

EAST RENFREWSHIRE COUNCIL

CABINET

22 October 2020

Report by Director of Environment

ENVIRONMENT DEPARTMENT END YEAR PERFORMANCE REPORT 2019-20

PURPOSE OF REPORT

1. The purpose of this report is to provide the Cabinet with a summary of the 2019/20 end year performance of the Environment Department. This report is based on the Department's performance indicators and activities in the Outcome Delivery Plan (2019-22) and other key departmental management information. The full data report is attached in Appendix 1.

RECOMMENDATIONS

2. It is recommended that the Cabinet scrutinise and provide comment on the Environment Department's end of year performance for 2019/20.

BACKGROUND

3. This report contains data on progress against the department's key performance targets and on its contribution to the Council's strategic outcomes. The full department data report for the year 2019/20 is included in Appendix 1.

4. Performance summaries for each of the services is provided below.

REPORT

Environment Department

5. The Environment Department made good progress in 2019/20, achieving a majority of its targets and delivering its planned activities.

6. A newly established customer relations function within the department has been supporting key frontline services to address customer complaints, complex customer enquiries and FOIs. The revised approach has resulted in a 24% reduction in Stage 2 complaints compared to previous year. Complaints response timescales continue to be within the statutory timescales (averaging 4.5 for frontline stage and 12.6 days for investigation complaints). The overall number of frontline complaints has reduced by 1% (792 complaints in 19/20 compared to 798 complaints in 18/19). A firm foundation has been laid for further improvement in relations to Customer Relations across the Department.

7. Sickness absence continues to be monitored and reviewed on a regular basis. Environment lost days per FTE was 13 days per annum in 2019/20 which exceeds the target

of 10.8 days and appears worse than the reported 11.9 days in 18/19. This year's figure has been extracted from the department's record of absence. This is an area for improvement.

8. In 19/20 the Environment Department's Change Programme delivered its related, identified savings targets (£1.933mn). This was largely achieved through its ongoing programme of service restructure which impacted Property & Technical Services, Housing, Roads & Transportation, and saw an amalgamation of Cleansing, Parks & Cemeteries under a new Neighbourhood Services management structure.

9. A number of digital improvement projects continued throughout 19/20 with the objective of improving customer experience and workflow efficiency. A number of high volume customer interactions such as reporting missed bin collection, fly-tipping and graffiti, and requesting new bins and special uplifts were digitised. A new housing management system was procured and work began to prepare for its implementation. The Roads' asset management system was also successfully migrated to the cloud.

10. A firm foundation for improved project reporting and governance has been laid through the use of the corporate reporting tool throughout 2019/20 with further change and capital projects to be tracked in this manner going forward.

11. The Environment Department leads on the Council's reporting to the Scottish Ministers with respect to its climate change impact. While the Council reported a further reduction in CO₂e (carbon dioxide equivalent) emissions of 13.7% against last year's emissions total, its own target set (-2.5% year on year) will not deliver the Scottish Government target to be carbon neutral by 2040. This was acknowledged in the Audit & Scrutiny Committee Report on 12 March 2020 and work is in progress to establish a baseline in key areas and to review targets for 20/21 and beyond.

Business Engagement, Employability

12. Throughout 2019/20 we have continued to support our local businesses and third sector organisations to ensure that our business community is as successful as possible. 45 businesses were supported by council grants, loans and advice, compared to 30 in 2018/19 and 167 Business Gateway start-up were supported (150 in 2018/19).

13. Work EastRen continued to support local residents and young people, including those furthest from the labour market, from unemployment into vocational training. By engaging with a wide range of partners, 538 people were supported through our 5 stage employability pipeline in 19/20, compared to 457 in 2018/19.

14. The team also launched a new round of Family Firm traineeships with 4 young people working in different services within the Environment Department. In early 2020 the new Parental Employability Support programme launched which is funded by the Scottish Government. This programme provides a wide range of employability support to parents on low income with the aim of clients getting a better paid job and increased family income.

