

EAST RENFREWSHIRE COUNCIL

CABINET

3 October 2024

Report by Director of Environment

ENVIRONMENT DEPARTMENT END-YEAR PERFORMANCE REPORT 2023/24

**PURPOSE OF REPORT**

1. The purpose of this report is to inform Cabinet of the performance of the Environment Department for 2023/24.

**RECOMMENDATION**

2. Cabinet is asked to note and comment on the content of the Environment Department's end of year performance report for 2023/24.

**BACKGROUND**

3. This report sets out a high-level summary of the Department's performance against the key performance targets for 2023/24 and updates on its contribution to the Council's strategic outcomes defined by the Outcome Delivery Plan (ODP). The Environment Department's end-year report 2023/24 is included in Annex 1.

4. The Department's progress in delivering both critical activities and achieving performance targets in the Council's ODP is reviewed on a six-monthly basis through internal reports presented to the Chief Executive and Departmental Management Team. This provides the opportunity for discussion around key achievements and areas for future development.

**REPORT - 2023/24 PERFORMANCE**

5. The Environment Department's End Year Report 2023/24 (Annex 1) sets out a high-level summary of performance, categorised as follows:

- **Outcomes** – these provide an overview of the Department's performance, in terms of progress towards both the delivery of critical activities contributing to wider outcomes, and performance indicators.
- **Customers, Efficiency and People** – these focus on key targets aimed at improving the performance and effectiveness within the Department.

**Outcomes**

- ✓ The annual Keep Scotland Beautiful score for street cleanliness was 95.7% (89.9% 2022/23). This is the highest score since 2011-12. A litter strategy is under development to build on the 11 community litter picks that have taken place in 2024.
- ✓ Thirty-eight carriageway and 12 footway resurfacing schemes were completed. This equates to a total of 31.5km of carriageway and 13.2km of footways being resurfaced. The

Roads Service repaired a total of 6,897 potholes, 99% of all reported road defects were repaired within target times.

- ✓ The LED (Light-emitting diode) upgrade works continued with now 95% of the street lighting network being energy efficient LEDs.
- ✓ During 2023/24, 223 people were supported into employment (220 people last year) and a total of 99 businesses were supported through grants, loans and advice (39% increase on 2022/23).
- ✓ City Deal projects are making significant progress. However, there has been underspend in the budget partly due to a delayed start on the Aurs Road project, arising from a longer than expected period to finalise the legal agreement with Scottish Water and a subsequent need to revise the timetable, as a result of unanticipated ground conditions.
- ✓ In March 2024, the new Neilston Learning Campus (£29.3m) opened its doors to young learners, bringing together Neilston Primary School, St Thomas's Primary School and Madras Family Centre in a new, state of the art campus.
- ✓ In the past year, 69 new affordable homes were added to the supply (target 45 for 2023/24). This includes 55 council-owned homes at Malletsheugh, Cherrybank and Springfield Road.
- ✓ In the summer of 2023, well-attended events, such as the Foodies Festival (13,400 attendees) and The Reeling (6,200 attendees) were hosted in Rouken Glen Park. Parks and greenspaces continue to be enhanced with over £450,000 of major capital investment in 2023/24 including improvements at Cowan Park, Thornliebank High Park, Rouken Glen Park and McDiarmid Park.
- ✓ Thirty-six events were delivered at Dams to Darnley Country Park with 520 participants, and a further 118 group visits and events were hosted by rangers at Whitelee Wind Farm. These events promoted wellbeing, nature conservation, sport and recreation, wildlife, and family fun.
- ✓ The Council has exceeded its 4% target for reducing controlled carbon emissions with an 8.1% reduction from baseline year 2019/20 to 2022/23. The Council published its Get to Zero Action Plan in February 2024.

