

EAST RENFREWSHIRE COUNCILCABINET17 August 2017Report by Director of EnvironmentENVIRONMENT DEPARTMENT END YEAR PERFORMANCE REPORT 2016-17**PURPOSE OF REPORT**

1. The purpose of this report is to provide the Cabinet with a summary of performance for the Environment Department during 2016/17. Detail of the Department's performance is contained within Appendix 1 to this report.

RECOMMENDATIONS

2. The Cabinet is asked to approve the report of the Environment Department's performance during 2016/17.

BACKGROUND

3. This report sets out a summary of performance within the Environment Department for 2016/17. The information in the Appendix is arranged by service within the Environment Department.

REPORT

4. The Environment Department has performed well throughout 2016/17 and has made good progress on achieving the targets and activities set out for the year. Of the 111 reported indicators, 51 have been achieved (green); 11 are close to the target (amber) and only six are below target (red). The remaining 43 indicators either provide additional data and do not have targets set, or do not have 2016/17 information available yet. Of the 57 reported activities, 51 were completed or are on track and 6 are behind schedule. The following provides a summary of the department's key performance highs and lows, with more detail contained in Appendix 1.

OutcomesEconomy, Employability and Regeneration

5. Throughout 2016/17 we have continued to support our local businesses and social enterprise organisations to ensure that our local economy is as successful as possible. 23 businesses accessed £37,277 worth of grants which allowed a total investment of over £65,000 into businesses in East Renfrewshire.

6. The number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage employability pipeline significantly exceeded our target of 334 for 2016/17. 604 individuals received support through the Scottish Government's developed employability pipeline framework.

7. We narrowly missed on our on target for the number of claimants in receipt of out of work benefits (per 10,000 of the working population), largely as a result of the roll out of Universal Credit. However, we have exceeded our targets in the percentage of working age in employment (77.4%, Scottish average is 72.9%) and the number of job seekers aged between 16-24 years (200).

8. City Deal projects have progressed well and, where delays have occurred, these have largely been due to third parties and a recovery plan has been put in place to deal with these:

- Lavern Works project was completed June 2016;
- Greenlaw Business Centre - detailed design progressed, site start anticipated early 2018;
- Barrhead South Railway Station – Scottish Transport Appraisal Guidance study/report submitted to Transport Scotland, next stage to progress to Guidance to Railway Investment Process submission and proceed with the station design;
- Aurs Road straightening – land acquisition and detailed design being progressed.

9. 273 events took place across Dams to Darnley and Whitelee to encourage residents to use our excellent facilities, as well as keeping active.

Environmental Services and Roads

10. Recycling services are now offered to all residents in East Renfrewshire. With the introduction of the new 4 bin service (moving from box and bag recycling to wheeled bin, changing frequencies and routes), our recycling rate has increased from 56.4% in 2015 to 61% for 2016 (awaiting validation from SEPA).

11. The Parks Service completed a range of projects on time and on budget during the year, with improvements made to roundabouts, town centres (hanging baskets) and sports pitches. The Heritage Lottery Fund project in Rouken Glen Park was completed which now offers greater use of the facilities in the park and it was voted the Best Park in the UK and Northern Ireland in 2016.

12. We have continued to improve our response time to domestic noise and attendance on site, with our average response time (hours) of 0.37 being well below the 1 hour national target and we remain in the top quartile – ranked 1st overall.

13. We have continued the work to improve local air quality, working in partnership with Police Scotland, with 320 roadside emissions tests carried out in 2016/17, which was more than double the number the previous year. Additionally, patrols around schools have helped to identify drivers idling their engines and this has helped reduce pollution risk which will continue in 2017/18 due to a grant received from the Scottish Government.

14. The percentage of the overall road network requiring maintenance treatment has remained at 39.2%, exceeding the 2016/17 target. The condition of A Class roads has improved significantly from 23.9% in 2014/15 to 18.8% in 2015/16, with the Council ranked 2nd in Scotland.

15. The Roads and Transportation Service has continued to promote road safety and Bikeability in schools. On-road cycle training was provided to 1,115 pupils across all 23 primary schools in 2016.

