months

1.3 The action plan is the core of the Service Delivery Plan. It sets out the priorities being addressed, the key tasks to be implemented, the implementation timetable and the measures of success. The service scorecard sets out a range of key indicators against which aspects of performance of the service are measured. Despite the challenges of maintaining services throughout different stages of restrictions, Environment & Infrastructure continued to deliver on its priorities and achievements over the last six months include:

1.3.1 **Climate Change**
Environment & Infrastructure activities will make a critical contribution towards Renfrewshire being carbon neutral by 2030. The service has continued to play an active role in this process and delivers a number of programmes to help mitigate climate change:
- led on the Environment and Place agenda;
- played a key role in promoting and encouraging waste minimisation through reducing, reusing and recycling;
- embeds sustainable travel planning across the Council and improving our fleet utilisation;
- supported active travel through its ambitious cycling infrastructure programme;
- increased our use of alternative fuel to impact positively on levels of CO_2 being emitted by the public vehicle fleet; and
- reduced emissions from our public space lighting as a result of the implementation of the LED replacement programme.

1.3.2 **Roads Capital Investment Programme**
The roads capital programme for 2020/21 is progressing well. To date 66 of the programmed 98 carriageway resurfacing schemes have been completed. The surface dressing programme is now completed (16 schemes) and micro-surfacing (16 schemes) commenced in October. The permanent patching programme will continue for the coming months. 15 footways have also been resurfaced and this work will continue until March. The investment programme over the last three years is flowing through into the positive trends in road condition indicators as reported through the LGBF.

1.3.3 **Revised 14 day grass cutting model**
StreetScene services commenced its new approach to grass cutting across Renfrewshire in April 2021. The revised approach is seeing open space areas cut every 14 days and those on Garden Assistance are receiving more cuts to their grass providing an improved area for them to utilise.

1.3.4 **Environment & Place**
The service has successfully led the Environment and Place agenda, fronted by the Team Up to Clean Up campaign with the following key activities:

- To comply with Covid guidance, Team Up to Clean Up replaced the planned Appreciation Event, designed to thank volunteers, with a professionally created short film for social media.
- Spotless September returned this year with volunteers from communities, schools and local businesses joining in to make their neighbourhoods cleaner and more attractive.
- As of 16th September, almost 1,100 bags of litter have been removed from communities by 963 volunteers

1.3.5 Electric Vehicles and Charging Infrastructure
A further 27 electric vehicles have been added to the Council fleet. These included a combination of cars, light vans and 3.5 tonne vans to increase the number of zero emission vehicles in our Council Fleet. External grant funding has also resulted in the installation additional EV chargers across Renfrewshire.

1.3.6 Community Investment Fund
Launched the £1.2million Community Investment fund, which is designed to engage with and hear from communities on their ideas for what investment in infrastructure is required in their communities.

1.3.7 Fleet Workshop Improvements
Fleet Services has installed new vehicle ramps in the workshop repair area along with a new door installation to the front of the building allowing a fully drive through facility. The final phase of the project will be the installation of a vehicle inspection pit and four vehicle ramps.

1.3.8 Infrastructure Investment
Progress has continued on improving bus corridor infrastructure. The detailed design for an off-road cycle link to the Hawkhead housing development is now nearing completion and the project to refurbish the footbridge across the White Cart will see it reopen to pedestrian and cycle traffic in November 2021.

1.3.9 Bus Partnership Funding

The Council has been awarded £2million The Bus Partnership Fund to deliver junction improvements with bus priority measures across Paisley Town Centre. This will be completed by March 2023. The scope of this project covers prioritising pedestrians, cyclists and now public transport users.

1.3.10 Cycling Infrastructure
The service continues to deliver its ambitious cycling infrastructure programme with grant awards from SPT, the Bus Partnership Fund and Cycling Walking Safer Streets.

1.3.11 **Employment and Training Opportunities**

The service has provided employment and training opportunities to a number of young people through Kickstart and Project Search. Graduate apprentices have also been employed in two service areas.

1.3.12 **Awards**

Waste Operations service were successful in winning the Outstanding COVID-19 Response Award at the Chartered Institute of Waste Management Scottish Resources Awards held on 9th September 2021.

Team Up to Clean Up has been short listed for 2 Local Government Chronicle Awards in the Environmental Services and Community Involvement categories.

---

2. Recommendations

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

2.1 Notes the progress made by Environment & Infrastructure on actions and performance indicators as detailed in Appendix 1 and as specific to the areas of activity delegated to this Policy Board;

2.2 Notes that this report will also be provided to the Finance, Resources and Customer Services Policy Board for the elements covered within that Board's remit.

2.3 Agrees that an out-turn report in respect of areas of activity delegated to this Policy Board be provided to this Board in Spring 2022.

---

3. Background

3.1 The operating context for services continued to be challenging throughout the first half of 2021/22. Environment & Infrastructure services has continued to operate throughout all periods of restriction delivering critical front-line services and adapting ways of working to support positive outcomes for our communities and local businesses.