City Deal

15. City Deal capital expenditure in 2019/20 was £3.4m, which was lower than anticipated. This was due to the Aurs Road project being delayed. Other infrastructure projects progressed such as the Balgraystone Road upgrade. Feasibility work was undertaken to explore the Levern Valley Link Road project and a proposal for the new Barrhead South Rail Station was submitted to Transport Scotland for consideration.

Neighbourhood Services

16. Following the service redesign in June 2019, work has been undertaken to fully integrate Cleansing, Parks and Fleet services into a Neighbourhood Services model. The benefit of greater flexibility, with the ability to deploy from a wider pool of staff to meet frontline service demand, has been realised.

17. Neighbourhood Services continued to deliver a strong performance during 2019/20 and remained at the top recycling of the recycling league table in Scotland for the third year in a row. The latest verified recycling figure was 66.2% (2018) which is above the national average of 44.7% for the same period.

18. Investment in our parks saw the refurbishment of the Madras play area and the installation of a zip wire and several pieces of outdoor exercise equipment at Kingston Playing Fields in Neilston. 90% of Citizens' Panel respondents rated public parks and open spaces as 'good' or 'very good'. This is down from 94% in 2018/19.

19. Neighbourhood Services managed the renewal and expansion of the electric fleet of pool cars in 19/20. Council employees now have access to 8 small electric cars and 3 vans to undertake council business and reduce carbon emissions from business mileage.

Roads

20. The Roads Service delivered a £1.9m programme of routine maintenance, a £1m programme of structural maintenance works and a total capital works programme of £3.6m. The condition of all classes of road improved with the overall percentage of the road network requiring maintenance treatment decreasing from 39.1% to 35.5%. This improved our overall ranking amongst Scottish local authorities from 27th to 18th place. The condition of A, B and C class roads are now all above the national average with unclassified roads, although improved on last year (44.2% to 39.9%), remained slightly below the Scottish average of 37.8%.

21. Continued investment in energy efficient LED lanterns to replace street lighting helped to reduce the Council's energy consumption. 1,183 LED lanterns were installed during 2019/20 which means that 56.7% of lanterns are now LED.

Housing

22. The number of homes meeting the Energy Efficiency in Scottish Social Housing (ESSH) standard, rose from 74.4% to 79% in 2019/20. Housing Services is actively working towards maximising the number of properties complying with the standard for the target of end of 2020 for full compliance.

23. Gross rent arrears at 6.47% are slightly above target of 6%. This increase is in line with the majority of local authorities across Scotland and work continues to mitigate the impact of Universal Credit through targeted early intervention and specialist advice by our rents and welfare reform officers.

24. The time taken to complete non-emergency repairs remained steady at 5.39 days from 5.15 days last year and remains well below the local authority and Scottish average.

25. The first year after launching the new Homeseeker Choice Based Lettings Service for allocating homes has seen applicants in greater control of their housing choices. As a result the number of new applicants to the waiting list has also increased significantly (by 46% bringing number of applicants up to 4046 from 2763 in 2018/19). Housing Services also delivered and acquired a further 40 homes for social rent during 2019/20.

Planning

26. In the Development Management Section, performance in some categories was adversely affected by the Covid-19 restrictions at the end of the 2019/20 year, however overall performance in dealing with 'local developments', which is the vast majority of all applications, improved from last year and was better than the national average (8.9 weeks as compared to the Scottish average of 9.1 weeks).

27. The Local Development Plan 2 continued its path through public consultation and to examination by the Scottish Government Reporters, and is on target for adoption in 2021.

Building Standards

28. Performance in the Building Standards team continued to be good despite being under-staffed. The key performance target is 20 days to issue a first response to a Building Warrant application. In 2019/20 85% of building warrant applications were responded to within the target time of 20 days. The target for issuing a Building Warrant after receipt of satisfactory information is 6 days. In 2019/20 91% of building warrants were issued within 6 days.