Housing and Property Services

16. 79 affordable homes have been added to the supply this year, taking the 5 year cumulative to 238 against an original target set in our Local Housing Strategy (2012-17) of 150.

17. We completed a programme of planned maintenance that has ensured all Council dwellings meet the Scottish Housing Quality Standard (SHQS).

18. We delivered major capital projects including the completion of Eastwood Health and Care Centre (£15m Joint Procurement by NHS and ERC) and Cartmill Family Centre (£1.6m). Other major projects underway include Barrhead High (£30m), Faith School Joint Campus (£17m), Auchenback Family Centre (£5.2m) and Maidenhill Primary School (£15.3m).

Customers

19. We continued to work to improve our complaints handling procedures to ensure complaints are closed off within the required timescales.

20. Cleansing and Recycling implemented a project to have a nominated Officer to handle all cleansing and recycling enquiries and complaints. This pilot commenced in 2016/17 and has achieved extremely positive outcomes, with the average number of working days to respond to frontline complaints in 2016/17 reducing from 6.6 days in 2015/16 to 2.1 days. Issues with complaints handling were identified within the Roads Service and new procedures were put in place during 2016/17, with some significant improvement shown in the number of frontline complaints closed within the 5 working day target in the final quarter. During 2016/17, we achieved our targets in relation to the average time taken to respond to complaints at both stages 1 and 2, and 3 of the 4 performance indicators improved on 2015/16 performance.

Efficiencies

21. The Department has a number of projects in place to improve efficiency both within the Department and for our customers. 59% of planning applications received during 2016/17 were submitted online. The National e-Building Standards portal was launched this year which saw an increase in both the number of Building Warrants received online (42%) and percentage of online payments for Warrants (22%) an increase from 24% and 11% respectively.

22. Info@Work was rolled out across the Department during 2016/17. This enables paperless invoice authorisation and a complete digital paper trail for invoice tracking which will improve efficiency through better workflow and reduced duplication in copying invoices as well as better retrieval and storage of information.

People

23. We continue to adhere to the Maximising Attendance Policy and monitor absence closely. On average there were 11.25 sickness absence days per employee, against a target of 11.5 days. A significant amount of work has been carried out this year by our Senior Business Support Assistant (absence) and we are hopeful that further improvements will be made in 2017/18.

24. The Department implemented a number of improvement actions arising from the staff survey results.

Publication of End Year Performance Information

25. The Environment Department's report will be posted on the Council's website, alongside the Council's strategic end year report and other Department's reports.

FINANCE AND EFFICIENCY

26. There are no specific financial implications arising from this report.

CONSULTATION

27. There have been extensive consultations undertaken over the past year both with customers and staff. There has been numerous customer engagement events held and all staff have had the opportunity to take part in the corporate staff survey.

PARTNERSHIP WORKING

28. This report focuses on the Environment Department's contribution to the delivery of the Community Planning Partnership Single Outcome Agreement. Many of the Department's results could not have been achieved without excellent partnership working across the Council and with external partners.

IMPLICATIONS OF REPORT

29. There are no implications in terms of staffing, property, legal, IT, equalities or sustainability.

CONCLUSIONS

30. This report summarises a high level overview of the Environment Department's performance at end year 2016/17. The information presented shows a positive picture, with good progress being made on the indicators and activities set. The Department is responding well to challenging circumstances and is continuing to deliver services efficiently and effectively.

RECOMMENDATIONS

31. The Cabinet is asked to approve the report of the Environment Department's performance during 2016/17.

Director of Environment

Convener contact details

Councillor Tony Buchanan
(Leader of the Council)

Mobile: 07976 360398
Office: 0141 577 3107

Councillor Alan Lafferty
(Convener for Environment)

Mobile: 0141 621 1113
Office: 0141 577 3107

Councillor Danny Devlin
(Convener for Housing and Maintenance Services)

Home: 0141 580 0288
Office: 0141 577 3107

July 2017

BACKGROUND PAPERS

- Single Outcome Agreement 2014-17
- Outcome Delivery Plan 2016-19
- Environment Department End Year Performance Report 2016-17
- Strategic Mid Year Performance Report 2016-17
- Environment Department Mid Year Performance Report 2016-17

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Environment Department – Planning 2016/17

Summary

Gross expenditure £2,006,600 Income £615,400 29.7FTE

All performance targets met with exception of one. Planning assisted the delivery of major projects such as new Barrhead High School, Faith Campus, David Lloyd and the Parklands Country Club Hotel.