## **Customers**

- ✓ Findings from the 2023 Citizens' Panel survey showed an improvement in parks and open spaces, with 91% respondents rating them as 'good/very good'. This is an increase from 86% in 2022.
- ✓ The department received 625 complaints in 2023/24, an increase of 14.8% from the previous year. Of these, 575 were frontline complaints (491 in 2022/23) and 48 investigation complaints (53 in 2022/23). The Scottish Public Services' Ombudsman (SPSO) targets for responding to frontline complaints (5 working days) and investigation complaints (20 working days) were not met this year, recording an average of 5.8 days and 25.5 days respectively, a slight decline on the previous year of 5.3 days and 23.5 days.
- ✓ During 2023/24, the Department dealt with 623 Freedom of Information requests (560 in 2022/23). Of the 561 valid requests, 89% were responded to within the statutory 20 working day timescale (95% 2022/23).
- ✓ Both complaints and FOI requests have increased in the past year. A closer analysis of complaints and benchmarking with other authorities is underway to better understand trends and to identify any potential for reducing the causes for complaint and the volume of FOIs received.

## **Efficiency**

- ✓ The Department's invoice processing rate improved from 81.8% to 90% in 2023/24, meeting the council-wide target of 90% (16,571 invoices with 14,922 paid within 30 days).

## **People**

- ✓ Absence across the Department was an average of 14.58 days per employee during 2023/24, a slight increase from 14.46 days in the previous year. Whilst this is aligned with absence trends being witnessed more widely, managers continue to adhere to the Maximising Attendance Policy and monitor absence closely and departmental staff health and well-being plan is in development.

## **FINANCE AND EFFICIENCY**

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

## **PARTNERSHIP WORKING**

7. 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.

## **CONCLUSIONS**

8. This report summarises a high-level overview of the Environment Department's performance in 2023/24.

## **RECOMMENDATIONS**

9. Cabinet is asked to note and comment on the content of the Environment Department's end of year performance report for 2023/24.

Director of Environment

Further details can be obtained from Caitriona McAuley, Director of Environment  
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September 2024





Appendix 1: Environment Department End-Year Performance Report 2023/24



# Environment Department

## End Year Performance Report 2023-24






PI Status of last available data:	
	Off target
	Target still to be achieved
	On Target
	For information only (no target set)


### 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	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
City Deal Expenditure against approved Capital Plan (£m)	1.36	0.5	4.7	6.0		End Year 2023-24. Underspend in the City Deal budget due to a delayed site start on the Aurs Road project. The Aurs Road project expenditure is approximately £1m per month so short delays have a big impact on expenditure.
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.	30	71	99	50		End Year 2023-24. Target exceeded. 99 businesses were supported in total, of which 93 received grant support to develop their business and or recruit local people with a barrier to employment. A further 6 businesses were provided with other advice and support.
The percentage of the road network that should be considered for maintenance treatment.	37.3%	35.4%	N/A	35%		End Year 2023-24. Latest data 2022-23 shows improvement in our overall road condition. Currently ranked 26th (National Average 33.6%)

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




PI Description	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)	92	132	69	45		End Year 2023-24. 69 units of affordable housing added to the supply. This includes 55 new build social rented homes (10 council at Malletshead Newton Mearns; 20 by Link HA at Cherrybank, Newton Mearns; and 25 by Barrhead HA at Springfield Road, Barrhead).

PI Description	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
						A further 7 new homes discounted for sale by Taylor Wimpey at Maidenhill, and 7 second hand homes acquired by the Council and Barrhead HA. This is above the target of 45 average per year set for 2023-24.
Street Cleanliness Score	89.8%	89.9%	95.7%	90		End Year 2023-24. Target exceeded. Latest data shows a much improved score in street cleanliness compared to previous year.


### Outcome 3.4 East Renfrewshire is a great place to visit

PI Description	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	91%	86%	91%	90%		End Year 2023-24. Increase of 5% on users rating parks and open spaces very good/good and surpassed target of 90% set.

### Outcome 3.5 East Renfrewshire is environmentally sustainable


PI Description	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
Percentage of street lights which are LED	76.42%	85.52%	95%	90%		End Year 2023-24. Target exceeded. 95% of street lights are LED.
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	11.0%	8.1%	N/A	5.0%		End Year 2023-24. Update on data not available at mid-year. Latest data available 2022-23, 8.1% reduction in carbon emissions.
% of total household waste that is recycled	58.1%	56.0%	N/A	60%		End Year 2023-24. Latest data 2022-23. Ranked 3rd. There are a number of contributing factors which affect recycling rates, and have contributed to less recycling opportunities. The service continues to balance cost and quality of the recycling service in an operating environment that is impacted by national Government policy and legislative decisions.

