

To: Infrastructure, Land and Environment Policy Board

On: 25 August 2021

**Report by: Director of Environment & Infrastructure and
Director of Communities and Housing**

Heading: Operational Performance Report

1. Summary

- 1.1 Following on from the Service update report presented to this board on 26 May 2021, this report provides a further operational performance update to the Infrastructure, Land and Environment Policy Board on key areas within the Board's remit. It also outlines the priorities through Autumn 2021, highlighting key areas of focus and plans for next steps to support the Council's recovery plans. Whilst developing these plans, the local and national position remains fluid and services will remain flexible and able to respond quickly in relation to changes in restrictions and local outbreaks as a result of the Covid-19 pandemic.
- 1.2 Operational Services continue as normal and are working within Covid-19 restrictions. All required safety measures are in place and are well established.
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2. Recommendations

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

- 2.1 Approves the content of this report;
- 2.2 Approves the suspension of car parking charges in the Council owned Car Parks of Paisley Town Centre as set out in paragraph 4.9.1 of this report.
- 2.3 Approves the Household Waste Recycling Centre's open times and operational arrangements as set out in paragraph 4.14.5 of this report.

- 2.4 Notes Trade Waste collections will now be available to businesses 7 days per week as set out in paragraph 4.14.6 of this report.
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3. Background

- 3.1 In the previous service update reported to Infrastructure, Land and Environment Policy Board on 26 May 2021, the Council's response to the coronavirus pandemic from March 2020 to May 2021 was outlined – our partnership approach, our move to protect and support our employees and communities, particularly vulnerable people across the area. Across services, and with our partners, the Council continues to support our communities and develop our operational and policy response both now and as we continue to move through the recovery route map.
- 3.2 Environment and Infrastructure's key services continue to operate within same additional resource requirements and restrictions that have been in place over the last 18 months to minimise transmission of Covid-19 through social distancing and PPE measures. Employees across the Council continue to show great commitment and resilience during this time delivering essential services, volunteering to support frontline services and helping others to remain safe at home.
- 3.3 Within our Operational Services there has been a significant pressure on resources, over the summer period with self-isolation and annual leave stretching the resilience of services, indeed many key operational services such as Waste collection across the UK have reported temporary reductions in service to such resource pressures.
- 3.4 Council services continue to operate flexibly in order to respond to whatever challenges the pandemic brings for local communities, with a continuing focus on the recovery position and opportunities to improve services.
- 3.5 This report gives a broad overview of the key areas of service delivery, the particular areas of focus now and in the near future, and any specific risks and priorities of relevance to this Policy Board.

4. Updates for Infrastructure Land and Environment Policy Board

Fleet, Roads and Transportation

4.1 Depot Improvements – Underwood Road

The service has carried out maintenance to Underwood Road depot, patching areas, speed calming tables and white lining are all complete. During the autumn months we will plant a hedgerow at the front of the depot next to Underwood road to improve the aesthetics, particularly to the residents opposite the site, in the meantime we have fitted protective netting to the fence to reduce the effects of vehicle lights shining onto the households. To further enhance safety within the depot, the service will limit the number of employee vehicles allowed on site and hardcore the two unused areas near the entrance for employee parking. Also, to improve security, the service is installing access barriers and new digital CCTV. The tender has been

returned and is being evaluated, this is being progressed by Property Services in conjunction with the Corporate Procurement Unit.

4.2 Fleet Vehicle Repair Workshop

As reported in previous board reports the vehicle repair workshop is undergoing improvements to the vehicle maintenance equipment. A procurement process was undertaken in conjunction the councils Corporate Procurement Unit, the tender has been awarded and works are underway with completion expected in November. This will allow all vehicle maintenance activities (including Taxi Testing) to be carried out in Unit 4, meaning that the upper level of Unit 3 will become available for the storage of StreetScene plant and equipment, including the new grass cutting equipment purchased at the beginning of this season to extend the life of this investment. The current external StreetScene compound will be resurfaced and lined for operational vehicles parking.

4.3 Fleet Electric Vehicles

The Council took delivery of 16 fully electric vehicles in June, these were a combination of cars and light vans. A further two electric vehicles are due to be delivered by the end of August 2021 bringing the total number of electric vehicles to 127 or around 30% of Council Fleet.

