

To: Infrastructure, Land and Environment Policy Board

On: 27 January 2021

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

Heading: Service Update and Performance Scorecard

1. Summary

- 1.1 Following on from the previous Service Update presented to this board on 4 November 2020, this report provides a further update to the Infrastructure, Land and Environment Policy Board on key areas within the Board's remit. It also outlines the priorities through to Spring 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 Further restrictions were introduced on 5th January 2021 which will apply until the end of January in areas currently under Level 4 restrictions, including Renfrewshire. New laws will require people to stay at home and work from home where possible. Those previously asked to shield by the Chief Medical Officer have been advised not to attend work. All staff required to attend work to deliver or support essential work, have the required workplace guidance, Health and Safety measures and PPE (if required) in place. HWRCs will remain open as per current arrangements. Waste management and street scene services will continue as normal, as will the council's winter weather response. Safety measures are well established and in place.
- 1.3 Appended to this report are performance updates for those indicators that are reported on a quarterly basis. It covers the period for quarters 1 (April to June) and 2 (July to September) of 2020/21. A performance update covering 2019/20 was provided to this board on 4 November 2020. Appendix 1 covers the performance indicators for Environment and Infrastructure and Appendix 2 for Communities and Housing as both contain actions and indicators relevant to this Board's remit. The

Service Update Report for Communities and Housing Services is being presented to the Communities Housing and Planning Policy Board. Environment and Infrastructure will also report to the Finance, Resources and Customer Services Policy Board to cover the areas within that Board's remit.

- 1.4 Service Improvement Plans for 2020/21 were developed for all Council services and the plans for Environment and Infrastructure and Communities and Housing Services were approved by this Board prior to the lockdown. The majority of the actions and activities did not proceed or were not undertaken in the same way due to Covid-19 and, new Service Improvement Plans for 2021/22 will reflect the greater focus on recovery and renewal rather than solely improvement activity. These plans will be linked to the recovery plans being developed and delivered by council services. It is proposed that these draft Service Improvement Plans will be presented to the spring 2021 Board cycle and this will restart the normal scrutiny and governance activity associated with these high-level plans.
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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 and notes the performance information for quarters 1 and 2 2020/21 as appended to this report.
 - 2.2 Approves the suspension of car parking charges in the Council owned Car Parks of Paisley Town Centre until the end of March 2021 as set out in paragraph 4.7 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 4 November 2020, the Council's response to the coronavirus pandemic from March 2020 to November 2020 was outlined – our partnership approach, our move to protect and support our employees and communities, particularly vulnerable people across the area.
- 3.2 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 The service remains acutely aware of the impact on Renfrewshire's communities of the pandemic – of those who have sadly been bereaved, who feel isolated, have concerns about their income, have had their health impacted, have supported their children and young people with home learning or have contended with other challenges made more difficult by the pandemic and consequent restrictions. 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.

- 3.4 Further restrictions were introduced on January 5 which will apply until the end of January in areas currently under Level 4 restrictions, including Renfrewshire. New laws will require people to stay at home and work from home where possible. Those previously asked to shield by the Chief Medical Officer have been advised not to attend work. All staff required to attend work to deliver or support essential work, have the required workplace guidance, Health and Safety measures and PPE (if required) in place.
- 3.5 HWRCs will remain open as per current arrangements. Waste management and street scene services will continue as normal, as will the council's winter weather response. Safety measures are well established and in place.
- 3.6 Council services continue to operate flexibly in order to respond to whatever challenges the pandemic brings for local communities but there is also a continuing focus on the recovery position and the opportunities to 'build back better'. Alongside this, new opportunities are emerging, potential funding streams, information and learning is being shared across local government and the service will also continue to respond to this.
- 3.7 This report gives a broad overview of the key areas which continue to be impacted by the Covid-19 crisis, further areas the service has paused and restarted, the particular areas of focus now and in the near future, and any specific risks and priorities of relevance to this Policy Board.
- 3.8 The report also provides an overview of the service's performance against the indicators in the 2020/21 Service Improvement Plan. These indicators were approved by members before lockdown and therefore reflect expectations for service delivery in a business as usual context rather than during a pandemic response period.

4. Updates for Infrastructure Land and Environment Policy Board

Refuse Collection Services

- 4.1. The service continues to deliver all essential frontline collection services including collections for residual waste, recycling, food and garden waste and commercial collections. To ensure a consistent service continues to be delivered in the current climate, the service has adopted a shared resources model to deal with any disruption to resource supply.