### Outcome 4.4 Residents live in communities that are strong, self-sufficient and resilient


PI Description	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
Additional units brought into the affordable housing supply (cumulative over 5 years) which are adapted or adaptable to lifetime needs	17%	13%	17%	10%		End Year 2023-24. Target exceeded. 12 of 69 additional affordable homes brought into the supply are adaptable to a range of lifetime needs. This is above the target of 10% of affordable homes meeting this standard.

## 2. ODP Critical Activities


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




<b>Our contribution: Safer home environments</b>			
Activity	Progress Bar	Due Date	End Year Update
Delivering targeted safety messages to parents to keep under 5s safe from accidents in the home.	 100%	31-Mar-2024	Our Child Safety in the Home project is aimed at families who have children under the age of 5. Under-5s are particularly at risk of being injured in the home as a result of accidents with dangerous products. Advice is provided on - Nappy Sack Safety, Blind Cord Safety, Toy Safety, Poisoning, Magnets, Bouncy Castles, Fireworks Safety, Button Cell Batteries, and Stair Gate Safety via home safety visits or talks to groups. 1,200 Child Safety Packs have been issued. Public Health Scotland's latest data show a reduction in injuries to children in East Renfrewshire from 2017/18 there was 22.4% hospital admissions rate per 100,000 population which had dropped to just 5.4% in 2022/23. This project has won investment from the Office of Product Safety & Standards where £10k is secured in external funding.

### Outcome 2.4 Residents are as healthy and active as possible

<b>Our contribution: Parks and greenspaces offer residents accessible outdoor spaces and a variety of health focused pursuits</b>			
Activity	Progress Bar	Due Date	End Year Update
Improving the quality and ensuring variety in the type of open space and play/sports facilities on offer to our residents	 100%	31-Mar-2024	End Year 2023-24. Complete for 2023-24. The bandstand with accessible ramp and the tennis courts in Cowan Park are now completed. All play area refurbishment works at Easterton Ave, McDiarmid Park and Thornliebank Playing Fields/High Park (new play area) are completed (£450,000 investment)


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

<b>Our contribution: An environment in which new and existing businesses can grow</b>			
Activity	Progress Bar	Due Date	End Year Update
Maximising the level of community benefit which arises from Council led procurement	 100%	31-Mar-2024	End Year 2023-24. Complete for 2023-24. Heron Bros. (contractors building the Neilston Learning Campus) have delivered a suite of Community Benefits including jobs, training, learning and community initiatives such as



Activity	Progress Bar	Due Date	End Year Update
			<p>offered employment to 12 new starts and apprentices including a Work EastRen client who had resettled from Ukraine to East Renfrewshire.</p> <p>£12,000 of financial and in-kind support to community initiatives including installation of the Neilston bull sculptures and weekly interaction with the pupils at Neilston Primary School.</p> <p>The Community Benefits Wish List continues to support the local community, e.g. Inverweid who made upgrades to Lavendar Drive football pitch and Valley Group who donated Christmas gifts to resettled families.</p>
<p>Providing Supplier Development Programme and Grow Local support to local businesses to increase their competitiveness and improve their potential for contracting opportunities.</p>		<p>31-Mar-2024</p>	<p>End Year 2023-24. Planned works for 2023-24 complete. Economic Development and Procurement teams continue to promote the Supplier Development Programme (SDP) and provide specialist procurement support via Business Gateway East Renfrewshire Council.</p> <p>This specialist support has resulted in 4 local businesses winning 5 public sector contracts worth £2.3m. This included contracts with East Renfrewshire Council and East Renfrewshire Health and Social Care Partnership.</p> <p>There are 352 local businesses registered with SDP and 11 businesses attended SDP events.</p> <p>The team has also delivered a communication campaign to reach out to local suppliers to encourage and support them to bid for public sector contracts.</p>
<p>Providing targeted business support to new and existing companies through our advice, grants and loans services.</p>		<p>31-Mar-2024</p>	<p>End Year 2023-24. Complete for 2023-24. 99 businesses were supported in total. 79 supported through the provision of grants valued at £453,845.</p> <p>6 businesses supported as part of a client management approach in partnership with Scottish Enterprise and 14 local businesses have been supported via Employer Recruitment Incentive that employed local people with a barrier to employment. Grants Investment was £69,250.</p> <p>Funding roadshows carried out over the year with over 70 attendees at these events.</p> <p>10 other partner events attended to support and provide funding and business guidance. Regular monthly meetings between partners such as BIDs / Chamber and Business Gateway to share issues / activities and communications.</p>
<p>Delivering a range of measures to support businesses including the priorities outlined in our Local Action Plans in partnership with stakeholders such as the Business Improvement Districts and the East Renfrewshire Chamber of Commerce.</p>		<p>31-Mar-2024</p>	<p>End Year 2023-24. Complete. 13 projects coming from the Local Action Plans have been developed and supported via funding from the Scottish Government's Placed Based Investment and UK Government's Shared Prosperity funds. Work is still underway to do further consultation and finalise the Local Action Plans.</p>