Performance

Outcomes:	<p>Planning contribution:</p> <p>Outcome 3</p> <ul style="list-style-type: none"> • Adopted LDP includes sites for range of uses including residential, business • Policies included in the adopted LDP to support and secure additional investment in our visitor economy • 240 Ranger led events were successfully run and well supported throughout 16/17 • 79 units were brought into the affordable housing supply • Phase 2 of Waterworks project completed • Policies are in place within the adopted LDP which seek to protect, enhance and provide guidance on the provision of greenspace and infrastructure within development sites
Efficiencies:	<ul style="list-style-type: none"> • Cost per Planning Application - £4,485.00 (15/16) ERC ranked 18th • Average time (weeks) per Commercial Planning Application – 7.5 (15/16) ERC ranked 5th • 59% planning applications received online, increase from 56% 15/16 • 27% payments received online for planning applications
Customers:	<ul style="list-style-type: none"> • 78% of Citizen’s Panel respondents rated the Planning (& Building Standards) services as ‘good’ or ‘very good • Telephone customer survey was undertaken with positive results. 86% of those surveyed were ‘very’ or ‘fairly’ satisfied with the overall service provided • 6 Community events were held for the Main Issues Report (MIR) consultation, planners spoke to approx. 300 residents and received 692 individual responses to the MIR, 2 community events for the Shawwood Greenspace project and 3 for the Waterfoot greenspace enhancement • 72.5% of all complaints received were responded to within target
People:	<ul style="list-style-type: none"> • Performance Development Reviews carried out for all staff

Environment Department – Building Standards 2016/17

Summary

Gross expenditure £534,100 Income £401,800 8.6FTE

A continuous high number of Building Warrants and Completion Certificates issued during 2016/17 demonstrates the healthy construction sector in East Renfrewshire and demand for the service.

Performance

Outcomes:	<p>Building Standards support:</p> <p>Outcome 3 - Assisted the delivery of major Council projects such as new Barrhead High School and the Faith Campus.</p>
Efficiencies:	<ul style="list-style-type: none"> • The national eBuilding Standards portal was launched this year and the number of warrants submitted online increased from 24% in 2015/16 to 42% in 2016/17 • Online payments for warrants also increased from 11% to 22% this year • 100% Economic Development Building Warrants fast tracked through the Building Warrant application process • Surveyors work agile, with a duty surveyor available for phone calls and drop ins on a rota basis • 944 Building Warrants and 1,033 Completion Certificates issued • % of first reports for Building Warrants completed within 20 days was below target due to the non filling of a Surveyors post in June 2016
Customers:	<ul style="list-style-type: none"> • 78% of Citizen’s Panel respondents rated the Building Standards (& Planning) services as ‘good’ or ‘very good • Overall satisfaction with the Service was rated 7.7/10 (8.2 last year) and meeting customer expectations was 7.9/10 (8.2 last year) • Annual Developer/Customer forums held to enable discussions about service, updates on new legislation and procedural changes
People:	<ul style="list-style-type: none"> • Performance Development Reviews carried out for all staff

Environment Department – City Deal & Community Benefits 2016/17

Summary

Gross expenditure £2,132,100 Income £731,800 19.1FTE (Economic Development & Regeneration)

City Deal projects have progressed well with most performance targets met or exceeded. Where delays have occurred has been due to external factors out with our control and recovery plans have been put in place to remedy this.

Community Benefits (CB) Policy finalised and successfully implemented with community benefit clauses written into 16 ERC contracts for works and services, further voluntary benefits achieved through working with suppliers.