Property Services

29. During 2019/2020 the department appointed a Corporate Landlord Manager to drive forward the implementation of the Corporate Landlord model to deliver a more strategic approach to asset management and how the council uses its assets.

30. During the year Property Services completed £357,000 of Look and Feel works to 4 High Schools and to the Depot. This was primarily around energy savings initiatives and it is anticipated to produce c £35,000 of savings in the first year which will be measured at the end of FY 2020/2021. In addition there is expected to be a drop in carbon emissions as a result.

Environmental Health

31. For the first three quarters of the year 99% of programmed food safety and food standard inspections were completed satisfactorily. Food Standards Scotland suspended all Councils' inspection programmes from 30th March to 30th October 2020 due to the Covid Pandemic. East Renfrewshire's planned performance audit due to be carried out 24th to 26 March 2020 by Food Standards Scotland was also postponed.

32. Three households involved in an E. coli O157 outbreak received grant assistance to install suitable water treatment to their private water supplies. Ongoing checks and advice on risk assessments for water quality is ensuring safe drinking water standards are maintained.

33. Annual air quality objectives across East Renfrewshire have been met and the challenge to go beyond compliance and to deliver the Council's 3rd Single Outcome Agreement to ensure East Renfrewshire is "*a thriving, attractive and sustainable place for businesses and residents*" was targeted again with work in the local primary schools. Project work completed in East Renfrewshire was identified by European Environment Agency in a recent publication as "an example of good practice when it comes to engaging communities and employing the principles of "Citizen Science" - raising awareness of local air quality concerns with a focus on drive for change".

34. From mid-February 2020, the environmental health team reacted to the emerging pandemic, advising all relevant departments in relation to public health standards, cleaning practices etc. in addition to local businesses and the general public. A number of preparations required directly in response to the pandemic were strengthened and communications increased with public health officials.

Trading Standards

35. The 3 year project “Scams, Safety and Dementia” funded by the Life Changes Trust was concluded with our sections outcomes exceeding the funder’s expectations. The feedback and report is very positive with estimated cost benefit savings in excess of £6.9m between the 3 authorities involved. East Renfrewshire proportion of the savings was in excess of £3m. (Independent Social Value Lab calculations). As part of this, joint working to prevent financial harm has continued to reach over 120 new families with 950 active prevention packages in place.

36. In addition, Trading Standards assisted the Life Changes Trust to host a successful national conference in Glasgow during October 2019 exploring ways in which local authorities, the Police and the third sector can work together to prevent financial harm.

37. In partnership with ROSPA and Care and Repair, Trading Standards has developed a Child Safety in the Home Project (UNDER 5’S). Health care workers have circulated the information to families and the responses have been positive.

38. In mid-March 2020, when COVID 19 regulatory powers to restrict businesses were introduced by the Scottish Government, Trading Standards immediately responded by monitoring compliance and providing information and guidance to support traders.

Publication of End Year Performance Information

39. The Environment Department’s report will be posted on the Council’s website so the public can view the Department’s performance.

FINANCE AND EFFICIENCY

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

CONSULTATION

41. The proposed Local Development Plan 2 was published for an 8 week consultation in October 2019 with a range of events and communications to engage communities. In total, 568 responses were received which shows a high level of community engagement in this key process.

42. The most recent Citizens’ Panel survey was used to consult local residents on their views of climate change and the results will inform the Environment Department’s work on wider strategy for this important area in 20/21.

PARTNERSHIP WORKING

43. This report focuses on the Environment Department’s contribution to the delivery of the Council’s Outcome Delivery Plan. 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

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

CONCLUSIONS

45. This report summarises a high level overview of the Environment Department’s performance at end year 2019/20.

46. The information presented shows a generally positive picture, with progress being made on the majority of indicators and activities set. Although the Department faces challenging circumstances due to the wider economic downturn, it has continued to deliver key services to our residents and businesses.

RECOMMENDATIONS

47. It is recommended that the Cabinet scrutinise and provide comments on the Environment Department’s end of year performance for 2019/20.