**Our contribution: Key employment areas safeguarded for employment uses**


Activity	Progress Bar	Due Date	End Year Update
Providing accommodation and identifying sites to facilitate local business start-up and growth whilst promoting the development and diversification of the local employment base		31-Mar-2024	<p>End Year 2023-24. Complete for 2023-24. The Economic Development and Business Gateway East Renfrewshire launched two new programme operating from Greenlaw Works:</p> <p>East Renfrewshire Launch - support to local business start-ups</p> <p>East Renfrewshire Accelerator Programmes- support to local growth businesses</p> <p>31 local businesses have been supported by these initiatives.</p>

**Our contribution: Improved road infrastructure and public transport links**

Activity	Progress Bar	Due Date	End Year Update
Delivering a range of City Deal projects including the construction of new business growth accommodation supported by new transport facilities and road connection improvements		31-Dec-2025	<p>End Year 2023-24. Three of six City Deal funded projects are complete including improved business facilities in Barrhead; the construction of The Greenlaw Works, Newton Mearns and improvement works to Balgraystone Road enabling new housing development including new council homes and road junctions to enable delivery of proposed new rail station in Barrhead South.</p> <p>The Aurs Road Project: site works commenced January 2024 and are progressing.</p> <p>The new Rail Station in Barrhead South is progressing well. Network Rail has been appointed to deliver the station, design work is complete and Story Contracting has been appointed to undertake the works once all necessary consents are in place. Construction is expected to begin in early 2025.</p> <p>Dams to Darnley Visitor Facility: a brief has been prepared and a tender exercise will be carried out to appoint a design team, and construction will follow on from Aurs Road construction.</p>
Facilitating a transport modal shift in order to enable more sustainable travel in line with a refreshed Local Transport Strategy		31-Mar-2024	<p>End Year 2023-24. Complete for 2023-24. We continue to deliver infrastructure and invest in behavioural change initiatives supporting sustainable travel.</p> <p>Projects delivered included:</p> <ul style="list-style-type: none"> <li>- Ayr Road Active Travel Corridor - Phase 2 (£1.3M to reconfigure approximately 600 metres of this former trunk road, providing segregated footways, uni-directional cycle lanes, toucan crossing &amp; East Renfrewshire's first cyclops junction)</li> <li>- Crookfur Road Footway Upgrade (the footway adjacent to St Cadoc's Primary School was narrow and in poor condition - it has been widened, resurfaced and a zebra crossing added, to assist pupils walking to</li> </ul>

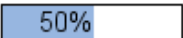
Activity	Progress Bar	Due Date	End Year Update
			<p>school &amp; all pedestrians)</p> <ul style="list-style-type: none"> <li>- Hillview Primary School Pedestrian Crossings (2 new puffin crossings installed at either end of the school frontage on Springhill Road, partly in response to the new Barrhead South residential development)</li> <li>-Ayr Road Active Travel Corridor - Phase 2A (widening of a 1 kilometre section of segregated cycle track from 2.8 to 4.0 metres, better accommodating 2-way cyclist &amp; pedestrian traffic)</li> <li>-B767 Glasgow Road Footway Upgrade (widening of an 800 metres stretch of footway from 1.5 to 2.5m, adjacent to a road carrying a significant volume of traffic and with regular complaints re excess speeds)</li> </ul>
Addressing infrastructure needs for current and future Local Development Plans		31-Mar-2024	<p>End Year 2023-24. Ongoing. Planned work for 23-24 completed:</p> <p>The Adopted National Planning Framework 4 (Feb 2023) promotes an 'Infrastructure First Approach' and requires LDP3 to set out a robust evidence base on infrastructure capacity, condition, needs and deliverability to its spatial strategy.</p> <p>Revised Development Contributions SG adopted June 2023.</p> <p>An Infrastructure First Topic Paper prepared to inform preparation of LDP3 (April 2024). The purpose of this Topic Paper is to provide an evidence-based assessment of existing infrastructure provision and to identify future infrastructure requirements to support new development over the plan period and beyond.</p>