3.2 The Service Delivery Plan is a statement of the outcomes the service aims to deliver and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight

of developments within the service and to consider and develop policy options which reflect customer need and resource availability.

3.3   The Service Delivery 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 2020-21 plan.

3.4   An outturn report will be brought before Board in mid-2022.

4.   SERVICE UPDATE

Role of Environment & Infrastructure and Key Service Activities

4.1   The principal role and purpose of Environment & Infrastructure as delegated to this Board is to provide:

- **Operations and Infrastructure:** Waste, StreetScene, Roads, Infrastructure & Transportation, Fleet and Social Transport and Sustainability & Place.

4.2   The main achievements of the service over the first 6 months of the plan that are of relevance to the remit of this Policy Board are provided in Appendix 1 which provides a summary of progress achieved over the period April to September 2021. The Appendix highlights areas where advances have been made and gives clear targets for completing actions that have been reviewed or delayed.

5   Progress against service scorecard

5.1   The performance scorecard contains 30 indicators, of which 8 are for information only and have no target. Of the 22 indicators with targets, 14 are performing on or above target, 4 are slightly short of target and will require monitoring and 4 are below target.

5.2   The full performance scorecard is included as part of Appendix 1 of this report.

5.3   Several performance indicators in the service scorecard are reported as part of the Local Government Benchmarking Framework (LGBF). The Improvement Service will release a first draft of the 2020/21 data in late November early December 2021.

5.4   A final validated version of the LGBF data for 2020/21 will be published by the Improvement Service in late February 2022. A summary of Renfrewshire Council's performance will be reported to the Audit, Risk and Scrutiny Board in March 2022.

Areas of good performance

5.5   Some examples of good performance with specific relevance to this Policy Board include:

- Provisional results for street cleanliness performance in 2020/21 indicates a score of 93.6%, exceeding the annual target of 92%;
- The percentage of the vehicle fleet which uses alternative fuel such as electricity was 25.9% at the end of quarter 2 in 2021/22. This is up from 23.7% in 2020/21; and
- Household waste recycling performance in the first 6 months of 2021 was 50.6%, exceeding the target of 50%

Areas where actions have been reviewed or delayed

5.6   Due to ongoing COVID-19 pandemic restrictions some actions were required to be paused. These include:

- Deliver the objectives and requirements of the Scottish Household recycling charter, Circular Economy and Deposit Return and Extended Producer Responsibility schemes. (**Council Plan Action**)

5.7   Responsibility for the action, **'Develop action plans to address flooding risk in Renfrewshire'** has now transferred the Chief Executive's as part of the 'Right for Renfrewshire' process. Environment & Infrastructure will continue to provide an operational flood prevention and infrastructure maintenance service.

5.8   The remaining actions have been progressing in line with anticipated timescales.

5.9   **Areas requiring improvement or review**

Four indicators were below target:

- Pothole repairs completed on time - the first two quarters of 2021/22 65% of pothole repairs were completed within timescales. Although this is a slight drop in performance with the corresponding period in 2020/21, this is largely due to resource issues experienced during Q1. The figures for Q2 show a significant improvement with performance for this quarter being 76%.

- The absence performance for the second quarter of 2021/22 was 3.82 days lost per FTE employee and was above the Q2 target of 3.50.

  Officers from the service monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work.

- 4.8% of headstones and burial ground inspections have been completed by the end of quarter 2 in 2021/22. Memorial Safety inspections were delayed due to the suspension of recruitment of staff during the Covid pandemic. This resulted in a delay to the recruitment of a dedicated team for the programme. As a result, only limited activity has been possible with only two members of staff supporting the programme. This has been further impacted by social distancing requirements and work pressure elsewhere within cemetery operations. However, a dedicated team is now in place, staff have been trained and this will lead to considerable progress being made in the inspection programme over the next six months.

- The number of complaint investigations dealt with within timescale are below the 95% target:

  Environment & Infrastructure received 4,184 front line resolutions in the first six months of 2021/22, of which 3,333 (80%) were responded to within timescale.   In the first two quarters of 2021/22 the service dealt with 468 complaint investigations, 217 (46%) of which were dealt with within the agreed timescale. Performance improved between quarter 1 and quarter 2.

  The performance related predominately to challenged experienced by the waste service over the spring and early summer.   There was a gap in the management of the service, between staff leaving and starting and a new supervisory structure being employed. During this period there was a temporary decrease in performance. In addition, with regard to complaint investigations, many of these were due to the non-delivery of new bins to households.   As reported to the ILE policy board in May 2021 there were no new bin stocks available as suppliers were unable to fulfil orders as there were a material and bin shortage nationally at that time and the complaint requests could not be actions and concluded, hence why overdue.

  To give members assurance with increased management resilience, no supply issues and an overall change in the process of managing enquires the enquiry and complaints performance for quarter 3 is in line with the performance indicator targets set.

6.   **Priorities over the Next Six Months**

6.1   **COVID-19 Recovery**
        Environment and Infrastructure's key services continue to operate within
        Covid-19 restrictions. Within frontline operational services there has been
        significant pressure on resources, with self-isolation and annual leave
        stretching the resilience of services.