Director of Environment

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October 2020

APPENDIX 1:

Environment Department Report

End Year Performance Report 2019-20





1. Outcome Delivery Plan (ODP)

1. ODP Critical Indicators


Outcome 3.2 East Renfrewshire is a thriving place to invest and for businesses to grow

PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
City Deal Expenditure against approved Capital Plan (£m)	5.03	3.47	6.61		Below target. 2019/20 was £3.477m. Considerably lower than anticipated due to the Aurs Road project being delayed. Delay due to Scottish Water late addition of proposed Culvert across Aurs Road. Project now working to deliver Culvert and Road upgrade at the same time to prevent two separate road closures and minimise disruption to residents of East Renfrewshire.
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice	30	45	23		Target exceeded. 4 Regional Employer Recruitment Incentives awarded (£12,000), ERDF Growth – 5 (£25,000), Micro Grant 1 (£200) Property 1 (£5,000) Advice – 5, 6 ERC Nurseries supported with targeted workshop towards 1620 hours
The percentage of the road network that should be considered for maintenance treatment	39.1%	35.5%	43%		Target exceeded. Ongoing Capital investment has resulted in a continued improvement in the overall condition of our road network. Improved from 27 th to 18 th place amongst Scottish Local Authorities and 1 st place for our A class roads.



Outcome 3.3 East Renfrewshire is an attractive place to live with a good physical environment

PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)	41	40	-		In progress, working towards cumulative target of 225 by 2022. 40 homes added to the affordable housing supply in 2019/20. 26 new Council Homes delivered at Fenwick Oakbank/Blackbyres and 14 additional homes purchased through our Rent Off the Shelf Scheme.
SENV03c: Street Cleanliness Score	94.9	92.6	90		Target exceeded. We remain above the national score of 92.2%

Outcome 3.4 East Renfrewshire is a great place to visit

PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	94%	90%	95%		Showing amber to reflect decline in value and failure to meet target.

Outcome 3.5 East Renfrewshire is environmentally sustainable


PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	13.6%	N/A	2.5%		Update based on 2018/19 data. Target exceeded.
% of total household waste that is recycled	66.2%	N/A	59%		Update based on 2018/19 data. Target exceeded. 13,753 tonnes to landfill. ERC ranked 1st. There has been a continual positive trend in increases in recycling rates over the last three years and has been ranked 1st over this time. The reason for this increase is due to the reduction in

PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
					general waste collection and increase in recycling collection.

2. ODP Critical Activities


Outcome 1.2 Parents provide a safe, healthy and nurturing environment for their families

Our contribution: Safer home environments

Activity	Progress Bar	Due Date	End Year Update
Delivering targeted safety messages to parents to keep families safe	 100%	31-Mar-2020	Complete. Project Led by Eleanor Griffiths in partnership with ROSPA (Royal Society for the Prevention of Accidents).


Outcome 2.4 Residents are as healthy and active as possible


Our contribution: Parks and green spaces offer residents a range of outdoor, healthy activities

Activity	Progress Bar	Due Date	End Year Update
Improving the quality of open space and play/sports facilities	 100%	31-Mar-2020	Complete. We continued to invest in new and maintain existing equipment to a high standard. Investments have included the purchase of outdoor gym equipment at Crookfur Playing Fields and the installation of a play unit at Lochlibo Road, Barrhead.