***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
Taking a place based approach to working with our partners and communities to deliver improvements in infrastructure and services to meet local needs		31-Mar-2024	<p>End Year 2023-24. Ongoing. Planned activity completed for 2023-24.</p> <p>A place-making approach is mainstreamed via our Economic Development's approach to local regeneration and is used to determine appropriate improvements to our town centres and neighbourhoods.</p> <p>Work is underway to develop Local Action Plans for our town centres and neighbourhoods following a series of ongoing online and in person consultations in each area.</p>

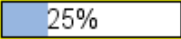

**3.4 East Renfrewshire is a great place to visit**

***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		31-Mar-2024	<p>End Year 2023-24. Planned activity is off track. The design and build tender issued for City Deal visitor facilities at Dams to Darnley Park is sequential to the Aurs Road project. . A new programme is being prepared and</p>


Activity	Progress Bar	Due Date	End Year Update
			<p>work will commence when Aurs Road Realignment is completed.</p> <p>Eastwood Leisure and Theatre: Revised and updated development proposals have been produced and were presented to Council in December 2023 for a new facility within Eastwood Park providing new theatre and enhanced sports facilities including an 8 lane 25m swimming pool, 10m teaching and training pool and 4 court sports hall. Project is nearing completion of RIBA Stage 2.</p> <p>Neilston Leisure: Feasibility studies were completed for redevelopment and new build options. Project currently postponed as part of Capital Plan refresh.</p> <p>The Council is a partner to work that is underway through Glasgow City Region to develop Glasgow City's Tourism Action Plan 2024 - 2026</p>
Facilitating a wide and varied programme of events and activities across East Renfrewshire.		31-Mar-2024	<p>End Year 2023-24. 36 Dams to Darnley Country Park events and community activities with 520 participants which included ten visits by Recovery Across Mental Health (RAMH) groups as part of their Natural Connections and Autumn Links programmes.</p> <p>There have been a further:</p> <ul style="list-style-type: none"> <li>• 64 volunteer activities (563 participants)</li> <li>• 29 school activities (1,018 participants)</li> <li>• 'build a bird box' event (49 people) and</li> <li>• a visit by the 121<sup>st</sup> Glasgow Scouts (76 attendees).</li> </ul> <p>Whitelee Wind Farm events include:</p> <ul style="list-style-type: none"> <li>• 25 School/college/university visits (844 participants)</li> <li>• 5 uniformed groups (scouts, brownies, rainbows)visits (105 participants)</li> <li>• 88 ranger-led activities with 3,724 participants (includes walks, kids clubs, craft events, RAMH &amp; Venture Veterans programmes &amp; Nae Fireworks night)</li> </ul> <p>Other events of note include</p> <ul style="list-style-type: none"> <li>○ 2x Dirt Grit cycling events (100 participants), Mountain Bike (MTB) orienteering (36 participants)</li> <li>○ 4 equestrian events involving 116 riders</li> <li>○ Run the Blades events (2,050 participants),</li> </ul> <p>Scottish Power Renewables Family Fun Day (5000 participants).</p>
Maintaining our core parks to a very high standard and provide a variety of activities for residents and visitors		31-Mar-2024	<p>End Year 2023-24. Two successful events hosted within Rouken Glen Park; The Reeling (6,200 participants) and Foodies Festival (13,400 participants).</p> <p>Rouken Glen Park has maintained its Green Flag status for a 13<sup>th</sup> year and we are in the advanced stages of working towards Green Flag status for Cowan Park.</p> <p>(Core Parks: Rouken Glen, Cowan Park, Busby Glen and The Orry, Eaglesham).</p>