        It is likely that similar challenges will be experienced as we enter the winter
        period. The Service will continue to focus on ongoing COVID-19 recovery
        activities while remaining flexible and adaptable to manage change and adjust
        services accordingly.

6.2   **Climate Change**
        The service will be at the forefront of work being done to make Renfrewshire
        carbon neutral by 2030. It will achieve this by building on the positive impacts
        of the following key areas:

        The Council's **Climate Change Action Fund** is intended to fund innovative
        projects and initiatives to be developed by Council services. Environment &
        Infrastructure has been awarded funding to enhance the Electric Vehicle
        Programme and to identify and deliver interventions for the Renfrewshire
        Active Travel Network.

        Environment and Place agenda, the £2.5million investment which is making
        a difference to the cleanliness of the streets in Renfrewshire and improving
        the local environment.

        The service has a key role in promoting and encouraging **waste
        minimisation** through reducing, reusing and recycling.

        The service will continue to embed **sustainable travel planning** across the
        Council.

        As well as receiving funding from the Council's Climate Change Action Fund
        the service has secured grant funding from SPT and Cycling Walking Safer
        Street. This will allow the service to further support **active travel** in
        Renfrewshire.

        Increasing our use of alternative fuel will have a positive impact on levels of
        CO_2 being emitted by the public vehicle fleet.

6.3   **Right for Renfrewshire**
        The service continues to engage with the Right for Renfrewshire programme.
        Facilities Management was one of the six services in tranche one of the

service re-designs. Environment and Infrastructure is supporting the implementation of tranche 2 of RforR following confirmation of service redesigns. These will include some Operations & Infrastructure service areas, of which the scope is currently under development.

6.4 **Community Investment Fund**

Further progressing the £1.2million Community Investment fund, which is designed to engage with and hear from communities on their ideas for what investment in infrastructure is required in their communities.

6.5 **Fleet & Social Transport Services**

Improving the utilisation, efficiency and costs within the service has been paused during the period of the pandemic. This has re-started and will continue over the next six months.

6.6 **Responsiveness to Complaints**

The new complaints system and amended process has changed the way officers respond to elected members and public enquiries. A future area of focus is to develop a more robust approach to managing the actions arising from enquiries and complaints. This will be supported by the development of tailored management reports to monitor the process.

6.7 **Implement the Council's People's Strategy**

Operations & Infrastructure is working towards implementing a strategy to ensure that the People's Strategy is embedded within the service for all employees.

6.8 **Memorial Safety inspections**

The inspection programme should see considerable progress over the next six months following recruitment of a dedicated team to undertake inspections.

6.9 **Bus Partnership Funding**

Implementing £2million funding to deliver improvements to bus services at key junctions within Paisley Town Centre.

6.10 **Use of Data and Technology**

The service will continue to utilise data analytics team to develop innovative ways of working, using existing data and new technology to improve the efficiency and performance of the service, such as that introduced to support in-cab digital routing system to support crews in the collection of household waste.

Implications of the Report

1. **Financial** – The report highlights resourcing pressures arising from increasing demand for services and the current financial environment.

2. **HR & Organisational Development** – The Service Delivery Plan links closely with the Council's People's Strategy for Environment & Infrastructure, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.

3. **Community & Council Planning**

   Reshaping our place, our economy and our future –The service is also contributing towards leading on the works to improve the transport infrastructure in Paisley Town Centre maintaining and improving strategic road, rail and transport connections; and supporting the Glasgow City Region/City Deal.

   Tackling inequality, ensuring opportunities for all – the service provides employment and training opportunities for identified groups of young people in Renfrewshire

   Creating a sustainable Renfrewshire for all to enjoy – The service leads on the Environment and Place agenda, promotes and encourages waste minimisation through reducing, reusing and recycling, and increasing the use of alternative fuels in the Council fleet. It also works in partnership with the community to make Renfrewshire a cleaner place to live, visit or do business.

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

4. **Legal** – None.

5. **Property/Assets** – None.

6. **Information Technology** – The Service Improvement Plan supports the roll out of the Enterprise Resource Planning System.

7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report 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. The Service Improvement Plan also links with the Council's Equality Outcomes and Mainstreaming Equality Report and includes actions to ensure the Service contributes positively to reducing inequality.

8. **Health & Safety** – The Service Improvement Plan supports Environment & Infrastructure's commitment to ensuring effective Health & Safety management.

9. **Procurement** – None.

10. **Risk** – The Service Improvement Plan supports the overarching management of risk within Renfrewshire Council and aligns closely with the Environment & Infrastructure Risk Register.

11. **Privacy Impact** – None.

12. **CoSLA Policy Position** – Not applicable

13. **Climate Risk –** The performance outlined within the report will continue to contribute to positive climate change.