Outcome 3.2 East Renfrewshire is a thriving place to invest and for businesses to grow


Our contribution: An environment in which new businesses can start and existing ones can flourish

Activity	Progress Bar	Due Date	End Year Update
Providing targeted business support to new start and growth	 100%	31-Mar-2020	Complete. Good progress continues to be made in providing targeted

Activity	Progress Bar	Due Date	End Year Update
companies through our advice, grants and loans services			business support to local businesses following the recently launched Grant Programmes (Growth New Start, Growth Company Development, Property Support, Micro Grant Scheme and SERI grant). Delivery of COVID Business Support Grants.
Delivering a range of business programmes such as the Town Centre Action Plans in partnership with the three Business Improvement Districts	 100%	31-Mar-2020	Complete. Closer working links have been forged with Business Development, Strategic Services, Chamber of Commerce, BIDs and Scottish Enterprise. These groups will meet on a 1/4 basis to promote the business growth agenda in East Renfrewshire. Clarkston Town Centre Action Plan progressing well - parklets installed early 2019. Other Town Centre Action Plans are awaiting Director approval. Employment of 2 new Town Centre Officers.

Our contribution: More available sites including vacant and derelict land for employment creating opportunities

Activity	Progress Bar	Due Date	End Year Update
Provision of accommodation and identification of sites to facilitate local business start-up and growth and facilitate the development and diversification of the local employment base whilst promoting the Inclusive Growth agenda	 100%	31-Mar-2020	Complete. The successful completion of 10 light commercial units in Crossmill, Barrhead saw all units being occupied and provided the area with much needed commercial space. The remediation of the former Nestle / Purina site in Glasgow Road, Barrhead has allowed us to attract a major developer to develop a mixed use commercial development which will bring employment to the area. Greenlaw Business Centre provides flexible office accommodation to small and medium sized businesses.
Maximising the level of community benefit which arises from Council led procurement	 100%	31-Mar-2020	Complete. An ERC Community Benefits was set up including representatives from across the Council, this group will help to set appropriate CBs. The City Deal team took part in the regional Benefits CB monitoring pilot. Community benefits were


Activity	Progress Bar	Due Date	End Year Update
			delivered through City Deal contractors working on Aurs Road and Balgraystone Road projects. CB plans were agreed with contractors working on the capital programme including Heron Brothers as part of their Early Years Expansion contract with the creation of 5 new jobs and 5 apprenticeship opportunities along with a substantial programme of education and community support initiatives.
Providing business support using training and information to improve the competitiveness of local businesses via the Supplier Development Programme	 90%	31-Mar-2020	Slightly off track. Joint Meet the Buyer events were scheduled for March 2020 with Procurement and Economic Development and had to be postponed due to COVID-19. These will now be arranged via webinars.

Our contribution: Roads infrastructure and public transport connectivity improvements between housing and employment hubs




Activity	Progress Bar	Due Date	End Year Update
Delivering our City Deal Transport infrastructure projects	 30%	31-Dec-2025	On track. Work continues on all City Deal Transport projects. Balgraystone Road upgrade is currently on site and due to complete soon. The detail design of the Aurs Road project is nearing completion and we continue to work with Scottish Water to deliver this project. The new Rail Station is currently with Transport Scotland for consideration and await their response to allow us to move to the next stage. Feasibility work has been undertaken to explore the Levern Valley Link Road project.
Prioritising our transport investment according to the agreed criteria	 100%	31-Mar-2020	Complete. We continue to prioritise our investment and establish our road and footway programme of works in accordance with agreed assessment criteria. Our 19/20 planned works are complete and work has commenced on our 20/21 planned works.

Outcome 3.3 East Renfrewshire is an attractive place to live with a good physical environment

Our contribution: An environment with improved services and facilities which meets the needs of the local community


Activity	Progress Bar	Due Date	End Year Update
Working with our communities to deliver improvements in infrastructure to meet local needs	 100%	31-Mar-2020	Complete. The upgrade of Balgraystone Road will release land to deliver housing both social and private. The upgrade of Aurs Road along with its Promenade will provide an attractive link between Barrhead and Newton Mearns, both for pedestrians and cyclists. It is hoped that a new bus service can be provided along the newly upgraded route.