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


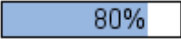
Activity	Progress Bar	Due Date	End Year Update
Exploring opportunities to deliver a varied programme of activities to develop East Renfrewshire as a visitor destination and tourism centre		31-Mar-2024	<p>End Year 2023-24. Off track. No dedicated tourism resource for 2023-24 (post remains vacant).</p> <p>The work on the development and delivery of the Scotland Loves Local card and the ongoing promotion of the hERe and shop local campaigns supports this work.</p> <p>Work is also underway through Glasgow City Region to develop Glasgow City's Tourism Action Plan 2024-2026 which will support vibrant places across the city and surrounding region. Part of the actions will be to promote East Renfrewshire's tourism offering to a wider audience.</p> <p>The Service will support and work within the Glasgow City Region Tourism Partnership to maximise the opportunities for East Renfrewshire. Visit Scotland is also working with the regional partnership to develop a strong business offering and work with local neighbourhood groups, including the 3 East Renfrewshire BIDs to support them in developing and promoting their product to residents and visitors.</p>
Continuing to promote our local businesses via our Shop Local and Scotland Loves Local campaigns		31-Mar-2024	<p>End Year 2023-24. Complete. The Economic Development team secured £511,291 LACER funding for the Scotland Loves Local campaign in 2022/23. Over two years the Scotland Loves Local campaign issued 4,463 cards with 4,136 cards activated worth £413,600. 238 businesses benefited from this funding.</p>

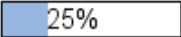

**3.5 East Renfrewshire is environmentally sustainable**

**Our contribution: Protection of material resources and waste minimisation**


Activity	Progress Bar	Due Date	End Year Update
Applying modern, sustainable digital solutions to our activities in order to maximise efficiencies of collection and to significantly reduce residual (household) waste being transferred to landfill		31-Mar-2024	<p>End Year 2023-24. Clyde Valley Waste Project looking at new solutions for waste plastic also now have a sustainable solution for persistent organic pollutants (Pops), which includes alternative uplift and disposal arrangements.</p>



**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-2024	<p>End Year 2023-24. All vehicles maintained to operator license standard.</p>
Increasing the availability of electric charging point infrastructure across the Council building estate		31-Mar-2024	<p>End Year 2023-24. On hold. A Fleet Utilisation Review to be undertaken over the next 2 years to establish infrastructure needs for electrification of fleet across user Departments.</p>


Activity	Progress Bar	Due Date	End Year Update
Implementing capital projects across the Council's property estate to reduce energy consumption in our buildings		31-Mar-2024	<p>End Year 2023-24. Note that energy consumption measures include kwh used but consideration also given to energy source, i.e. carbon emissions and cost.</p> <p>Additional capital funding of £4.2 million over 4 years was secured for Phase 1 of flat roof and gas boiler replacement programme. Year 1 is 24/25. This investment in more efficient gas boilers or electric heating systems, combined with better insulated roof with potential for solar panel installation will reduce future energy consumption.</p> <p>Secured approval to close the Spiersbridge Offices in 2026 which will also reduce future energy consumption.</p> <p>Pilot project in reducing building temperature by 1 degree resulted in a reduction of 27.7 tCO2e and cost saving of £10k. Now extended to a further 6 large buildings.</p> <p>Neilston Learning Campus was completed to replace Neilston Primary, St Thomas's Primary and Madras Family Centre. This new, all electric building meets the top band of the Scottish Future Trust's energy efficiency target at c 70kWh/m2/pa which compares to the combined figure of 289 kWh/m2/pa for the 3 buildings it replaces. While building is more energy efficient and using cleaner energy source, i.e. less carbon emissions, the costs have not reduced. Electricity is currently 5x expensive than gas.</p> <p>Heat network feasibility study completed for Eastwood Park which showed potential viability for a heat network with associated decarbonisation benefits.</p> <p>Further buildings' condition reports required to scope, define and agree list of projects to further reduce energy consumption.</p>
Ongoing replacement of all street lighting, lit street furniture and traffic signals with more energy efficient equipment		31-Mar-2024	<p>End Year 2023-24. Ongoing. Planned works for 23-24 completed</p> <p>Progressed with our upgrade of street lighting with LED lanterns with 95% of our lanterns now LED.</p>

***Our contribution: The historic, built and natural environment is protected and development is directed to sustainable locations***