Assisted Collection Service

- 4.2. The service is updating the information we hold in relation to the assisted collection service which was previously reviewed in November 2019. There are currently over 4,000 properties in Renfrewshire in receipt of an assisted service with many properties registered for the service for a long period of time. The service has started the process of contacting residents who receive this service to ensure our records are updated and our collection crews have more accurate information to ensure they

provide reliable collections. Residents will be contacted on a phased approach, leading to an ongoing programme of periodic reviews.

If there is no response to our initial contact, Waste Services will follow this up with contact by phone if needed. If it is not possible to reach the resident by letter or phone then a waste advisor will visit the property and speak to the householders in person. This will be done in a safe and controlled manner, following physical distancing rules. The timing and process for visits to households will reflect the status of coronavirus controls in place and no visits will take place until it is safe to do so. The service will continue to promote the assisted service to those who need it and over 300 new households have been added during 2020.

Waste Collection In-cab system

- 4.3. Following a pilot of the in-cab route management system in six waste service vehicles, the In-cab system will be rolled out across the waste and recycling collection fleet over the next few months, enabling collection crews to follow the routes on an interactive screen and supervisors to monitor progress in real time. This system enhances the Routesmart route optimisation system, giving drivers better information about their routes and allowing real life productivity data to be captured.

In a linked project, the waste team has been working with the Digital First Team and Contact Centre to improve the processes for resolving missed collections. This will enable the staff who handle phone calls from the public about missed collections to view information recorded by crews and to prioritise households with assisted collections.

Household Waste Recycling Centres

- 4.4. The household waste recycling centres remained open during the festive period and lockdown restrictions, only closing on 25th December and 1st January. The centres were busy over the whole festive period, as has been the case in previous years.

Roads, Fleet and Social Transport

- 4.5. The roads capital investment programme for 2020/21 commenced in July following the covid-19 lockdown. Given the loss of the first three and a half months of the 7 month programme, a number of schemes have carried into financial year 2021/22. However, during the months since July there have been 52 carriageways resurfaced, 16 carriageways surface dressed, 5 carriageways micro-surfaced and pre-patching in advance of next year's surface dressing carried out on 15 carriageways. In addition, works to reconstruct Braids Road carriageway in Paisley are almost complete.
- 4.6. Footway works have also commenced with 9 footways slurry sealed and 5 footways resurfaced. A further 18 footways will be resurfaced before the end of the financial year.

Town Centre Car Parking

- 4.7. In March 2020 when Scotland entered into lockdown, Council owned car parking charges were suspended to support key workers to undertake their duties. As the vast majority of Scotland is currently under further lockdown restrictions it is proposed that off street car parking charges are suspended until the end of March 2021 to support key workers to undertake their duties at this time. Normal traffic restrictions e.g. double yellow lines will continue to apply.
- 4.8. A programme of bus stop improvement works, in partnership with Strathclyde Partnership for Transport, has been delayed by Covid-19 restrictions with works carried into the 2020/21 programme to encourage greater bus patronage. Work has started on the programme and the contractor has been given instructions to accelerate projects where possible to complete the programme by the end of the financial year. Ward Members will be advised of any improvements works in the area prior to works commencing.
- 4.9. The design work for a bus turning circle at Linburn Road in Erskine is out to tender. Responses are expected to enable design by Spring 2021, allowing the publication of a construction tender thereafter.
- 4.10. Phase 2 of the £300,000 segregated shared cycle way project from Bishopton to Glasgow Airport is underway, with the section from M8 Junction 29A to the Red Smiddy Roundabout nearing the half-way mark with the intention of completing by March 2021. This is an important element in the Council's cycling strategy network and will connect to City Deal's proposals for around the airport.
- 4.11. The contract for the refurbishment and reopening of the White Cart footbridge at Abercorn Street in Paisley was awarded on 23 November and is expected to commence works in January with project completion in Spring 2021. This will create an important connection to the proposed cycle way between Paisley and Renfrew.
- 4.12. The Service has been awarded £1million funding from the Mission Clyde fund to build the first part of the cycle way from Paisley to Renfrew along the abandoned rail line parallel to Renfrew Road as far as Wright Street. The project will begin an important active travel link from Paisley town centre and Gilmour Street Station to a number of new development opportunities proposed for this corridor including the AMIDS site.
- 4.13. The contract to strengthen the weak footways on Crosslee bridge, over the national cycle route 7, will be awarded in late January 2021. This is one of the last in the programme to bring all the Council's bridges fully to national weight bearing standard.
- 4.14. All the Council's school flashing twenty mph signs have been surveyed and responses to a tender document for their repair and replacement are currently being evaluated for award of the contract and completion of the works by the end of March 2021.