List of Background Papers: None

Author: Gordon McNeil, Director of Environment & Infrastructure
Tel: 0141 618 7626
e-mail: Gordon.mcneil@renfrewshire.gov.uk

Environment & Infrastructure Service Delivery Plan 2021-2022
Six Monthly Monitoring Report

Action Status			
✖	Cancelled	▶	Completed
●	Overdue; Neglected	✔	Not Started; In Progress; Assigned
⚠	Unassigned; Check Progress		

Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future				Priority Actions	
Code	**Action**	**Status**	**Progress**	**Due Date**	**Update**
01	Deliver the 2021/22 roads and footways capital investment programme - £9 million	✔	50%	31-Mar-2022	The Roads Capital investment programme for 2021/22 is continuing at pace. To date 66 of the programmed 98 carriageway resurfacing schemes have been completed, continuing with strategic schemes including Linclive, Ferguslie, Main Street Bridge of Weir, Inchinnan Road Paisley and Glasgow Road Renfrew. The surface dressing programme has now completed (16 schemes) and micro-surfacing (16 schemes)

Code	Action	Status	Progress	Due Date	Update
					commences in October and will continue throughout that month. The permanent patching programme will continue for the coming months. 15 footways have also been resurfaced and this work will continue until March
02	Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes (**Council Plan Action**)	✅	50%	31-Mar-2022	Restrictions due to the Covid-19 pandemic continue to impact on the ability to deliver infrastructure improvements. However, progress continues to be made on improving bus corridor infrastructure. After a change in funder, the detailed design for an off-road cycle link to the Hawkhead housing development is now nearing completion.

The project to refurbish the footbridge across the White Cart will see it reopen to pedestrian and cycle traffic in November 2021.

Officers continue to assess roads construction consent applications and approvals, in principle, from developers for new roads and bridges to be added to the public road network, particularly in Dargavel, Bishopton. |

Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future					Priority Actions

Code	Action	Status	Progress	Due Date	Update
03	Support the delivery of City Deal initiatives, combining roads and active travel projects into a coherent network for all road users	✅	50%	31-Mar-2022	Support is provided on an ongoing basis with close working on a number of Council priorities including cycleway and traffic signal coordination projects in cooperation with the City Deal Team.
04	Lead on the works to improve the transport infrastructure in Paisley Town Centre	✅	20%	31-Mar-2022	The Council has been awarded £2million The Bus Partnership Fund to deliver junction improvements with bus priority measures across Paisley Town Centre. This will be completed by March 2023. The scope of this project covers prioritising pedestrians, cyclists and now public transport users.
05	Support economic regeneration and job creation through the regeneration and revitalisation of town centres and the creation of a town centres action plan	✅	50%	31-Mar-2022	Environment & Infrastructure continue to work with the Car Parking Working group to stimulate the economy within the town centre area. Enhanced street cleaning regimes are ongoing as part of the town centre refurbishment works.
06	Deliver an increase in cycling infrastructure across Renfrewshire	✅	50%	31-Mar-2022	The service continues to deliver its ambitious cycling infrastructure programme with grant

Code	Action	Status	Progress	Due Date	Update
					awards from SPT, the Bus Partnership Fund and Cycling Walking Safer Streets.
07	Implement the transfer of the Council's traffic light infrastructure from analogue to digital	✅	95%	30-Jun-2022	Analogue BT traffic signal communications lines were replaced with 4G mobile technology in March 2020. CCTV cameras are also now installed at key junctions throughout the network to improve real time monitoring and reaction times for incident response. Work continues to upgrade the council's SCOOT network junctions, with a focus on introducing bus priority at selected junctions, now associated with other proposed measures through the Bus Partnership Fund.
08	Deliver externally funded transportation and connectivity infrastructure projects	✅	50%	31-Mar-2022	The service continues to deliver on our ambitious capital programme with grant awards from SPT, the Bus Partnership Fund and Cycling Walking Safer Streets.

| Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future | | | | | | | | | | | | Performance Indicators |

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Target	Target	
01	(Maintenance) Carriageway Condition: % of road network considered for treatment (i) A Class Roads (LGBF Indicator)	✅	⬆	⬆	19.97%	22.5%	19.42%	22.5%	Not measured for Quarters		22%	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. *The figures for 2020/21 are provisional.* The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
02	(Maintenance) Carriageway Condition: % of road network considered for treatment (ii) B Class Roads (LGBF Indicator)	✅	⬆	⬆	24.09%	24.5%	23.68%	24.5%	Not measured for Quarters		24.0%	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. *The figures for 2020/21 are provisional.* The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in

		Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future										Performance Indicators

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Target	Target	
												late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
03	(Maintenance) Carriageway Condition: % of road network considered for treatment (iii) C Class Roads (LGBF Indicator)	✅	⬆	⬆	34.19%	36.5%	33.49%	36.5%	Not measured for Quarters		36.0%	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. ***The figures for 2020/21 are provisional.*** The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
04	(Maintenance) Carriageway Condition: % of road network considered for treatment (iv) Unclassified Roads (LGBF Indicator)	✅	⬆	⬆	35.39%	36.5%	34.33%	36.5%	Not measured for Quarters		36.0%	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Target	Target	
												The figures for 2020/21 are provisional. The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
05	(Maintenance) Carriageway Condition: % of road network considered for treatment (v) Overall (LGBF Indicator)	✅	⬆	⬆	32.9%	32.5%	32%	32.5%	Not measured for Quarters		32%	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. *The figures for 2020/21 are provisional.* The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Target	Target	
06	% of pothole repairs completed within timescales	🛑	⬆	⬆	37%	%	77%	75%	59%	76%	78%	In the first two quarters of 2021/22 65% of pothole repairs were completed within timescales. Although this is a slight drop in performance with the corresponding period in 2020/21, this is largely due to resource issues experienced during Q1. The figures for Q2 show a significant improvement with performance for this quarter being 76%.
07	% of Statutory category A road inspections completed on target	✅	⬆	⬆	100%	100%	100%	100%	Not measured for Quarters		95%	In 2020/21, 100% of the statutory road inspections were completed for both all categories.