Activity	Progress Bar	Due Date	End Year Update
Embedding robust environmental policies within key Council strategies		31-Mar-2024	<p>End Year 2023-24. Ongoing. The adopted LDP2 is underpinned by a range of environmental policies which promote sustainable development and wider environmental protection and enhancement. NPF4 sets out the national policy position to address the climate and ecological emergencies. These approaches will be reflected in the emerging LDP3.</p> <p>Climate Mitigation and Adaptation and Biodiversity and Natural Places Topic Papers</p>



Activity	Progress Bar	Due Date	End Year Update
			have been prepared to inform preparation of LDP3 (April 2024). The purpose of these Topic Papers is to provide background information on the subject of climate mitigation and adaptation and to provide information on the condition of biodiversity and natural places in East Renfrewshire.
Promoting the provision of green spaces and multi-functional green networks to provide a sustainable natural environment for future generations		31-Mar-2024	End Year 2023-24. Complete for 2023-24. Phase 1 Levern Works complete. Works will improve biodiversity and re-establish natural river flows. SEPA grant funding of £600,000 in place for phase 2 on Capelrig Burn to improve water flows, biodiversity and potentially provide some flood water management (indicative timescale for completion is end of March 2028).
Reducing and managing flood risk through natural flood management, green network creation and through the use of SUDs (Sustainable Urban Drainage Systems)		31-Mar-2024	End Year 2023-24. 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: Sustainable procurement is promoted and integrated***

Activity	Progress Bar	Due Date	End Year Update
Procuring the Council's goods, works and services in a way that achieves value for money and generates social, environmental and economic benefits		31-Mar-2024	<p>End Year 2023-24. Complete. Community benefits clauses are included in all appropriate contracts, CB clauses are evaluated during tender evaluation and CBs are applied to all Quick Quotes.</p> <p>For example, Heron Bros have delivered a suite of CBs including employment to 12 new starts and apprentices including a Work East Ren client who had resettled locally from Ukraine. £12,000 of financial and in-kind support to community initiative including Incredible Edibles and weekly interaction with Neilston Primary School pupils.</p> <p>Balgray Rail Station project has so far delivered £1,000 and 150 hours of support to Auchenback Resource Centre. Graham Construction (Aurs Road project) have delivered 3 new entrants from key employability target group; Graduate or apprentice new start; Employment support; School visit; Careers event; Site Visit; and financial support for 3 community projects, including donation of materials.</p>



**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	 100%	31-Mar-2024	End Year 2023-24. 700 Confidence at Home packs were distributed to residents throughout 2023-24 (total of 4,200 packs issued to date), empowering them with valuable resources and information. In combating nuisance and scam calls, the team blocked 40,499 calls during the year, with a cumulative total of 1,074,604 calls blocked to date. 65 call blockers and 126 Ring devices fitted, bringing the total installations to 1,072 call blockers and 187 Ring devices. The devices are paid for via external funding and result in significant Cost Benefit Savings for residents and public expenditure estimated savings range from £38 to £48 saved for every pound spent on the project (Source National Trading Standards and Independent analysis)
Working in partnership with a range of organisations to ensure vulnerable residents are safe and secure at home	 100%	31-Mar-2024	End Year 2023-24. Training/talks carried out via 30 presentations to various organisations including HSCP and Bank staff to prevent financial harm/scam victims. Building Safer Communities (Scam Prevention Van) Spoke to 361 home maintenance traders, linking them to business advice and awareness of the Trusted Trader Scheme. 30 suspicious activity/non-compliance referrals to Police Scotland. 1 report to the Procurator Fiscal for Home Maintenance Fraud. Our Social Media Campaign involved numerous scam prevention messages with 119,255 impressions.

**4.4 Residents live in communities that are strong, self-sufficient and resilient**

***Our contribution: Homes which meet a range of residents' needs and allow people to successfully remain/reside within their community***

Activity	Progress Bar	Due Date	End Year Update
Delivering new affordable homes which will meet a range of households' lifetime needs	 100%	31-Mar-2024	End Year 2023-24. Complete for 2023-24. 12 of 69 homes delivered so far (17%) are ground level accessible and adaptable. All other homes built for social rent by the Council and Housing Associations are accessible on ground level (where houses on 2 levels), in line with current building standards. The 69 additional affordable homes delivered are 1-4 bedroom houses and flats and provide vital homes to meet a range of identified local housing needs.
Enabling existing homes to be enhanced and adapted, to improve their physical and financial sustainability for householders	 100%	31-Mar-2024	End Year 2023-24. Complete for 2023-24. Awaiting data verification. The Council completed 240 adapts for 134 of our tenants. We also issued grants for adaptations in 53 owner occupied properties.



