

To: Infrastructure, Land and Environment Policy Board

On: 3 November 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 25 August 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 the Infrastructure, Land and Environment Board:

- 2.1 Approves the content of this report.
- 2.2 Approves the reintroduction of car parking charges from 8 November 2021 in Paisley Town Centre, with three hours of free parking offered in the 6 car parks that had previously been part of the 'free for three' pilot as set out in section 4.7; and agrees to expansion of the Free for Three car parking to include two further car parks at the Lagoon Centre.

- 2.3 Approves the evaluation of temporary cycle routes, over the period November to July 2022 set out in paragraphs 4.6.1; including a review of the consultation and engagement arrangements methods undertaken with communities and elected members, with a report being brought back to board in August 2022 to consider the results and longer-term cycle route infrastructure and community engagement approach.
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3. Background

- 3.1 In the previous service update reported to Infrastructure, Land and Environment Policy Board on 25 August 2021, the Council's response to the coronavirus pandemic from March 2020 to August 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 21 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 continues to carry out maintenance and improvements to Underwood Road depot and works to minimise the environmental impact of the depot operations on local households. The installation of access barriers and new digital CCTV commence in November and will further improve safety and security on the site.

4.2 Fleet Vehicle Repair Workshop

The improvement works to the vehicle repair workshop and equipment commenced during September with the programme of works expected to take approximately 12 weeks to complete. To date the new taxi testing lane and vehicle tyre fitting station in Unit 4 are complete, allowing the migration of the upper level of Unit 3 to become storage of StreetScene plant and equipment.

Further progress has been made with the installation of electric charging infrastructure in and around the workshop area, allowing traditional fossil fuel fleet to be removed and replaced with zero emission electric vehicles. Larger scale electric charging can only take place after the installation of the new power supply and electric substation by Scottish Power etc.

4.3 Fleet Electric Vehicles

The Service has deployed new electric vans into front line operations. The new vehicles will be shared across Waste, StreetScene, Roads and Building Services reducing fuel consumption and improving our Carbon Footprint.

Electric Vehicle Chargepoints

Environment & Infrastructure was successful in its application to the Transport Scotland Local Authority Infrastructure Project. As more residents use electric vehicles, communities will benefit from improved air quality and a reduction in their carbon footprint. This external grant funding will allow Electric Vehicle charging hubs to be installed in Castle Semple Visitor Centre Lochwinnoch, Livery Walk Bridge of Weir, Milliken Road Car Park Kilbarchan, Johnstone Town Hall, Great Hamilton Street Car Park Paisley and Montrose Care Home in Foxbar. In addition, further external funding was secured to install 9 charging points at our Fleet Transport facility in Underwood Road Depot for our zero emission fleet vehicles.

4.4 Roads Capital Programme

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 Lincrive, Ferguslie, Main Street Bridge of Weir, Inchinnan Road Paisley and Glasgow Road Renfrew. The surface dressing programme is now completed (16 schemes) and micro-surfacing (16 schemes) commenced in October and continued 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.

4.5 Safe Crossing Facilities

In addition to the capital investment programme, as a result of Council and SPT funding there will be a significant investment of £560,000, in Pedestrian Crossing installations to address concerns of road safety, speeding and crossing locations at or around schools, nurseries and key junctions in towns and villages.

It is recognised that this programme will need to be delivered over multiple years and a list of approximately 40 locations has been identified. The first phase of locations is summarised in the table below, with these being prioritised based on the locations PV2 score and crash map data as well as any recordings of speed surveys carried out. The first phase will be completed by the end of March 2022, with further phases following in future years based on successful funding bids. The detail on each location will be shared with ward members and community councils in advance of works taking place on site.

Ward	Ward Area	Road Location	Rationale
10	Houston, Crosslee and Linwood	Clippens Rd/ErskineFauld Rd	Safe route to Our Lady of Peace Primary
4	Paisley Northwest	Greenock Rd/Clark St	Safe Route to Mossvale St James Primary
1	Renfrew North and Braehead	Sandy Road, Renfrew	Safe Route to Schools and links to Play Parks at KGV and Tinto Square
12	Erskine and Inchinnan	Barhill Rd/St John Bosco	Safe Route to Bargarran St John Bosco and Barwood Play Park
9	Johnstone North, Kilbarchan, Howwood and Lochwinnoch	High St/Church St Lochwinnoch	Safe Route to Lochwinnoch Primary and Lochwinnoch Play Park
7	Paisley Southwest	Braehead Rd / Glenburn Rd	Safe Route to St Peters/Langcraigs Primary
7	Paisley Southwest	Gleniffer Rd/Donaldswood Rd	Safe Route to St Peters
11	Bishopton, Bridge of Weir and Langbank	Houston Rd/Warlock Rd BOW	Safe Route to BOW Primary
5	Paisley East and Central	Rowan Street/Thrushcraigs Cres	Safe Route to St Charles Primary and Craggs Road Play Park
7	Paisley Southwest	Brediland Rd / Mannering Rd	Safe Route to Heriot Primary
10	Houston, Crosslee and Linwood	Houston Rd/Neuk Avenue footway	Safe route to Houston Primary and shops
3	Paisley Northeast and Ralston	Penilee Road / School Road	Safe Route to Ralston Primary