- 4.15. Work to modernise the Council's urban traffic control system and to replace its life-expired traffic signals continues. Communications issues between the signals and the system are being rectified by the installation of new technology and a group of seven priority junctions are having their equipment replaced. Two junctions were completed in December 2020 at High Street and MacDowall Street in Johnstone and A726 Barrhead Road and Saucel Crescent in Paisley. The programme of works from January to April 2021 is Mill Street and Seedhill Road, A726 Barrhead Road and Thread Street, Maxwellton Street and Corsebar Road, Lawn Street and Gauze Street and concluding with Barrhead Road and Lochfield Road.
- 4.16. Renfrewshire Council has secured funding of £173,000 from Transport Scotland for 24 electric vehicles. A mix of cars, light vans and 3.5 tonne vans will replace diesel vehicles at Underwood Road. In addition, grant funding for Non-Public Workplace Charging of £75,000 followed a successful application process with Energy Savings Trust. Ten new chargers will be installed at Underwood Road Depot prior to the delivery of the new electric vehicles. Two electric minibuses have started road trials and will play an important role in supporting Social Transport services as well as increasing the percentage of the vehicle fleet which uses alternative fuels.
- 4.17. The Social Transport team continue to assist colleagues in Waste and StreetScene Services to ensure they are safely transported by physical distancing measures around Renfrewshire to deliver vital services.

Spaces for People – Temporary Cycle Routes

- 4.18. After initial consultation, further engagement took place with communities, businesses and elected members in late November on the first two proposed temporary cycle ways, Howwood to Paisley and Bridge of Weir to Gryffe High School. Online webinars were presented on 3 and 10 December to explain the designs further. Comments were gathered from both engagement sessions for consideration before finalising the designs to move to installation phased in early 2021.
- 4.19. **Architectural Lighting Improvements – Renfrew and Johnstone Town Centres**
As part of the Scottish Government's Town Centre Capital Funding programme, Transportation and Infrastructure have been working in partnership with Council's regeneration team to deliver architectural lighting improvements in Renfrew and Johnstone. The lighting improvements have been completed for the Bandstand, War Memorial and trees in Houstoun Square in Johnstone and White Cart Bascule Bridge and Avenue of Trees in Robertson Park Renfrew. The lighting works for Renfrew Town Hall has been instructed and is anticipated to be completed by end of March 2021. The second phase of Robertson Park lighting improvements including CCTV was contract awarded in December 2020 with an expected start date in late January 2021.

StreetScene and Team Up to Clean Up

- 4.20. StreetScene have been targeting areas of high leaf fall over the autumn/ winter period and deployed resources to target these areas to keep pavements clear and safe for the public. This has involved both daytime and night time activity to reduce the number of gullies that would have become blocked and in turn reducing flooding at these locations.
- 4.21. The arboriculture squad were busy installing and maintain Christmas trees across our communities and have raised the tree canopy in Robertson park to enable lighting and CCTV improvement works.
- 4.22. The grass cutting service has being reviewed as part of the Council's Right for Renfrewshire Programme. Following the review, it is proposed the grass currently maintained by the service across communities and Council house properties will move to a regularised service, undertaken on a fortnightly basis. The regularising of the grass cutting service for communities and Council tenants will be supported with a communication plan that will enable members, tenants and communities to know on what weeks and days grass within their community and property will be maintained. A more detailed report will be brought back to the March cycle of the Policy board setting out the detail of the proposed service change to be implemented in late March and early April 2021.
- 4.23. Community activity in Team Up to Clean has increased despite the challenges of COVID-19. The Team Up to Clean Up community has doubled in number from 2019 with 1,571 volunteers taking part in community clean ups during 2020. 707 picks have taken place and 4430 bags have been removed from communities in 2020.
- 4.24. The Facebook group is also steadily growing with almost 1600 members. The group's messages have been adopted by Bishopton Community Council in particular Dargavel Village where 15 active solo community litter pickers have joined from the beginning of the year. The Community Council are ensuring Team Up to Clean Up designs are visible throughout the community.
- 4.25. New marketing designs, directed by our communities, have seen posters delivered to local shops reminding customers to dispose of masks and gloves responsibly. Volunteers also requested posters, they will personally erect after cleaning an area, to will inform local residents local volunteers cleaned the area asking them to be mindful of this.
- 4.26. #WinterWarriors kits have been offered to the larger Team Up to Clean Up community this year as oppose to caddy holders only in 2019. Bishopton, Foxbar, Glenburn, Renfrew, Shortroods and Spateston communities can now offer a snow shovel, salt and a grit spreader for use in their communities.