**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	<div style="width: 50%;"><div style="background-color: #4f81bd; width: 50%;"></div></div> 50%	31-Mar-2024	<p>End Year 2023-24.</p> <p>Sound capital management demonstrated by reviewing and updates to asset management plans for Fleet, Open Spaces, Property and Roads in 23/24. In line with Corporate Asset Management Planning. (Housing AMP under review).</p> <p>Key projects completed include:</p> <ul style="list-style-type: none"> <li>-Neilston Learning Campus</li> <li>-Eastwood HS Sports – changing village</li> <li>-White Cart tributaries project;</li> <li>-£5.5M in Roads improvements;</li> <li>-Various windows, roofs, ventilation and toilet improvements to the school estate;</li> <li>-Mearns Castle High School – sports facility.</li> </ul> <p>Projects which did not progress or ran into 24/25 were largely due to delays in procurement and contract awards, delays with supply of materials and other contractual issues.</p>
Implementing an Accommodation Strategy to deliver an efficiently used retained estate which supports the new ways of working	<div style="width: 80%;"><div style="background-color: #4f81bd; width: 80%;"></div></div> 80%	31-Mar-2024	<p>End Year 2023-24. The Way We Work – a key project to introduce hybrid working and improved accommodation for staff- detailed Stage 2 RIBA feasibility concluded (June 2023) that Eastwood HQ provided better value for money on a spend to save approach and plans in development following this.</p>


### 3 Customer

PI Description	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
Average time in working days to respond to complaints at stage one (ENV)	7.2	5.3	5.8	5		<p>End Year 2023-24. Target of 5 working days not met.</p> <p>625 total complaints received in 2023/24 (544 in 22/23). This is a 14.98% increase on the previous year.</p> <p>575 or 92% were frontline complaints (491 in 22/23). This is an increase of 17% on the previous year.</p> <p>The Customer Relations team have been affected by significant long term absence and reduction of 1 FTE.</p>
Average time in working days to respond to complaints at investigation (stage 2 and esc combined) (ENV)	19.0	23.5	25.5	20		<p>End Year 2023-24. Target of 20 working days not met.</p> <p>48 or 8% of the 625 total complaints received were stage 2 complaints (53 in 22/23). This a 9.43% reduction on the previous year.</p>



Activity	Progress Bar	Due Date	End Year Update
Complaint Improvement Work - ENV	<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center; padding: 2px;">100%</div>	31-Mar-2024	<p>Increased collaboration with Comms team to utilise social media to inform customers on: winter maintenance, road closures, garden waste permits &amp; waste collections. Services have increased public consultations using Commonplace to make it easier for residents to give feedback.</p> <p>Weekly report on open complaints now reported to DMT to help reduce completion timescales, i.e. provide escalation point.</p> <p>Various staff across Environment attended Plain English Campaign training to help improve written customer communication.</p> <p>CR team attended SPSO training on complaint investigation, common problems, evaluating evidence and guidance on written responses.</p> <p>Whilst complaints for missed collections have reduced overall, repeat missed/assisted collections remains the main complaint theme. Any complaint received which has multiple failures within the last 6 months is added to a list by the CR team and passed to the Operation team weekly. The Supervisors also issue daily reminders to the relevant squads using the list provided.</p>

#### 4 Efficiency

PI Description	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
Payment of invoices: Percentage invoices paid within agreed period (30 days) - Environment	86.1%	81.8%	90.0%	90%		End Year 2023-24. Target met. 90.0% invoices paid within 30 days (16,571 invoices, 14,922 paid within 30 days).

#### 5 People

PI Description	2021/22	2022/23	2023/24		Status	End Year Update
	Value	Value	Value	Target		
Sickness absence per days per employee - Environment Department (Full Department)	12.95	14.46	14.58	-	-	End-Year 2023-24. No targets were set for this year. Absence across the department slightly increased from 14.46 to 14.58 days in 2023/24.