Performance

Outcomes:	<p>City Deal and Community Benefits contribution:</p> <p>Outcome 2</p> <ul style="list-style-type: none"> • Alignment of the local workforce to job creation from City Deal and LDP – 4 Construction Partnership meetings held and 3 Construction Partnership events successfully held. • Providing customised training companies’ needs linking opportunities with local and regional opportunities – via the CPP Employability Pipeline programme Work EastRen has provided a wide range of training courses linked to the City Deal Region Skills Investment Plan. • Delivering City Deal Employability Programme – annual targets exceeded, Work East Ren team using the 5 Stage Skills Strategic Pipeline Model. <p>Outcome 3</p> <ul style="list-style-type: none"> • Increased investment in the local economy – Investment in Faith Campus and £2m City Deal investment in infrastructure development. • Ensuring City Deal projects completed on time and within budget – 80% - City Deal projects largely on track; Lavern Works, Balgraystone upgrade complete. Timeline with new Barrhead South railway station not met due to external factors. • Sites created to provide employment opportunities – Crossmill Business Units complete and now occupied. • Fulfilment Town Centre Action Plans – Town Centre Action Plans and Audits complete. Clarkston moving forward with works now on site.
Efficiencies:	<ul style="list-style-type: none"> • CB included agreements to provide 28 jobs and 39 work experience placements to East Renfrewshire residents and 18 activities with ER schools • All staff now have access to and use IT agile equipment
Customers:	<ul style="list-style-type: none"> • Number of public consultations events run aimed at understanding customers’ needs and aspirations including charrette in Clarkston to guide capital investment, drop in events outlining City Deal projects and successful meet the buyer events (Community Benefits)
People:	<ul style="list-style-type: none"> • Performance Development Reviews carried out for all staff • CPD supported through Prince 2 and MS Project training • Development days undertaken with Teams

Environment Department

Regeneration, business engagement and employability support 2016/17

Summary

Significant progress has been achieved in our employability and business development targets in 16/17.

Performance

Outcomes:	<p>Regeneration, business engagement & employability support contribution:</p> <p>Outcome 2</p> <ul style="list-style-type: none"> • Unemployed and inactive participants with multiple barriers receiving support through our 5 stage pipeline – exceeded target, 604 individuals supported. • Percentage of unemployed people assisted into work from Council operated/funded employability programmes – Work EastRen team continue to provide a wide range of training courses linking to the identified predicted growth areas. The continued application of Working Matters programme along with 5 stage pipeline model has exceeded targets this year; 36 registered clients, 3 into employment, 12 into training and 9 achieved qualifications. <p>Outcome 3</p> <ul style="list-style-type: none"> • Businesses growing after receiving support from Council operated/funded business development programmes – 23 businesses accessed £37,277 worth of grants allowing a total investment of over £65,000 into businesses in East Renfrewshire. 3 main grant programmes launched this year to ensure we continue to provide targeted business support. <p>A business development marketing strategy developed, business support grants promoted and works are progressing on providing business incubator facilities.</p>
Efficiencies:	<ul style="list-style-type: none"> • Increased our marketing and communication activity around employability and support; new website developed and launched, implemented Communication Strategy and developed new social media materials • Common Department methodology for managing projects being progressed
Customers:	<ul style="list-style-type: none"> • Two Work EastRen client events held to help shape future provision • Work EastRen have engaged with a wider range of partners to promote services including East Renfrewshire Disability Action, Diversity ER and Community Justice •
People:	<ul style="list-style-type: none"> • Performance Development Reviews carried out for all staff • CPD supported through Prince 2 and MS Project training • Development days undertaken with Teams

Environment Department – Housing Services 2016/17

Summary

Improvements in priority service areas and delivery of key targets such as affordable housing, housing quality and absence rates amongst staff. Looking ahead, digital improvements including text messaging and customer access will be prioritised, with funding also strategically allocated to maximise the quality of homes we provide.