The three categories of statutory inspections relate to the timing of inspections and are categorised as follows: |
| 08 | % of Statutory category B road inspections completed on target | ✅ | ⬆ | ⬆ | 100% | 100% | 100% | 100% | Not measured for Quarters | | 100% | A – Undertaken during the progress of the works |
| 09 | % of Statutory category C road inspections completed on target | ✅ | ⬆ | ⬆ | 100% | 100% | 100% | 100% | Not measured for Quarters | | 100% | B – Undertaken within the six months following interim or permanent reinstatement

C – Undertaken within the three months preceding the end of the guarantee period

The inspection procedure is designed to enable road work authorities to monitor |

Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future												Performance Indicators	
Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance	
					Value	Target	Value	Target	Value	Target	Target		
												statutory undertakers (Gas, electric, and telecom etc).	

Council Plan Strategic Outcome 2: Building strong, safe and resilient communities					Priority Actions
Code	**Action**	**Status**	**Progress**	**Due Date**	**Update**
01	Carry out a participatory budget programme for infrastructure and transportation	✅	50%	31-Mar-2022	The participatory budget programme for infrastructure and transportation was paused during 2020/21 due to the COVID-19 pandemic but we have now launched this to our local communities. This is the first participatory budgeting project of its kind within Renfrewshire Council and it is hoped that it inspires further projects across council services in the coming years. The campaign to promote the project is called #YouDecide and will focus on reaching as many people throughout Renfrewshire as possible, especially those who wouldn't normally engage with the Council, to support them to submit ideas for improvements to their community. Ideas can be made via an online survey which was launched in October.

Council Plan Strategic Outcome 3:
Tackling inequality, ensuring opportunities for all

Priority Actions

Code	Action	Status	Progress	Due Date	Update
01	Provide employment and training opportunities for identified groups of young people in Renfrewshire	✅	50%	31-Mar-2022	Waste Operations is working with Kickstart and currently has 5 people working in the service with the potential for a further 7. The service is looking to support two candidates through the Project Search programme. The Sustainability and Place section have appointed a graduate trainee and will be working to assist play park capital spend and other related projects. Infrastructure and Transportation currently has a graduate apprentice/trainee engineer within the service. It also has 5 Kickstart trainees, 4 within Roads Operations and one within the Roads Client team as well as 1 apprentice.

Council Plan Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy					Priority Actions
Code	**Action**	**Status**	**Progress**	**Due Date**	**Update**
01	Support of the Council's pledge to make Renfrewshire carbon neutral by 2030	✅	50%	31-Mar-2022	Environment & Infrastructure activities will make a critical contribution towards Renfrewshire being carbon neutral by 2030. It has an active role in this process and already delivers a number of programmes to help mitigate climate change: • leading on the Environment and Place agenda; • playing a key role in promoting and encouraging waste minimisation through reducing, reusing and recycling; • assisting communities to mitigate flooding; • embedding sustainable travel planning across the Council and improving our fleet utilisation; • increasing our use of alternative fuel to impact positively on levels of CO2 being emitted by the public vehicle fleet; and • reducing emissions from our public space lighting as a result of the implementation of the LED replacement programme.
02	Deliver a programme of enhanced operational environmental and community support activities for environment and place	✅	50%	31-Mar-2023	Engagement on the online platform continues to grow with 3.2k members supporting the Campaign. Spotless September returned this year with volunteers from communities, schools and local businesses joining in to make their neighbourhoods cleaner and more attractive. The level of activity boosted with schools, businesses and communities all playing their part to make their local areas cleaner and more appealing.

Code	Action	Status	Progress	Due Date	Update
					Team Up to Clean Up took advantage of the Kickstart programme with a trainee who is supporting the litter pickers, requests for equipment, posters and bags. In order to comply with Covid guidance, Team Up to Clean Up replaced the planned Appreciation Event, designed to thank volunteers, with a professionally created short film for social media.
03	Commence digital scheduling and real time recording of StreetScene activities	✅	15%	31-Mar-2023	The digital transformation of StreetScene is underway with the appointment of a GIS lead and GIS officers. This team will play a key role in the transformation process.
04	Implement revised grass cutting model	✅	100%	1-Apr-2021	The implementation of the new revised grass cutting model was successfully launched in April 2021. The new model incorporates a 14 day grass cutting regime with reviews of non- maintained areas, rural areas and carriageways being currently undertaken.
05	Develop action plans to address flooding risk in Renfrewshire	❌	N/A	31-Mar-2021	Responsibility for this function has now transferred the Chief Executive's as part of the 'Right for Renfrewshire' process. Environment & Infrastructure will continue to provide an operational flood prevention and infrastructure maintenance service.