4.6 Active Travel Routes

- 4.6.1 The new temporary cycle route from Howwood to Paisley started in June 2021 in association with Sustrans to link up with National Cycle Route. The first phase was the creation of the Howwood to Johnstone section with the work due to be completed in November 2021. The 2nd phase connects Johnstone to Elderslie and the national cycle route, with this last phase due for completion scheduled for January 2022 after the festive period works embargo. The service will deploy counters and evaluation measures on this route to measure utilisation, and impact on the wider road network.

The service will also deploy counters and evaluation measures on Houston to Bridge of Weir route and also the recently completed Dargavel to Red Smiddy route to measure utilisation, and impact on the wider road network.

The evaluation results of these and wider routes will be provided to the August board as part of a longer-term strategy for supporting active travel on these routes.

In the creation of these cycle routes a revised approach to communication, consultation and engagement was undertaken with online webinar sessions being hosted in light of the covid restrictions in place at that time. This will also be evaluated with elected members, during this period with the future communication, consultation and engagement arrangements for active travel being set out in the August board paper.

- 4.6.2 The next phase of the segregated shared cycle way project from Bishopton to Glasgow Airport is underway, with the section from Red Smiddy Roundabout to Inchinnan Drive Roundabout, with planned completion date of March 2022. This is an important element in the Council's cycling strategy network and will connect to City Deal's proposals for around Glasgow airport.
- 4.6.3 **Beat the Street** – The “Beat the Street” programme focused around a 6-week game in the towns and villages of Bridge of Weir, Houston, Linwood, Elderslie, Johnstone, Howwood, Kilbarchan and Lochwinnoch. The game ran from 15th September to 27th October 2021 with a launch event on Saturday 18th September at Castle Semple Visitor Centre in Lochwinnoch with 2,880 young people taking part. Environment and Infrastructure Services worked in partnership with Renfrewshire Leisure to promote the project in schools and local communities and to link participants to active health groups and activities in Renfrewshire. The programme ended on the 27th of October with 6,272 players taking part, covering over 52,000 miles in the process, which has raised £500 for MND Scotland.

4.7 **Town Centre Car Parking**

The Infrastructure, Land & Environment Policy Board has approved the suspension of charges in the Council owned Car Parks of Paisley Town Centre during the pandemic over the past 18 months, until the end of October 2021.

Members will recall there is a Paisley town centre car parking working group comprising council officers, members, Paisley First, shopping centre owners and public transport providers. The group met for the first time since the pandemic in September 2021 to discuss the current arrangements and the next steps.

The business community put forward that as parking was currently free as part of the pandemic response, as restrictions have lifted, the majority of car park spaces in the car parks in the centre of the town were occupied from early in the morning to later in the evening with very little turnover, providing little opportunity for visitors to park in the centre of the Town. The working group agreed that the current free parking should now come to an end and proposed a return to the previous free for three

model. This model was being piloted in 6 car parks. Orchard Street, Weighhouse Close, Hunter Street (upper and lower), Oakshaw and School Wynd, which represents approximately 20% of the council's off-street parking spaces. It is proposed that this model should now be extended to the two car parks in the centre of the town at the Lagoon Centre. The free for three model will recommence from Monday 8 November, with the car parks at the Lagoon to follow later in the month upon delivery of the new meters to facilitate its inclusion in the initiative.

These arrangements will remain in place for a period of 6 months to allow the working group to undertake further evaluation, a digital payment app to be introduced in early 2022 and for assessment of where Renfrewshire and Scotland are with the Pandemic at that point in time.

4.8 Parks Investment

As part of the parks Investment programme a public survey has been undertaken with a significant number of responses being completed for the 13 play areas being renewed. The results have now been collated for the choice of equipment for each site and where possible and feasible have been included in the contract specification of equipment.

Preparation has commenced to create and install outdoor gym in Robertson park. Contracts have been awarded for some works in preparation of the installation of an outdoor gym equipment in the spring of 2022. The Council has been working with the local community through the newly established Friends of Robertson Park to shape and support this investment. This installation will also include thinning of overhead tree canopies and trimming back and clearing undergrowth in the park.

4.9 StreetScene Services and Team Up to Clean Up

The grass cutting and second hedge cut are now complete, the Service will now undertake a review of the first year of service provision. In addition, 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, steep sloped areas, 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. Work is also being planned to introduce schedule maintenance frequencies of the path network in Renfrewshire to support walking, wheeling and cycling.