Gross expenditure £34,038,700 Income £30,641,200 144.7FTE

Performance

Outcomes:	<p>Housing Services contribution:</p> <p>Outcome 3</p> <ul style="list-style-type: none"> • Additional units brought into affordable housing supply – exceeded target, 79 units added to supply in 16/17. Total of 238 added from 2012-2017. We met our commitment to improving Council properties to ensure they meet the Scottish Quality Standard.
Efficiencies:	<ul style="list-style-type: none"> • 100% (2.8% abeyances) of Council homes met the Scottish Housing Quality Standard (SHQS) in 16/17, and expected to remain above the Scottish Local Authority average for 16/17 • 66% of Council homes met energy efficiency standard (EESH) in 16/17 ahead of the 2020 target, predicted to remain in line with the Scottish Local Authority average for 2016/17, with continued commitment to achieve 75% by the end of 17/18 • 5.4 days to complete non-emergency repairs in 16/17, showing a steady year on year reduction from 8.48 days in 13/14 • Reduced gross rent arrears by 0.63% to 6.7% since 2015/16 following a review of our Rents Policy, which increased early intervention and support to tenants affected by welfare reform changes, whilst maximising the funds recovered • Rent lost through properties remaining unoccupied has reduced to 0.94% in 16/17 from 1.13% in 13/14, taking us just above the Scottish Local Authority average for 2016/17
Customers:	<ul style="list-style-type: none"> • Introduction of text messaging facility for repairs appointments during 16/17, to be expanded in 17/18 to other service areas • Completion of TPAS independent review of our approach to engaging with customers, with an agreed action plan being developed from this work • Average days to respond to frontline complaints was 3.2 days for 16/17
People:	<ul style="list-style-type: none"> • Absence rates amongst Housing Maintenance staff, previously considered as an area of high risk, have reduced to their lowest level of 15 days on average in 16/17, from a high of 28 days on average in 13/14 • Continue to perform well in Council wide satisfaction surveys, with 12 of 20 questions averaging higher level of satisfaction amongst Housing staff, than the overall Council average

Environment Department – Property and Technical Services 2016/17

Summary

Further improvements carried out to the Council's operational property portfolio. PATS continue to ensure that buildings are kept safe for building users and open to support service delivery.

Gross expenditure £2,344,700 Income £686,100 24.5FTE

Performance

Outcomes:	<p>Property and Technical Services support:</p> <p>Outcome 1</p> <ul style="list-style-type: none"> • Early Years provision capital investment £20m+, supported and delivered major projects such as Auchenback Family Centre (£4m) and Cartmill Family Centre. <p>Outcome 2</p> <ul style="list-style-type: none"> • City Deal – Estates provision for land deals • Assisting in the investment programme to reduce energy consumption in our buildings.
Efficiencies:	<ul style="list-style-type: none"> • Assets are efficiently managed – continued to deliver a corporate accommodation strategy including options appraisal of building usage • 78.3% of operational buildings are suitable for their current use (15/16) • 4,619 works orders for building works equating to £5m over 114 operational properties. This ensured an overall property condition grading of 80.2% • Info at Work now enables paperless invoice authorisation and a complete digital paper trail for invoice tracking
Customers:	<ul style="list-style-type: none"> • Electronic timesheet recording implemented to produce transparency over fee charges • Client liaison continues to be a high priority with client update meetings and budget monitoring to advise on commitment and expenditure throughout the year
People:	<ul style="list-style-type: none"> • BIM training was provided for architects together with installation of the latest version of the Autocad software • Agency staff appointed due to difficulty in attracting full time staff for professional posts due to external market conditions • All staff have up-to-date Performance Development Review

Environment Department – Roads and Transportation 2016/17

Summary

Considerable ongoing support, particularly with the Planning Service, to develop and enhance the economy through detailed discussions with stakeholders on City Deal, planning applications, road construction consents, road opening permits, TRO's and road safety measures. Also improvement and maintenance of the road network through delivery of £1.595 million Capital and £4m Revenue Works Programme.