Council Plan Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy					Priority Actions
Code	**Action**	**Status**	**Progress**	**Due Date**	**Update**
06	Work to meet the challenging targets set out in our carbon management plan – through our council fleet, street lighting, public realm, waste and consumables (**Council Plan Action**)	✅	50%	31-Mar-2022	The Council took delivery of 27 electric vehicles during reporting period. A combination of cars, light vans and 3.5 tonne vans to increase the number of zero emission vehicles in our Council Fleet. Environment & Infrastructure successfully applied for external grant funding to install additional EV chargers in Underwood Road Depot (Units 1, 3 and 5) and Castle Semple Visitor Centre. In addition, publicly available EV charging hubs have been installed in Elderslie, Ferguslie, Glenburn, Howwood, Linwood, Lochwinnoch and Renfrew.
07	Deliver the objectives and requirements of the Scottish Household recycling charter, Circular Economy and Deposit Return and Extended Producer Responsibility schemes. (**Council Plan Action)**	✅	5%	31-Mar-2023	Development of the Scottish Household Recycling Charter, Circular Economy and Deposit Return Scheme (DRS) and Extended Producer Responsibility (EPRS) schemes are currently being reviewed by the Scottish Government as they assess the impact of DRS and EPRS and the COVID-19 pandemic.
08	Complete the new commercial waste service model	✅	70%	31-Mar-2022	Surveys were being carried out with all commercial customers to gather information in order to provide an efficient service that meets their business needs. This will improve recycling rates and reduces levels of residual waste. The surveys were halted due to covid with a large proportion of commercial customers temporarily closing their businesses. The surveys are about to recommence for the remaining customers who have reopened their premises.

Council Plan Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy					Priority Actions
Code	**Action**	**Status**	**Progress**	**Due Date**	**Update**
09	Develop and implement a long term sustainable leachate and surface water management plan for Linwood Moss	✅	70%	31-Mar-2022	In order to calculate whether sufficient dilution can be achieved an additional flow meter has been installed on site. The data will be collected over a 6-month period and used to update the dilution calculations. Since installation however, rainfall in the area has been significantly lower than in previous years, and therefore the data analysis period has been extended for a further 6 months.

Council Plan Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy

Performance Indicators

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
01	Street Cleanliness Score - % of areas assessed as clean (Council Plan Indicator)	✅	⬇	⬆	94.5%	92%	93.6% (still to be verified)	92%	Not measured for Quarters		94.5%	The percentage of Renfrewshire's street assessed as clean was 93.6% for 2020/21. This is slightly down on the 2019/20 performance but above the annual target of 92% and above the Scottish average of 90.1% NB. This figure is still to be verified. 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 Environmental Audit and Management System (LEAMS) methodology.
02	Amount of CO_2 emitted by the public vehicle fleet (Council Plan Indicator)	✅	⬆	⬇	3,427	2,730	2,992	3,250	819	651	3,000	This indicator reflects the tonnes of CO2 emitted from Renfrewshire Council vehicle fleet based on fuel usage. In the first two quarters of 2021/22 the fleet emitted 1,470 tonnes of CO2..

Council Plan Strategic Outcome 4:
Creating a sustainable Renfrewshire for all to enjoy
Performance Indicators

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
03	% of the vehicle fleet which uses alternative fuels, such as electricity (Council Plan Indicator)	✅	⬆	⬆	18.2%	21%	23.7%	22%	25.9%	25.9%	25%	The percentage of the vehicle fleet which uses alternative fuel such as electricity was 25.9% at the end of quarter 2 in 2021/22. This is up from 23.7% in 2020/21. This figure is based on a total of 119 electric vehicles.
04	Reduce the amount of CO_2 emitted from public space lighting (Council Plan Indicator)	✅	⬆	⬆	1,493	1,700	1,368	1,700	Not measured for Quarters		1,500	There has been a slight reduction in CO2 emissions from public space lighting due to a small number of the remaining 'conventional' lanterns transferring to LED. This figure shows an improvement in 2020/21 compared to the previous year. There was a 9% reduction in CO2 between 2019/20 and 2020/21. Any future improvements will level out as the LED programme is substantially complete.
05	% of bins uplifted first time	⚠	▬	▬	99.8%	99.9%	99.8%	99.9%	99.8%	99.8%	99.9%	The percentage of bins uplifted first time in the first six months of 2021/22 was 99.8%. This falls just short of the target of 99.9%. Covid-19 continues to be a challenge for front line services delivery with the numbers of staff off or isolating. The Waste Operations Manager left the Council and there was a period before the new Waste Operations Manager took up post. However recent performance indicated and