Asymptomatic Test Site, Johnstone Town Hall

- 4.27. In December, Johnstone Town Hall became a pilot asymptomatic testing site facility for Covid-19 testing. This was the first pilot testing site in Scotland and operated for a week from 2 December to 9 December and was an opportunity for all those living and working in Johnstone who were not displaying Covid-19 symptoms to take a test.

- 4.28. This was a jointly delivered project by several services across the Council, with the Director of Environment & Infrastructure taking the lead on the delivery. Environment and Infrastructure were heavily involved in supporting the process within the test centre and in the traffic, street cleansing and waste management requirements of the asymptomatic testing site. More than 5000 people visited Johnstone Town Hall throughout the eight days, and the findings will play a key role in helping inform future public health decisions on large-scale testing and public health data that will help contain the virus and protect our communities.

Communities and Housing – Regulatory Services and Communities

- 4.29. When Renfrewshire went into Level 4 restrictions in November 2020, the Health Protection (Coronavirus) (Restrictions and Requirements) (Local Levels) (Scotland) Regulations 2020 remained in place, however, legislation and guidance continued to change. When initial lockdown started in March/April, there was a lot of discussion/messaging around “essential” and “non-essential” businesses. The legislation does not define these terms, but instead either closes businesses, restricts their method of trade or allows them to trade subject to meeting all legislative controls, as outlined below:

- **“Listed”** businesses must close entirely in any capacity. These include cinemas, nightclubs, concert halls, indoor or outdoor theatres, comedy clubs, museums or galleries, soft play centres, sports stadia, snooker or pool halls, bowling alleys, betting shops, bingo halls, funfairs, amusement arcades, premises which provide a close contact service (beauty services, hairdressing, massage, tattoos/piercing, tailoring and similar), skating rinks and indoor fitness studios, gyms, swimming pools or other indoor leisure centres or facilities. Mobile close contact services are also not permitted.
- **“Permitted”** businesses may trade provided they can meet all requirements relating to physical distancing etc. These include food retailers, including food markets, takeaways, supermarkets, convenience stores and corner shops, off licences and licenced shops selling alcohol (including breweries), pharmacies (including non-dispensing pharmacies) and chemists, newsagents, homeware, building supplies and hardware stores, petrol stations, car repair and MOT services, bicycle shops, taxi or vehicle hire businesses, financial institutions of any kind, post offices, funeral directors, laundrettes and dry cleaners, medical or health services of any kind, including services relating to mental health, veterinary surgeons and pet shops, agricultural supplies shops and agricultural markets, storage and distribution facilities, including delivery drop off or collection points, car parks, public toilets, livestock markets or auctions, garden centres, plant nurseries, outdoor markets and outdoor car lots.
- **“Restricted”** businesses are those retail businesses/services which do not appear on either list. These can only be provided under level four measures if they can do so by distance e.g. by delivery or collection only, with those orders being arranged by telephone, post or electronic communication. Customers are not permitted on these types of premises during this Level, for

anything other than takeaway food. The majority of hospitality sector will fall within this category, if they choose to trade by distance.

- 4.30 Officers continued to work with businesses to understand the changes, however, this was a particularly busy and challenging time for Officers.
- 4.31 An extensive funding package was introduced which is allocated to support these measures and is administered by the Economic Development Team. The criteria for assessment includes that a business must not have breached previous Coronavirus controls. The Serious Organised Crime and Trading Standards Manager liaises with the Economic Development Team to determine whether there are any applications which should be rejected. To date there have only been 3 refusals for funding due to a breach of controls.

5. Key priorities and risks until next board cycle

Environment & Infrastructure

- 5.1. The service-specific key priority areas over the next few months will be to continue to deliver frontline essential services under the current tier restrictions, these include; maintaining the refuse collection service and deployment of our Winter Maintenance Plan to keep Renfrewshire's roads and footpaths safe and accessible.
- 5.2. The service remains on alert with agile contingency plans in place to continue delivering essential services should another local lockdown be required.