Gross expenditure £17,584,300 Income £5,367,400 71.8FTE (Roads Client & RCU)

Performance

Outcomes:	<p>Roads and Transportation contribution:</p> <p>Outcome 2 - Supporting children increase their physical activity through cycling via a range of training in schools</p> <p>Outcome 3 – working with our partners to improve infrastructure and have appropriate transport connectivity is in place to ensure residents have good access to the 28,000 jobs being created across the City Region.</p>
Efficiencies:	<ul style="list-style-type: none"> • Condition of A Class roads have improved significantly - 23.9% in 2014/15 to 18.8% in 2015/16 ranking ERC 2nd. Early indications show our performance has improved to 16.3% ranking ERC 1st for 16/17 • Condition of B and C Class roads should be considered for maintenance treatment 30.2% and 32.7% respectively • 44.7% of unclassified roads should be considered for maintenance treatment. • Improvement in the roads condition indicator from 50.1 in 2010 to 39.2 in 2016 • Road cost per kilometre was £15,925.00 (15/16) • New Roads Costing System trialled and fully implemented by end of March. • Roads Costing System has eliminated double handling and enabled business support staff to assist in other areas • 1,115 pupils completed Level 2 bicycle training across all 23 primary schools
Customers:	<ul style="list-style-type: none"> • Resident satisfaction via the Citizens' Panel Survey has remained high with maintenance of street lighting - 86% rated it good/very good in 2015 and 85% in 2016, however, satisfaction with maintenance of roads and footpaths has remained pretty low over the same period – 29% (2015) to 26% (2016) and 41% (2015) to 33% (2016) respectively • Customers are regularly updated on the latest road issues such as roadworks, accidents via the Council website, social media and links to Tell Me Scotland website so customers can receive updates and information in a timely and convenient way
People:	<ul style="list-style-type: none"> • Ability to recruit staff difficult due to external demand and market conditions • Agency staff recruited on a temporary basis to support teams during very busy periods

Environment Department – Cleansing and Waste 2016/17

Summary

A productive year implementing the new 4 bin collection service (moving from box and bag recycling to wheeled bin, changing frequencies and collection routes) impacting on every resident in East Renfrewshire. Recycling rates looking likely to exceed the national target of 60%. On target to meet projected cost savings as per the requirements of the capital programme.

Gross expenditure £9,030,800 Income £812,800 104.2FTE

Performance

Outcomes:	<p>Cleansing and Waste contribution:</p> <p>Outcome 3</p> <ul style="list-style-type: none"> • Households offered kerbside recycling facilities -100% • Number of educational/promotional events per annum to encourage waste minimisation and recycling – 12 road shows and promotional activities carried out throughout the district to raise awareness of the new collection service. • Percentage of total household waste that is recycled - 56.4% in 2015, early indications predict further improvement for 2016. • Continue to improve our street cleaning operations to maintain a clean environment for residents.
Efficiencies:	<ul style="list-style-type: none"> • Net cost of waste collection per premise was £64.40 (15/16) • Net cost of waste disposal per premise was £90.33 (15/16) • 75.3% adults satisfied with refuse collection • Following introduction of the new 4 bin service we are on track to save £300,000 and has reduced the need for replacement receptacles to be issued to residents in turn allowing better utilisation of resources • All collection routes have been redesigned to a zonal routing pattern with equitable workloads for all staff • Increase in percentage of material recycled at Household Waste Recycling Centres due to improved contract specification (now 72% at Greenhags, previously 0%)
Customers:	<ul style="list-style-type: none"> • 90% residents rated recycling in East Renfrewshire as 'good' or 'very good' • Increased customer satisfaction result for refuse collection from Citizens' Panel Survey increasing from 75% to 78% • 55% rated street cleaning/litter control as 'good' or 'very good' • Street Cleanliness Score of 92% • Cost of street cleaning per 1,000 population was £8,909.00
People:	<ul style="list-style-type: none"> • Absence figures reducing (Q4 of 2015/16 was 6.1 FTE and Q4 2016/17 was 3.5 FTE) • Performance Development Reviews carried out for all staff • Increased number of HGV drivers through staff training

Environment Department – Parks and Cemeteries 2016/17

Summary

All targets were met. The ongoing work carried out by the Parks Service was recognised with Rouken Glen Park awarded Green Flag Status for the fifth successive year, awarded Four Star Visit Scotland Award and was voted as the Best UK Park by Visitors – with over 940,000 visitors.