Our contribution: Appropriate land uses to meet the long term needs of the area


Activity	Progress Bar	Due Date	End Year Update
Implementing the Local Development Plan	 100%	31-Mar-2020	Complete. The Proposed LDP2 was published for consultation over an 8 week period from 21st October until 13th December 2019. The Proposed Plan was submitted to Scottish Ministers for Examination in August 2020. An updated Action Programme accompanies the Proposed LDP2 and sets out how the Plan will be implemented.
Ensuring the provision of good quality affordable housing across the council area	 100%	31-Mar-2020	Complete. The Council has built and acquired 40 additional affordable homes this year in East Renfrewshire to continue to assist in adding to and enhancing the supply of affordable homes available.
Addressing local housing needs	 100%	31-Mar-2020	Complete. The affordable homes acquired this year have been spread across the East Renfrewshire area, and those built concentrated in Barrhead with a move on to Newton Mearns also in the coming year. All homes are aimed at families and single/ couple households requiring

Activity	Progress Bar	Due Date	End Year Update
			smaller accommodation, where demand most lies. The new builds are also built to be adaptable for lifetime requirements.

Our contribution: Clean, well maintained and accessible public places


Activity	Progress Bar	Due Date	End Year Update
Maintaining public green spaces and levels of cleanliness in all public areas to a high standard	 100%	31-Mar-2020	Complete. We continue to apply our high standards of presentation and activity offering across our parks and open spaces. Grounds Maintenance, upgrading of equipment and litter picking activity support the delivery of this standard. There has been investments in fencing, pathways, and the refurbishment of the waiting room and welfare facilities at Neilston Cemetery.



Our contribution: Improved open spaces and infrastructure that meets the needs of our visitors and residents

Activity	Progress Bar	Due Date	End Year Update
Using developer contributions and seeking other funding opportunities to improve the environment, facilities and infrastructure in local communities	 100%	31-Mar-2020	Complete. Development Contributions of £2,406,170.99 have been received from 1st April 2019 - 31st March 2020.



Outcome 3.4 East Renfrewshire is a great place to visit

Our contribution: An enhanced range of facilities and attractions for visitors and residents





Activity	Progress Bar	Due Date	End Year Update
Developing and improving our tourist, culture, sports and leisure facilities through the delivery of our Capital Plan including City Deal projects	 100%	31-Mar-2020	Complete. The detailed design of the active travel link between Barrhead and Newton Mearns (associated with Aurs Road) including the promenade has progressed and is nearing completion (anticipated September

Activity	Progress Bar	Due Date	End Year Update
			2020). Background work is also continuing with respect to visitor facilities associated with Balgray Reservoir. Holmes Miller and EKOS are working on options for the visitor centre/wake park and ongoing discussions with SW over the HoTs are hoped to be concluded by the end of 2020. Disappointingly the Sustrans construction funding applications submitted in April 2019 for Balgraystone Road and Aurs Road active travel routes were not successful. Funding for Balgraystone Road was not approved, whilst the Council were instructed to submit a revised Aurs Road scheme in summer 2020.
Delivering a wide and varied programme of events and activities across East Renfrewshire	 100%	31-Mar-2020	Complete. 325 events and activities have taken place at Dams to Darnley and Whitelee.
Maintaining our core parks to a very high standard and provide a variety of activities for residents and visitors	 100%	31-Mar-2020	Complete. A number of events were hosted in Rouken Glen Park last year such as Party in the Park and Playground. Locally these were a great success and the Department's aim is to continue to develop and expand on this programme.


Our contribution: Effective promotion and marketing of our visitor attractions and facilities within East Renfrewshire and beyond

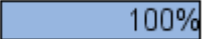

Activity	Progress Bar	Due Date	End Year Update
Exploring opportunities to deliver a varied programme of activities to develop East Renfrewshire as a visitor destination	 100%	31-Mar-2020	Complete for 2019/20. A Tourism Strategy have been prepared to inform future development work. Work on delivering the action plan is now under way. Future investment is programmed for Dams to Darnley Country Park and we are working with external organisations and partners to promote the area.
Implementing our Tourism Strategy 2019-22	 100%	31-Mar-2020	Complete. A Tourism Strategy and detailed action plan have been prepared to inform future development work. The Strategy is for the period 2020-2025.