17

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
												improvement on the same period last year and a period by period increase in the number of bins services first time.
06	Complete Inspection process for all headstones and burial grounds	🛑	▬	▬	New PI in 20/21		6%	40%	4.8%	4.8%	20%	Memorial Safety inspections were delayed due to the suspension of recruitment of staff during the Covid pandemic. This resulted in a delay to the recruitment of a dedicated team for the programme. As a result, only limited activity has been possible with only two members of staff supporting the programme. This has been further impacted by social distancing requirements and work pressure elsewhere within cemetery operations. However, a dedicated team is now in place, staff have been trained and this will lead to considerable progress being made in the inspection programme over the next six months.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019		2020		Q1 2021	Q2 2021	2021	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
07	% of Household Waste Recycled (Calendar year data) (**LGBF Indicator**)	✅	⬆	⬆	53%	54%	49.1%	54%	46.6%	54.1%	50%	This data relates to the first two quarters in the calendar year 2021, January to June. It is an estimate which is not yet verified by SEPA. The cumulative recycling rate for the first 2 quarters was estimated to be 50.6%. Recycling levels continue to be impacted by COVID-19. There have been greater yields in some waste streams.
08	% of Household waste collected which is landfilled (Calendar year data)	✅	⬇	⬆	5.7%	16%	12.1%	16%	Not measured for Quarters		9%	This Performance Indicator is not measured for quarters.

Council Plan Strategic Outcome 5: Working together to improve outcomes

Priority Actions

Code	Action	Status	Progress	Due Date	Update
01	Provide our employees with the appropriate support to manage their attendance, health and wellbeing	✅	50%	31-Mar-2021	Environment & Infrastructure Services and officers from HR & Organisational Development continue to meet regularly to monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work.
02	Implement the Council's People's Strategy	✅	50%	31-Mar-2022	Operations & Infrastructure is working towards implementing a strategy to ensure that the People's Strategy is embedded within the service for all employees.
03	Active participation in Council's Right for Renfrewshire Transformational Programme	✅	50%	31-Mar-2022	The service continues to engage with the Right for Renfrewshire programme. Facilities Management was one of the six services in tranche one of the service re-designs. Environment and Infrastructure is supporting the implementation of tranche 2 of RforR following confirmation of service redesigns. These will include some Operations & Infrastructure service areas, of which the scope is currently under development.
04	Better use of data and technology to improve services performance and delivery	✅	50%	31-Mar-2022	The service has developed apps to support officers in delivering frontline operational requirements. Waste Operations has increased its use of the In Cab system which focuses on getting "every job done first time, every time". Further apps have been developed to support memorial headstone inspections and permits for the household waste recycling centres.

Code	Action	Status	Progress	Due Date	Update
					The data analytics SharePoint site continues to be developed and rolled out across the service. This provides performance and management data dashboards to support service improvement.
05	Deliver agreed operational efficiencies through fleet utilisation and rationalisation	✅	50%	31-Mar-2022	The utilisation and rationalisation process has been impacted severely due to Covid and social distancing. This has led to a position where the service has had to hire in additional vehicles, due to social distancing within vehicles and the requirement of an increased number of vehicles to meet these requirements.
06	Deliver improvements in the Council's Cemeteries estate	✅	5%	31-Mar-2023	During the first 6 months of 2021/22 a new French drain has been constructed adjacent the rear end of the north wall of Hawkhead Cemetery. This will improve drainage in this section of the cemetery and will connect up drainage works carried out in 2019. Further drainage works are planned in the area adjacent to the Scotts Road/Hawkhead Road section of the cemetery which will eliminate historical flooding in this section of the site. These new works will tie into the drainage system completed in 2018/19. Engineering and tree works have been completed inside and adjacent to the soil storage compound again, to improve the drainage in this section of the cemetery and to enhance the aesthetics in this operational area of the site. The current container storage units will be replaced with a purpose built units to house the plant and equipment used on site.

Code	Action	Status	Progress	Due Date	Update
					There is a plan in place to renew signage across all cemeteries before the end of this financial year.
07	Support the Council to implement the Business World system	✅	50%	31-Mar-2022	Environment & Infrastructure continue to participate in user briefing sessions and staff training to support the implementation of Business World. During the first half of 2021/22 the service moved its absence reporting onto Business World.
08	Embed new approaches to staff communication and engagement across all areas of the service	✅	50%	31-Mar-2022	The service's staff panel and newsletter are still being impacted by the COVID-19 restrictions and guidelines. Staff have kept up to date through the Staff Weekly news and letters which have been the main vehicles for communicating with staff during the pandemic.
09	Ensure robust and up to date business continuity arrangements are in place	✅	50%	31-Mar-2022	The service's Resilience Management Team continue to hold meetings chaired by Head of Operations and Infrastructure to review recent incidents and lessons learned, business continuity exercises and any training required.
10	Review and maintain continuous improvement frameworks	✅	50%	31-Mar-2022	Following a review of the service's continuous improvements framework the Senior Leadership Team agreed that ISO 9001 Quality Management would only continue for services under the Operations & Infrastructure section of Environment & Infrastructure.