4.10 Climate Change

The Council, supported by communities and partners intend to plant 1,800 trees at Brownside Braes, within Gleniffer Braes Country Park as part of the Glasgow Climate Forrest. This will be a positive contribution to supporting the Councils net climate change aspirations and also aims to increase the habitat for the Lesser Whitethroat, a rare breeding bird in Renfrewshire. The Lesser Whitethroat is a small, insect-eating summer visitor which needs areas of dense but scattered scrub-woodland to nest successfully. The establishment of the 7.9ha new woodland will remove an estimated

55 tonnes of CO₂ per annum from the atmosphere throughout the lifespan of the woodland and contribute to the Council's Climate Change target of making Renfrewshire carbon-neutral by 2030. A full report will be taken the Climate Change Board later this month.

The service has completed the recruitment of a Biodiversity Officer who will take up post early in November. This position will drive forward the biodiversity agenda which was agreed and put on hold due to the Pandemic.

StreetScene Services are continuing to support young people from within our communities through the Kickstart programme. We have developed a range of roles to enhance their skills and work experience across all areas of the service to support them gain employment.

4.11 Team Up to Clean Up

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. As of 16th September, almost 1,100 bags of litter have been removed from communities by 963 volunteers however this number will increase with at least another 12 school and business events taking place and daily volunteer activity.

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. The Convenor, Deputy Convenor, Provost and staff involved in the Campaign thank volunteers, and offer volunteers the opportunity to celebrate the Campaign and state why they enjoy participating.

4.12 Waste and Recycling Services

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.

The service has increased its use of the In Cab system. All drivers are now trained in the use of the system which is providing benefits to the crews and to service users. This will reduce the number of missed bins and APO complaints and deliver a better customer experience for our service users.

The system also provides powerful management information that supports improvements to service delivery by taking corrective action at a much earlier stage in the process. We will continue to gather the data and will use to drive further improvement in service delivery.

The new Waste Collection Calendar that will posted to residents the last 2 weeks of November, ready for implementation from the beginning of December.

Moving to three weekly grey bin collection in Erskine and the bin rollout in both areas of Dykebar are now complete. We will now move on to reviewing other areas across Renfrewshire that are still on weekly food collection, migrating these to two weekly comingled service where appropriate and reviewing our town centre and rural collections. This work will be done on a geographical basis, community by community, starting in the Johnstone area, we will consider bin storage space & presentation points, access to communities, collection times & frequencies and any other issue that leads to an inconsistent service being delivered or could improve the community in another way.

Since the last Board the service has taken up the opportunity to upskill four refuse collectors to LGV drivers and are currently in the process of completing their LGV training. The upskilling of staff will have a positive impact on the service due to the current National driver shortage and provide waste operations with a pool of trained drivers which can be called upon should they be required, e.g., covid recovery planning, driver shortages.

Recycling Improvement Fund

Stage 2 applications were submitted to Zero Waste Scotland (ZWS). During August and September ZWS asked for some clarification on a few points within our applications which were duly responded to. There has been a delay in the Funding Board meeting to decide on which projects will be taken forward. Any outcome will be brought back to a future board.

For reference the bids were 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.

Zero Waste Scotland – Waste Composition Analysis Programme – 2021-23

Zero Waste Scotland has established a new programme of household waste composition analysis during 2021 with the programme running until 2023. These studies will focus on describing what households throw away and recycle, helping local authorities to better understand current waste and recycling stream composition.

Renfrewshire Council last carried out a composition analysis in 2017, which shaped the major transformational change project in waste and recycling during 2018/19. The results from the 2021 to 2023 programme will highlight further opportunities for waste prevention and recycling. To support the new programme, ZWS have developed a procurement framework with Scotland Excel and are providing dedicated funding and technical support. Renfrewshire Council successfully bid to be included in this programme. The results from individual local authority studies will be combined to provide up-to-date national estimates for the composition of household wastes.

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. 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, took place on 4 October 2021, with double Olympic medal winner and Renfrewshire resident Jack Carlin taking part in the launch event.
- 5.2 As previously stated 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. This will be accompanied by a highly visible marketing and communications campaign using the #YouDecide brand.
- 5.3 There has been an extensive programme of roadshows and community engagement activities taking place and the ideas submission phase will run until 14 November. To date there have been 760 submissions for shortlisting consideration.

6.0 Awards

6.1 Chartered Institute of Waste Management Scottish Resources Awards (CIWM SRC)

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

The CIWM SRC award panel were impressed with the quick and effective response of the service and civic amenity sites team to ensure continuation of service, tackling the challenges of front-line resourcing, operating safely and significant increases in waste arisings.

The manner in which staff pulled together and always displayed a positive attitude – finding ways to deliver excellent public service and remaining focused on the job, were all highlighted by the panel as the reasons why the service won this well-deserved award.

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 for each of these categories were well received on 23 and 24th of September in Shoreditch, London. The Award ceremony will take place on 4 November.

Implications of the Report

1. **Financial** – The proposed reintroduction of car parking charges will recommence income from Council car parks in Paisley Town Centre.
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 service 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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