Gross expenditure £331,800 Income £992,900 64.8FTE (includes seasonal staff)

Performance

Outcomes:	<p>Parks and Cemeteries contribution:</p> <p>Outcome 3</p> <ul style="list-style-type: none"> • Percentage of parks and greenspace improvement projects delivered on time and within budget – 100%, Waterworks project complete with Grow Wild funding which is now supported by the community. • Successfully carried out improvements to park infrastructure and open spaces conserving our natural environment.
Efficiencies:	<ul style="list-style-type: none"> • Cost of parks and open spaces per 1,000 population - £17,151.00 (15/16) • Citizens' Panel survey showed that 96% of residents rated parks and open spaces as very good/good • Supporting partners in Planning, Property and Technical services to assist in delivering projects on time and budget, such as Capelrig Path linking Barrhead Road to Eastwood High School, Shawwood Crescent planting trees/bulbs and St Cadocs Primary's wildlife garden • Operational staff working on a shift pattern which meets the needs of the service and reduces overtime costs
Customers:	<ul style="list-style-type: none"> • Meeting with representatives of various faiths and to offer faith burials throughout the year which meets their religions • The £3.15m HLF project in Rouken Glen Park was completed which now offers greater use of the facilities in the park. Improvements included new pavilion, play equipment, path network and pond improvements. Visitor numbers at Rouken Glen Pavilion have increased from 90,000 in 2015/16 to 106,000 in 2016/17 • Parks Service carried out community consultations to help shape service delivery which led to play area improvements at Gleniffer View and Carnock Crescent
People:	<ul style="list-style-type: none"> • All staff have an up-to-date Performance Development Review

Environment Department – Environmental Health 2016/17

Summary

Environmental Health continued to ensure that overall the number of food related issues were minimised, private water supplies were healthy, noise and air pollution was monitored and unwanted pests such as rodents kept under control

Gross expenditure £793,700 Income £87,100 9.2FTE (includes Prevention)

Performance

Outcomes:	<p>Environmental Health supports:</p> <p>Outcome 3 – supporting other service areas to ensure the Council and its residents' environmental impact is minimised through projects to reduce vehicle emissions, particularly around schools, monitor air quality at various locations in East Renfrewshire on a monthly basis and high food safety standards in commercial premises.</p> <p>Outcome 4 – Work closely with Community Safety team who provide response to domestic noise complaints.</p>
Efficiencies:	<ul style="list-style-type: none"> • Cost of Environmental Health per 1,000 population - £7,403.00 (15/16) • Continued to improve our response time to domestic noise and attendance on site under the ASB Act, our average response time (hours) is 0.37 well below the 1 hour national target and ranked of 1st overall • Finalist in APSE Annual Service Awards 2016 – Best Service Team • Air quality monitored at 22 sites and all within national targets • Cross Local Authority and Food Standards Scotland project to amend the inspection processes to combine food hygiene and food standards inspections to increase efficiencies and reduce the burden on small businesses
Customers:	<ul style="list-style-type: none"> • 74% Citizen Panel respondents rated Environmental Health 'good/very good' • Ongoing work with Housing and Education to control pests in Council houses and other Council properties • 320 roadside emissions tests carried out in partnership with Police Scotland in 2016/17 which is more than double the number of vehicles stopped and tested in 2015/16
People:	<ul style="list-style-type: none"> • All staff have an up-to-date Performance Development Review

Environment Department – Trading Standards 2016/17

Summary

Joint working enforcement was a priority as criminal activity is rarely confined solely to ERC. Multiple partners and operations such as Police in operations Monarda5 and Druid (Rogue traders-involving 3 days of drive rounds), Trading Standards Scotland in Jasper3 and Juniper (Internet and Counterfeiting).