4.4 Roads Capital Programme

The Roads Capital investment programme for 2021/22 started in April 2021. To date 50 of the programmed 98 carriageway resurfacing schemes have been completed, these including significant ambassador routes through Renfrewshire such as the St James Interchange, Barrhead Road and Glasgow Road. The micro-surfacing (16 schemes) and surface dressing (16 schemes) are underway and will continue through to the end of August. The permanent patching programme is also now underway and will continue for the coming months.

4.5 Lighting

The service continues feasibility works to assess the current lighting levels within each of the main public parks in Renfrewshire to determine options for enhancing lighting in open spaces. Assessments of current lighting levels have now been concluded and designs for potential future options are currently being taken forward. In addition, the service has commenced a review of other off-street lighting such as those at underpasses within our communities, with work to improve the lighting at Spateston Road now complete.

4.6 Bridge Maintenance

Following the announcement by the Scottish Government of additional capital funding of £32 million for Local Bridge Maintenance for capital projects to rebuild or maintain lifeline bridges, a bid has been submitted in respect of Bascule Bridge in Renfrew and Penilee Bridge in Paisley.

4.7 Active Travel Routes

4.7.1 The first phase of the Bridge of Weir to Gryffe High School cycle lane is now complete. The first phase of road markings for the temporary cycle route from

Howwood to Paisley started in June 2021 in association with Sustrans and following engagement with residents and commercial premises. Further implementation phases will follow, timed for during the school holidays to reduce disruption. Works are due to last around 12 weeks and link up with National Cycle Route 7.

- 4.7.2 Environment & Infrastructure Services are working with schools and communities to implement new Active Travel projects as part of the Smarter Choices, Smarter Places funding programme, some of these are listed below:
- 4.7.3 **Beat the Street** – The project aims to increase people’s activity levels, improve health and promote behavioural change. “Beat the Street” is focused around a 6-week game, scheduled to take place in the towns and villages of Bridge of Weir, Houston, Linwood, Elderslie, Johnstone, Howwood, Kilbarchan and Lochwinnoch. The game will run from 15th September to 27th October 2021. We are working in partnership with Renfrewshire Leisure to promote the project in schools and local communities.
- 4.7.4 **School Active Travel Promotion** – Living Streets continue to work with our schools offering fun engaging activities throughout the year. “Walk to School Weeks” will take place in October and May. The yearlong Living Streets initiative WOW (Walk Once a Week) where pupils earn badges, starts in September and schools are being asked to show their interest. This is available for up to 20 schools and many have already signed up. We continue to encourage schools with identified congestion issues to try and participate where possible.
- 4.7.5 **Active Travel Incentive Scheme “Better Points”** - A scheme that rewards members of the public for choosing active journeys. People are rewarded with points that can be redeemed at local shops or donated to charities. Following our recent study into this initiative, the next step is to prepare to launch a Better Point’s App. Achieving effective buy in from Transport operators and local businesses is crucial for its success. This will take some time and we aim to work with Better Points to get a scheme ready for the launch of an app Summer 2022.
- 4.8 **Bus Partnership Funding**
- 4.8.1 As part of the Glasgow City Region Bus Partnership, Renfrewshire has been successful in securing £2million funding to deliver improvements to bus services at key junctions within Paisley Town Centre over the next 18 months. The project will aim to deliver improvements to bus journey times through the implementation of bus priority infrastructure at the junctions below:
- Lonend/Gordon Street,
 - Mill Street/Glasgow Road,
 - Causeyside Street/Gordon Street and,
 - Wallneuk.
- 4.8.2 A design team has now been appointed to work with the Council and other key stakeholders to take this project forward.

4.9 Town Centre Car Parking

4.9.1 In March 2020 when Scotland entered into lockdown, Council owned car parking charges were suspended to support key workers to undertake their duties. Environment and Infrastructure Board approved the suspension of charges in the Council owned Car Parks of Paisley Town Centre until the end of August 2021. Members will recall that there is a car parking working group set up between the Council, Paisley First, Shopping Centre Owners and public transport providers. The group has not met during the pandemic with car parking charges being suspended to support the pandemic response. The car parking working group plan to meet at the end of August / early September to discuss parking in the Town Centre. It is proposed that parking charges in council owned car parks will remain suspended until the end of October to allow the car parking group to meet and to further assess where Renfrewshire and Scotland is with its pandemic response heading into the winter time. Normal traffic restrictions e.g. double yellow lines continued to apply.