Communities and Housing – Regulatory Services

- 5.3. As detailed at the previous Board, the Minister for Public Health and Sport agreed to extend the deviation for the Food Law Code of Practice in November 2020 for local authorities. This allows local authorities to focus on Covid-19 work, whilst ensuring that higher risk premises are still inspected and interventions are undertaken where required in other premises. Renfrewshire Council are represented on the Scottish Food Enforcement Liaison Committee (SFELC) Recovery Group and this is discussed often at the West of Scotland Food Liaison Group. Environmental Health is currently working on a recovery plan that will be required to be signed off by Food Standards Scotland and will include the production of a new business plan inspections in 2021-2022.
- 5.4. Recruitment has started for the Environmental Health Compliance Officer posts following funding being secured from the Scottish Government for Covid-19 related work. The recruitment of these Officers will allow Environmental Health Officers and Trading Standards Officers to focus on other work as well Covid-19 related duties. It is anticipated that Officers will be recruited in early 2020.

6. Performance Scorecard for Q1 and Q2 2020/21

- 6.1. Appendix 1 to this report contains a performance scorecard for Environment & Infrastructure covering Quarter 1 (April-June) and Quarter 2 (July-September) of 2020/21. As noted above, these indicators were agreed prior to a knowledge that a prolonged lockdown and subsequent restrictions would be in place. Targets were set in a pre-Covid position and may not reflect the operating context services have been working in since March 2020. Commentary is provided for each indicator and where relevant, includes an assessment of how the pandemic has impacted on performance.
- 6.2. Performance of the scorecard indicators were impacted by Covid restrictions during the initial period of lockdown. The relatively strong performance of the 8 scorecard indicators should be viewed in the context of this challenging operating environment. Of the 8 indicators with targets: 3 were performing on or above target, 2 were near target and will require monitoring, and 3 were below target.

6.3. The following areas show areas of positive performance:

- 79% of pothole repairs were completed within timescales, up from 37% at the end of 2019/20 reflecting better management information and weekly reporting which has helped to identify and address emerging issues;
- 86% of members enquiries completed within timescale by Environment & Infrastructure, the performance target of 85% was exceeded in both quarters (93% in Q1 and 86% in Q2); and
- 24.5% of the vehicle fleet which uses alternative fuels, such as electricity, this was up from 18.2% at the end of 2019/20 reflecting the service's continued commitment to work proactively to make Renfrewshire carbon neutral by 2030.

6.4. The following areas show areas of performance that are near target and require monitoring:

- The Council collects 8.08million domestic bins each year, 99.8% of bins are uplifted first time during the first 2 quarters of this financial year. The service is committed to improving the customer experience and has introduced a new process to allow residents to report a missed bin online;
- 92% of complaint investigations completed within timescale by Environment & Infrastructure

6.5. The scorecard highlights the following indicators as being below target:

- 62% of frontline resolutions dealt with within timescale by Environment & Infrastructure
- 93% of FOI requests completed within timescale by Environment & Infrastructure during quarter
- 3.99 Average number of work days lost through sickness absence per Environment & Infrastructure employee (FTE) (cumulative). The average number of work days lost through sickness within Operations Services has significantly improved and is below Council target of 3%.

6.6. Two of these indicators below target relate to enquiries and complaints handling. The Council introduced a new complaints handling system in April 2020 and staff were trying to adjust to working on the new system whilst managing the response to the Covid-19 pandemic. Performance has improved from Quarter 1 to Quarter 2.

6.7. In terms of sickness absence, officers from the service and from HR & Organisational Development meet every 2 weeks 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.

6.8. Appendix 2 to this report contains a performance scorecard for Communities, and Housing covering Quarter 1 (April-June) and Quarter 2 (July-September) of 2020/21.

The performance scorecard contains 3 indicators. All three indicators show areas of positive performance.

Implications of the Report

1. **Financial** – due to the suspension of car parking charges until the end of March 2021 there will be 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 the 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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Environment & Infrastructure Service Improvement Plan 2020-2023: Performance for Q1 & Q2 2020/21



Local Outcome 01: Reshaping our place, our economy and our future






Performance Indicator	Current Status	2018/19		2019/20		Q1 2020/21		Q2 2020/21		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Value	Target	
% of pothole repairs completed within timescales		50%	75%	37%	75%	78%	75%	79%	75%	In 2019/20, 37% of pothole repairs were completed within timescales. Data analytics has also been introduced to improve performance monitoring with weekly reports being used to identify and resolve issues. Performance during Q1 was 78% rising to 79% in Q2. Both quarters saw performance exceed the target of 75%.