Gross expenditure £530,100 Income £5,500 5.6FTE

Performance

Outcomes:	Trading Standards support: Outcome 1 – provide resource for implementation of Early Years projects Outcome 4 – prevention of underage sales such as alcohol and tobacco
Efficiencies:	<ul style="list-style-type: none"> • Cost of Trading Standards per 1,000 population - £7,951.00 (15/16) • 100% Trading Standards business advice requests completed within 14 days • Met Tobacco related targets set by Scottish Government and 6 fixed penalty notices issued for underage selling • Kelburn Bar, Barrhead was Best Bar None Gold Award winner and National finalist • All staff have access to and use IT agile equipment
Customers:	<ul style="list-style-type: none"> • 100% Citizen Panel respondents rated Trading Standards ‘good/very good’ • Good cross border working with Newcastle City Council concerning puppy tagging • Vast amount of valuable information online for the public to access on a range of issues such as consumer rights, product recall and shopping safely online
People:	<ul style="list-style-type: none"> • All staff have an up-to-date Performance Development Review • Training needs were met by attendance at both internal and external courses

Environment Department – Prevention 2016/17

Summary

Prevention team firmly established as an “essential resource to residents” and partner agencies. Improving health and wellbeing and reducing financial loss for our most vulnerable residents.

Performance

Outcomes:	Prevention support: Outcome 1 – Support Early Years projects e.g. Hydrate/food labelling and safety at home projects.
Efficiencies:	<ul style="list-style-type: none"> • External funding has increased from £20k to £100k per year, allowing us to make significant preventative savings and increase the size of the Prevention Team (without increased internal investment) • 1400 Primary 7's attended Safety In the Park and took part in Prevention Team Workshops on Alcohol/Tobacco/e-Cigs & Healthy drinks • Over 500 families currently safeguarded from financial and personal harm via bespoke prevention packs (includes call blocker) • £145,000 funding secured from Life Changes Trust to support residents living with dementia from financial harm
Customers:	<ul style="list-style-type: none"> • Exceptionally positive feedback from questionnaires (return rates of over 80%). Residents reporting that the intervention and support of the team are improving the life of families by reducing unwanted cold calls, increasing confidence at home and reducing loss to scams • Number of Internal and External partnerships are increasing daily. For example: HSCP, NHS, ERC Good Causes etc. We are well known, valued and utilised to support residents • Web page is a “one stop shop” for staff and partners to access the Teams projects, plans, results and feedback
People:	<ul style="list-style-type: none"> • The Prevention Team has grown from 4 employees who are now supported by 21 connected employees, e.g. volunteers, combining experience, apprentices, part-time workers & volunteers represent exceptional value for money and commitment

Environment Department – Vehicle Management & Maintenance 2016/17

Summary

All performance targets met with excellent performance in our benchmarking indicators. The Service continued to successfully deliver key transport services on behalf of the Council including fleet management and maintenance, driver training and transport for civil emergencies/winter services to keep the Council's transport moving 24 hours a day.

Gross expenditure £2,423,500 Income £2,423,500 23.5FTE

Performance

Outcomes:	Vehicle Management and Maintenance support: Outcome 3 – promoting environmental sustainability. Ensuring the Council's fleet is well maintained and that all statutory vehicle fleet and transport requirements are met.
Efficiencies:	<ul style="list-style-type: none"> • APSE finalist in Overall Best Performer from 2005 – 2016, awarded winners 4 times during this period • Five Electric pool cars, purchased with grants from Transport Scotland as well as six public charging points with 12 allocated spaces • Successful capital bid for new digital operating system for MOT bay which will modernise how we perform MOT's • Preventative maintenance schedule ensures limited additional costs due to vehicle breakdowns • All vehicles over 7.5Tonnes now euro 5 (low emissions) or above
Customers:	<ul style="list-style-type: none"> • Internal and external customer satisfaction high, no complaints about the service • Well maintained fleet ensures low levels of unplanned downtime and high customer satisfaction • All East Renfrewshire taxis tested and MOT to ensure public safety
People:	<ul style="list-style-type: none"> • All staff have an up-to-date Performance Development Review • All HGV drivers CPC trained to DVSA standard

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