4.9.2 The service is working with our Procurement Team to roll out the pilot of a Pay by Phone Parking App. This would see the rationalisation and relocation of some older style parking meters with a payment option being provided through a smartphone App.

4.10 School Parking Exclusion Zone pilot

4.10.1 The School parking exclusion zone pilot commenced after the Easter holiday period in April 2021 at St Charles' Primary, Lochfield Primary, Barsail Primary and St Catherine's Primary. The implementation was supported by officers from Environment & Infrastructure and Communities & Housing Services as well as Police Scotland. Over the initial roll out period, as expected there were some initial challenges, however the public and schools have been engaged with the process, albeit some further support is required around the Lochfield area.

4.10.2 An initial survey of parking behaviours was carried out prior to the schools closing for the Summer holiday period and a further survey will be scheduled for around November time to provide a comparison and identify if the pilot has had a positive impact on parking behaviours around the schools. Communications have been developed to clearly identify preferred walking and wheeling routes near the schools in order to support parents and children move away from private car journeys where possible.

4.10.3 The pilot recommenced with the schools returning on 16 August and our Communications team liaised with schools and re-issued letters and guidance for the new cohort of P1 starting on 16 August 2021. The continued implementation of the pilot will be closely monitored by Council Officers supported by Police Scotland where their resources allow.

4.11 Road Safety Measures

4.11.1 Glenburn Road Paisley

Over the last 12 months Council Officers have been liaising with key stakeholders including Police Scotland and local ward members in relation to road safety issues being experienced in the Glenburn Road area. Officers commenced a review by undertaking speed surveys, and it would appear that the majority of incidents of speeding are occurring later in the evening and in the early hours of the morning when the traffic levels on the road are particularly low. Officers have now developed proposals for road safety measures to be implemented on Glenburn Road to attempt to mitigate some of these driving behaviours. Although these proposals do not require a Traffic Regulation Order, we will share the proposals with local members as well as the community over a 4 week consultation period prior to the scheme being implemented. During that time, the community and local members will be able to provide feedback, which officers can then review and make any amendments as necessary prior to proceeding with the proposals. In addition to these road based measures, Council Officers have recommended to Police Scotland that the speed camera on Glenburn Road is made active in order to further address concerns over speeding in this area.

4.11.2 Renfrew Road / Netherhill Road Junction, Paisley

The reshaping of the signal junction at Renfrew Road and Netherhill Road Paisley to provide a dedicated filter lane is due to complete in early September and will support traffic flow and improve road safety at the junction. The remaining roadworks include an anti-skid surface approach to the traffic signals, white lining and commissioning of the traffic signals.

4.12 Traffic Regulation Order Consultation

4.12.1 Transport Scotland recently conducted a consultation on proposed changes to the Traffic Regulation Order (TRO) process in Scotland. Due to the short window of opportunity for responses to be submitted, with the closing date being 30 July 2021, SPT gathered feedback from the partner authorities in the SPT area and submitted a joint response to the consultation.

4.12.2 At this stage the consultation is merely seeking views on how the current TRO process works, particularly in relation to Experimental Traffic Regulation Orders (ETRO's). ETRO's are not commonly used in Scotland as if they prove to be successful they then must again go through a full formal consultation period which doubles the length of time for an order to be made permanent. Transport Scotland are asking for views on whether this should be amended and Council Officers have responded stating the view that we believe the process requires review and there is potential for streamlining. Officers will update the Policy Board on the outcome of this consultation when the findings are known.

4.13 StreetScene Services and Team Up to Clean Up

4.13.1 StreetScene Services commenced the new approach to grass cutting across Renfrewshire in April. 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. The Service continues with the new programme of works which is working well operationally for the service, with positive comments on grass cutting received from communities.