Outcome 3.5 East Renfrewshire is environmentally sustainable
Our contribution: A reduction in the Council's energy consumption


Activity	Progress Bar	Due Date	End Year Update
Ensuring our vehicles are maintained to a very high standard and all replacement vehicles meet low emission standards		31-Mar-2020	Complete. Our Capital Replacement process is complete for 2019/20.
Increasing the annual mileage of the Council's electric car fleet		31-Mar-2020	Complete. Several new electric fleet vehicles were brought in as part of the renewal process during 2019/20. Awaiting verification on 2019/20 mileage data.
Implementing capital projects across the Council's property estate to reduce energy consumption in our buildings		31-Mar-2020	Complete. Works complete for NDEE. Implemented capital projects assisting with delivery of NDEE project. Monitoring phase now in progress to ensure savings targets are met. Additional works planned for 2020/21.
Ongoing replacement of all street lighting, lit street furniture and traffic signals with more energy efficient equipment		31-Mar-2020	Complete. Continued replacement of street lighting with LED lanterns. During 2019/20 227 street light columns were replaced and 1183 lanterns were replaced with LEDs helping to reduce the Council's energy consumption. 56.7% of our lanterns are now LED.

Our contribution: Protection and enhancement of the built and natural environment and direct development to the right location

Activity	Progress Bar	Due Date	End Year Update
Embedding robust environmental policies within key Council strategies		31-Mar-2020	Complete. The adopted and Proposed LDP2 are underpinned by a range of environmental policies which promote sustainable development and wider environmental protection and enhancement. In addition, a combined adaptation and environmental sustainability strategy has been prepared. The Council will also shortly begin preparation of a Local Heat and Energy Efficiency



Activity	Progress Bar	Due Date	End Year Update
			Strategy as part of the Scottish Government's Pilot Project.
Protecting greenspace to provide a sustainable natural environment for future generations	 100%	31-Mar-2020	Complete. The Proposed Plan promotes a compact strategy of consolidation and regeneration of the urban areas alongside a focus on protecting green spaces. The Proposed Plan seeks to protect, enhance and increase the amount and quality of greenspaces. A Green Network Strategy (including open space audit) will be prepared as part of the Green Network Supplementary Guidance to support the delivery of green network priorities.
Reducing the risk of flooding through use of SUDS (Sustainable Urban Drainage Systems)	 100%	31-Mar-2020	Complete. We continue to ensure that SUDS are incorporated in new roads constructed under Roads Construction Consents and are retrofitted in existing systems whenever possible.

Our contribution: Protection of resources and waste minimisation

Activity	Progress Bar	Due Date	End Year Update
Maintaining recycling and minimising waste through key educational messages and appropriate provision of facilities	 45%	31-Mar-2020	Off track. A number of educational programmes and activities were delivered across our primary schools this year which received positive feedback from both pupils and head teachers. A session was also delivered to the Women's Guild and was considered very informative. The programme could not be fully completed due to the impact of Covid-19. 8 Sessions had to be cancelled in March.


Outcome 4.3 Residents are protected from harm and abuse and public protection is safeguarded

Our contribution: Effective interventions are in place to protect people from harm

Activity	Progress Bar	Due Date	End Year Update
Working in collaboration to identify, empower and protect residents at risk of financial harm		31-Mar-2020	Complete. Life Changes Trust project completed. Full Evaluation reports available Internal and External.
Working in partnership with a range of organisations to ensure vulnerable residents are safe and secure at home		31-Mar-2020	Complete. Partners list available. New Safe at Home Group formed.


Efficiency: Our physical, information and financial assets are efficiently managed


Our contribution: Cost effective well managed physical and information assets, which support new ways of working

Activity	Progress Bar	Due Date	End Year Update
Implementing the Capital Investment Strategy, founded on the Council's asset management plans		31-Mar-2020	Complete. Property Asset Management Plan updated and presented to Cabinet. This will dovetail and help to inform the Capital Investment Strategy in future years. Capital Investment Strategy updated to reflect property issues.