Local Outcome 04: Creating a sustainable Renfrewshire for all to enjoy

Performance Indicator	Current Status	2018/19		2019/20		Q1 2020/21		Q2 2020/21		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Value	Target	
% of the vehicle fleet which uses alternative fuels, such as electricity		9.8%	8%	18.2%	21%	22.5%	23%	24.5%	23%	The percentage of the vehicle fleet which uses alternative fuel such as electricity was 24.5% at the end of quarter 2 in 2020/21. This is up from 18.2% at the end of 2019/20. This figure is based on a total of 114 electric vehicles. 14 additional electric vehicles were added to the fleet in July 2020 resulting in almost a quarter of the fleet now using alternative fuel.
% of bins uplifted first time		New PI 2019/20		99.8%	99.95%	99.76%	99.95%	99.76%	99.95%	The Council collects 8.08million domestic bins each year. A new process was introduced to allow residents to report a missed bin online themselves. This system







Performance Indicator	Current Status	2018/19		2019/20		Q1 2020/21		Q2 2020/21		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Value	Target	
										is still undergoing some improvements, for example a resident can report every colour of bin as missed on one report, even when that colour of bins was not due to be serviced. Work is ongoing to make the process more accurate. The figures quoted are based on the number of reported missed bins and not on actual missed bins.

Local Outcome 05: Working together to improve outcomes

Performance Indicator	Current Status	2018/19		2019/20		Q1 2020/21		Q2 2020/21		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Value	Target	
Average number of work-days lost through sickness absence per employee (FTE) (cumulative)		13.88	10.74	16.44	13.7	5.39	3.5	3.99	3	The absence performance for Q2 was 3.99 days lost per FTE employee, which was above the target of 3 days, however, does represent a reduction since Q1. Officers from the service and from HR & Organisational Development meet every 2 weeks 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.
% of members enquiries completed within timescale by E&I		New PI 2019/20		85%	85%	93%	85%	86%	85%	Performance remains at over 85% with the volume received in Q2 increasing by almost 95% on Q1.
% of FOI requests completed within timescale by Environment & Infrastructure		97%	100%	96%	100%	93%	100%	99%	100%	During Q1 staff were familiarising themselves with home working and some information was more complex to provide in the initial stages.
% of front line resolutions dealt with within timescale by Environment & Infrastructure		75%	100%	67%	85%	55%	85%	62%	85%	A new complaints recording system was introduced across the Council from 1 st April. Unfortunately, due to the Covid-19 pandemic training has had to be online. Staff are also undertaking other duties relating to the pandemic. However as can be seen performance did improve in Q2 as staff become familiar with the new system
% of complaint investigations completed within timescale by		69%	100%	85%	95%	45%	100%	92%	95%	A new complaints recording system was introduced across the Council from 1 st April. Unfortunately, due to

Performance Indicator	Current Status	2018/19		2019/20		Q1 2020/21		Q2 2020/21		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Value	Target	
Environment & Infrastructure										the Covid-19 pandemic training has had to be online. Staff are also undertaking other duties relating to the pandemic. However as can be seen performance did improve considerably in Q2 as staff become familiar with the new system

Strategic Outcome 4 - Creating a sustainable Renfrewshire for all to enjoy

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				Comments	
			Value	Target	Value	Target	Quarter 1		Quarter 2			
								Value	Target	Value	Target	
Air Quality - Annual average PM10 value across all continuous monitoring sites			13.75	18	14.3	18	Not measured for quarters				Paisley Air Quality Management Area has had no exceedances for 5 years therefore Communities, Housing and Planning Services will review the data in 2021 with a view to possibly revoking or amending the AQMA following the new Annual Progress Report (APR). Data is calculated annually and not available until the middle of the following year.	
Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits			40.8	43	41.1	42	Not measured for quarters				Overall good performance for 2019/20, however, one failure located at Renfrew Cross within the Renfrew AQMA, related to traffic emissions. Data is calculated annually and not available until the middle of the following year.	
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating			98%	97%	99%	95%	99%	95% (+/3%)	99%	95% (+/3%)		In April 2020, Food Standards Scotland (FSS) secured Ministerial agreement to allow a relaxation from the Food Law Code of Practice and the Interventions Code of Practice. This was to enable Environmental Health Services to respond to the Covid-19 pandemic. The relaxation has been extended twice and currently expires on 28th February 2021. Renfrewshire Council have not carried out any programmed Food Law interventions for almost 8 months and consequently a backlog of "missed" programmed interventions exists