- 4.13.2 The service will over the autumn and winter months carry out a review of the cutting frequencies and equipment required for grass verges on rural roads, roads with a speed limit over 30 mph, centre reservations & islands and edges to footpaths to improve safety for motorists, pedestrians, and active travellers etc.
- 4.13.3 The first hedge cut of the year is now complete with the second due to commence in late August / September when hedges will be given a thorough cut back to ensure pathways are clear for residents to use. In addition, the service has recruited a tree officer who will be progressing a wider tree and vegetation cut back programme throughout the autumn and winter period.
- 4.13.4 StreetScene Services are finalising plans to support young people from within our communities through the Kickstart programme. Many of our young people have become unemployed and are experiencing difficulties returning to the labour market due to Covid. The service is developing a range of roles to develop their skills- and work experience to support them gain employment.
- 4.13.5 Team Up to Clean Up has gifted over 700 litter pickers to volunteers across Renfrewshire since March 2020. This has resulted in increased activity with over 300 litter picks being recorded each month in this last quarter. All volunteers receive a general risk assessment prior to activity and are further reminded to adhere to Covid restrictions and current guidelines.
- 4.13.6 From January 2021, 4,200 volunteers have carried out 2,794 picks, removing 9,800 bags of litter from our communities. Over 500 posters, declaring “Local volunteers have tidied this area for you”, have been issued to Team Up volunteers. There are displayed by litter pickers, in the spots they are maintaining. It is not yet clear of the posters’ impact however, volunteers are keen to spread the message increasing awareness of their work.

4.14 **Waste and Recycling Services**

- 4.14.1 The service continues to deliver all essential frontline collection services including collections for residual waste, recycling, special uplifts, food and garden waste and commercial collections.
- 4.14.2 As detailed in the May Board report, the roll out of wheelie bins of the lower section of Dykebar will be completed in September. The service will then look to migrate all the households within the rest of the estate to a fortnightly Food & Garden collection, currently there is a mix of food bins and brown bins in the same street which is confusing for residents around collection frequencies. When the new calendar is published at the end of November the lower half of Dykebar that is currently a Monday collection will move to Wednesday the same as the upper part of the estate, meaning all will be collected on the same day. As also detailed in the May report, work continues with planning moving the Bargarran, North Barr and Park Mains

areas of Erskine in line with the rest of the town to 3 weekly residual waste, this is will also happen in September.

- 4.14.3 The implementation of the In Cab system is progressing well, with many crews now using the system on a daily basis. The service management are now receiving very useful data that will support improvements to service delivery. This has highlighted a range of issues impacting on collection such as overgrown vegetation, blocked access due to vehicle parking and defective door entry systems. This often leads to bins being reported as missed, contamination of bins and bins being left out on footpaths. Due to the varying types of challenges the service encounters, the solutions required may need to be bespoke to individual communities. The service will continue to gather data and will look to review these problematic areas on a geographical basis, community by community to resolve these matters permanently, this project will progress when the work detailed in paragraph 4.14.2 is complete.
- 4.14.4 The Council has been working with residents in Underwood Road in relation to the operation of the HWRC site and depot. In addition to the improvements set out in paragraph 4.1 we have added protective netting to the front facing fence of the HWRC too, this will create a screen to minimise the view of the site by above ground floor properties.
- 4.14.5 Over the last 12 months the 5 HWRC sites have operated standard opening hours of 8am – 6.30pm, with the exception of Underwood Road open 8.30 am to 6.30 pm. These arrangements have worked well for communities and provided clear communication to residents that all sites are open for similar hours 7 days a week, previously some of the HWRCs had variable hours at each site, on different days of the week and times of year. This paragraph sets out to retain the current opening hours on a permanent basis across the 5 HWRCs sites, opening 8am – 6.30 pm (last vehicle in at 6pm), with the exception of Paisley which will be open 8.30 am - 6.30 pm. In addition, vans and vehicles with trailers which have over the last year only been allowed to access the site at Linwood, has also worked well since re-opening after lockdown in June 2020 and the service sets out to retain Linwood HWRC as the permanent arrangement for vans and vehicles with trailers to access HWRC facilities in Renfrewshire.
- 4.14.6 The service has recently invested in vehicle infrastructure that supports improvements to the lifting of bulk and trade bin, which has increasing safety for the operatives and reliability of the vehicle lifting equipment. At present bulk and trade bin services these are typically uplifted Monday to Friday. With the new infrastructure and desire to retain and increase the customer base the service will now be expanded to offer collections 7 days per week. This will also likely result in changes to uplift days for many of the Council's properties such as schools and other council buildings.