3. Local Government Benchmarking Framework indicators (LGBF)(where 19/20 data available)

Corporate Assets



PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
Proportion of operational buildings that are suitable for their current use %	83.33%	84.2%	83%		Target exceeded. There are now 114 operational properties. This consists of a total of 245,845 square metres (gross internal area) with 206,349



PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
					square metres of that recorded in satisfactory or good condition.
Proportion of internal floor area of operational buildings in satisfactory condition %	83.6%	83.9%	82%		Target exceeded. Slight increase in 2019/20, it reflects both improvements in property condition and consideration of detrimental changes with defects recorded against properties. This shows effective allocation of resources to keep properties open and supporting service delivery.

Economic Development





PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
% Unemployed people accessing jobs via Council funded / operated employability programmes	29.9%	13.4%	13%		Target exceeded. 147 into jobs during 2019/20.
No of business gateway start-ups per 10,000 population	17.65	17.4	-		167 Business Gateway start-up were supported.

Environmental Services


PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
% of Class A roads that should be considered for maintenance treatment 10-12	17.2%	15.5%	21%		Target exceeded. Improvement in condition of A class road network – remaining 1 st place in Scotland.
% of Class B roads that should be considered for maintenance treatment 10-12	29.6%	26.3%	27%		Target exceeded. The Percentage of B Class roads requiring maintenance treatment has improved again in 2019/20, in line with our family group and better than the national average of 35. ERC now ranked 13 th compared to 16 th 2017/18 and 14 th in 18/19.


PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
% of Class C roads that should be considered for maintenance treatment 10-12	34.5%	33.0%	25%		Slight improvement in percentage of C Class Roads requiring maintenance treatment to 33% compared to 34.5% last year. Ranking improved from 17 th to 16 th . (National average is 35.1%).
% of unclassified roads that should be considered for maintenance treatment	44.2%	39.9%	-		Improvement in the condition of unclassified roads from 44.2% requiring maintenance treatment in 18/19 to 39.9%. Now ranked 22 nd in Scotland compared to 26 th in 2018/19. (National average is 37.8%).

Housing


PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	5.8%	6.47%	6.0%		Gross rent arrears at 6.47% reflect an increase in arrears from same time last year. Ongoing work to mitigate the impacts of Universal Credit roll out.
Percentage of rent due lost through properties being empty during the last year.	1.4%	1.78%	1.3%		Void rent loss at 1.78%. Void management is an identified priority and a continuing service focus is being placed on improving efficiency and our processes in dealing with void management.
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	97.4%	97.9%	100%		97.9% met SHQS standard. Residual fails are abeyances and exemptions which we are working to resolve
Average time taken to complete non-emergency repairs	5.2	5.39	5		Average time to complete non-emergency repairs was 5.39 days. Maintained steady performance.

4 Customer

PI Description	2018/19	2019/20		Status	End Year Update
	Value	Value	Target		
Average time in working days to respond to complaints at stage one (ENV)	3.5	4.5	5		Within target. 792 complaints (2018/19 798 complaints)
Average time in working days to respond to complaints at investigation (stage 2 and esc combined) (ENV)	12.8	12.6	20		Within target. 28 complaints (2018/19 = 37 complaints)

Activity	Progress Bar	Due Date	End Year Update
Complaint Improvement Work ENV		31-Mar-2020	Complete. During 2019/20 the Customer Relations team grew in resource which has laid a firm foundation for better coordination of complex complaints and FOI processing. This has already resulted in a reduction of response time in Stage 2 complaints. The team also analyse common types of complaints and communicate issues to operational services for action.

5 People

Code	PI Description	2018/19	2019/20		Status	End Year Update
		Value	Value	Target		
Env-Dept-Abs	Sickness absence per days per employee Environment Department (Full Department)	11.99	13.0	10.8		2019/20 target is based on Department's record.