Council Plan Strategic Outcome 5: Working together to improve outcomes — Priority Actions

Code	Action	Status	Progress	Due Date	Update
11	Review Health & Safety and Risk Assessments in line with COVID-19 requirements	✅	50%	31-Mar-2022	The review of Health and Safety risk assessments has progressed in the first six months of this financial year. A working group has been established and meets on a regular basis to take forward the review.
12	Ensure robust financial monitoring is in place to support the COVID-19 recovery	✅	50%	31-Mar-2022	The Senior Leadership Team and service managers meet on a period by period basis with Finance to monitor budgets 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 in the Covid-19 recovery phase.

Council Plan Strategic Outcome 5: Working together to improve outcomes — Performance Indicators

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
01	Average number of work days lost through sickness absence per employee (FTE) (cumulative)	🔴	⬇️	⬆️	16.5	13.7	17.02	13.7	4.01	3.82	13.7	The absence performance for the second quarter of 2021/22 was 3.82 days lost per FTE employee and was above the Q2 target of 3.50. Officers from the service monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
												are provided with the appropriate support required to return to work.
02	% of members enquiries completed within timescale by Environment & Infrastructure	⚠	⬆	⬇	85%	85%	86.4%	85%	80%	84%	85%	Environment & Infrastructure received 2,574 members enquiries in the first six months of 2021/22, of which 2,115 (82%) were responded to within timescale. As can be seen from Q2 the performance has improved and is meeting on target. Positive work is ongoing to ensure that this target is achieved.
03	% of FOI requests completed within timescale by Environment & Infrastructure	⚠	▬	⬆	96%	100%	97%	100%	99%	99%	100%	Environment & Infrastructure dealt with 170 Freedom of Information requests in in the six months of 2021/22, of which 168 (99%) were responded to within timescale. 62 of these requests were cross departmental and 108 were departmental.
04	% of front line resolutions dealt with within timescale by Environment & Infrastructure	⚠	⬇	⬆	85%	100%	75%	100%	85%	75%	85%	The number of complaint investigations dealt with within timescale are below the 95% target:

Environment & Infrastructure received 4,184 front line resolutions in the first six months of 2021/22, |
| 05 | % of complaint investigations completed within timescale by | ⬡ | ⬆ | ⬆ | 85% | 95% | 58% | 95% | 31% | 56% | 95% | of which 3,333 (80%) were responded to within timescale.   In the first two quarters of 2021/22 the service dealt with 468 complaint investigations, 217 (46%) of which were dealt with within the agreed timescale. Performance |

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
	Environment & Infrastructure											improved between quarter 1 and quarter 2. The performance related predominately to challenged experienced by the waste service over the spring and early summer. There was a gap in the management of the service, between staff leaving and starting and a new supervisory structure being employed. During this period there was a temporary decrease in performance. In addition, with regard to complaint investigations, many of these were due to the non-delivery of new bins to households. As reported to the ILE policy board in May 2021 there were no new bin stocks available as suppliers were unable to fulfil orders as there were a material and bin shortage nationally at that time and the complaint requests could not be actions and concluded, hence why overdue. To give members assurance with increased management resilience, no supply issues and an overall change in the process of managing enquires the enquiry and complaints performance for quarter 3 is in line with the performance indicator targets set.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
06	Cost of Maintenance per Kilometre of roads (LGBF Indicator)				£17,932	n/a	Not yet available	n/a	Not measured for Quarters		n/a	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
07	% of adults satisfied with parks and open spaces (LGBF Indicator)				83.77%	n/a	Not yet available	n/a	Not measured for Quarters		n/a	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
08	Cost of parks and open spaces per 1,000 of the				£25,221	n/a	Not yet available	n/a	Not measured for Quarters		n/a	**This data is published by the Improvement Service on an annual basis as part of the LGBF.**

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
	population (LGBF Indicator)											The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
09	% of adults satisfied with refuse collection (LGBF Indicator)				70.63%	n/a	Not yet available	n/a	Not measured for Quarters		n/a	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
10	Net cost of waste collection per premise (LGBF Indicator)				£67.82	n/a	Not yet available	n/a	Not measured for Quarters		n/a	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
												Scrutiny Board in March 2022 as soon as it is available.
11	Net cost of waste disposal per premise (LGBF Indicator)				£106.52	n/a	Not yet available	n/a	Not measured for Quarters		n/a	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.
12	% of adults satisfied with street cleaning (LGBF Indicator)				52.77%	n/a	Not yet available	n/a	Not measured for Quarters		n/a	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2019/20		2020/21		Q1	Q2	2021/22	Explanation of Performance
					Value	Target	Value	Target	Value	Value	Target	
13	Net cost of street cleaning per 1,000 of the population (LGBF Indicator)				£5,974	n/a	Not yet available	n/a	Not measured for Quarters		n/a	**Local Government Benchmarking Framework (LGBF) Indicator** This data is published by the Improvement Service on an annual basis as part of the LGBF. The first draft of the 2020/21 performance data will not be available until December 2021. A final release will be published in late February 2022 and will be reported to the Audit, Risk and Scrutiny Board in March 2022 as soon as it is available.