4.15 **Recycling Improvement Fund**

- 4.15.1 The Scottish Government's £70m Recycling Improvement Fund invited applications from all local authorities in Scotland to submit projects to improve services and treatment infrastructure. Officers in Environment & Infrastructure submitted three

Expression of Interests, two of which have made it through to the Stage 2 Applications, these were submitted in July 2021 to Zero Waste Scotland for:

- Improvements in infrastructure and signage at our five Household Waste Recycling Centres; and
- To design, build and operate a Recycling Sort and Bulking centre in Renfrewshire.

4.15.2 We are expected to be advised whether our Stage 2 Applications have been successful or not by the end of August / beginning of September.

4.16 **Extend Producer Responsibility Consultation**

At the May 2019 ILE Board we reported responding to the consultation on the Extended Producer Responsibility for Packaging (EPR) scheme. There was a further consultation launched on 24th of March 2021 with a closing date of 4 June 2021. Responses from the UK stakeholders are then being analysed in July and August 2021 with a final scheme design being prepared for Regulation.

The consultation sought views on how the scheme will operate, including:

- scheme design including the scope of full net costs, producer obligations
- scheme governance
- implementation timelines
- how the scheme will be enforced
- packaging waste recycling targets

Should any Elected Members wish to read the latest submission please contact the Service who will be happy to provide.

5 **Community Investment Fund**

5.1 Members will be aware of the Community Investment Fund which was the subject of a report to this Policy Board in March 2021. We are now finalising arrangements ahead of the launch of the £1.2million fund, which is designed to engage with and hear from communities on their ideas for what investment in infrastructure is required in their communities.

5.2 The fund will be branded as #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 infrastructure improvements to their community.

5.3 A highly visible marketing and communications campaign will be carried out using the council brand to promote #YouDecide, aiming to receive as many ideas as possible in the first stage and then as many votes as possible at the next stage. An Elected Members update has been issued and early engagement with community groups has started with an official launch to the public set for early October.

6.0 Awards

6.1 APSE

Fleet Services and Roads have been successfully shortlisted as finalists in the national annual APSE awards. The categories and entries are:

- Transport & Fleet Maintenance Service - Renfrewshire Fleet Services Pandemic Achievements
- Highways, Winter Maintenance & Street Lighting Service - How Improvements in Data Management improved Service Delivery and Performance in Renfrewshire Council's Roads Department

The awards ceremony is to be held on the 8th and 9th September 2021 where the winners of each category will be announced.

6.2 Local Government Chronicles (LGC)

Team Up to Clean Up have been shortlisted in 2 categories for the LGC awards. The two categories are

- Environmental Services, and
- Community Involvement.

Presentations to the panel are on 22nd and 23rd September 2021, with the awards announcement on 4 November 2021.

Implications of the Report

1. **Financial** – The proposed suspension of car parking charges would result in a loss of income to the Council and this will be captured as part of the ongoing work to identify costs and income losses as part of COVID 19 pandemic through financial management.
2. **HR & Organisational Development** – None.
3. **Community & Council Planning** –

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

Creating a sustainable Renfrewshire for all to enjoy - working in partnership with the community to deliver a cleaner Renfrewshire. Promoting and encouraging waste minimisation through reducing, reusing and recycling. Reducing carbon emissions, through LED streetlights and electric and low emission vehicles within the Council fleet.

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

4. **Legal** – None.
5. **Property/Assets** – The Council’s roads, fleet and open space infrastructure is maintained and enhanced.
6. **Information Technology** – None.
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals’ human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council’s website
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – CRMG are continuing to review the Council’s risk profile in light of the coronavirus pandemic.
11. **Privacy Impact** – None.
12. **CoSLA Policy Position** – none
13. **Climate Risk** – The Council continues to explore opportunities to secure external funding to deliver sustainable, green infrastructure projects.

List of Background Papers: none

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