

EAST RENFREWSHIRE COUNCIL

CABINET

20 August 2015

Report by Director of Environment

ENVIRONMENT DEPARTMENT END YEAR PERFORMANCE REPORT 2014-15

**PURPOSE OF REPORT**

1. The purpose of this report is to inform Cabinet of the end-year performance of the Environment Department for 2014-15. The report is based on performance indicators and activities in the Single Outcome Agreement 2014-17 (SOA); Outcome Delivery Plan 2014-17 (ODP), approved by Cabinet in June 2014 and key measures the department use to track performance. Detailed performance results can be found in Annex 1.

**RECOMMENDATIONS**

2. The Cabinet is asked to note this report as a summary of the Environment Department's end-year performance for 2014-15.

**BACKGROUND**

3. This report sets out a summary of performance at end year 2014-15. Due to the availability of information not all performance indicators have updates available at end year point for 2014-15 and therefore show the latest available data; these are clearly noted in the annex. The information in the annex is arranged by service within the Environment Department.

**REPORT**

4. The Environment Department has performed well throughout 2014-15 and has made good progress on achieving the targets and activities set out for the year. Of the 104 reported indicators, 51 have been achieved (green); nine are close to the target (amber) and three are below target (red). The remaining 41 indicators either provide additional data and do not have targets set for them or do not have 2014-15 information available yet. Of the 78 reported activities, 66 were completed or are on track and 14 are behind schedule. The following provides a summary of the department's key performance highs and lows; more detail is contained in Annex 1.

## **Outcomes**

### Economy, Employability and Regeneration

5. The programme of projects for City Deal was agreed by Council in August 2014 and our business case was submitted to the City Deal Project Management Office with work now commencing on projects.
6. Approval for the Barrhead North, Barrhead South and Maidenhill / Malletsheugh Masterplans Supplementary Planning Guidance was granted in March 2015 allowing for progress to the next stage of development.
7. During 2014-15 we have assisted 316 individuals through employability services to positive outcomes including jobs, Further / Higher Education, Modern Apprenticeships and training.
8. Throughout 2014-15 we have continued to support our local businesses and social enterprise organisations to ensure that our local economy is as successful as possible. We have supported 43 businesses over the year to grow, exceeding our target of 20. Within the area there are now 29 local social enterprises that have income in excess of £100,000 and employ more than five people which exceeds our target of 25.
9. We have increased the number of unemployed people accessing jobs via Council funded or operated employability programmes. In 2014-15 we achieved 262 job outcomes against a total of 2,100 unemployed people, representing 12.5% of unemployed people compared to 10.5% in 2013-14.
10. In 2014-15 we responded to 591 business enquiries on a wide range of support and assisted a further 179 businesses to start through our Business Gateway service.
11. The Barrhead Foundry, an innovative community learning centre, opened in January 2015. It gives local residents access to a first-class library, enhanced sports facilities, digital hub, café, business centre and free WiFi. The centre will also provide a members only area for local business people or those looking to start their own businesses, where they can get support and advice.

### Health

12. To ensure our residents stay as healthy and safe as possible we provide support and advice to businesses on food safety practices. In 2014-15 we inspected 116 premises with 94.9% achieving a “pass” status under the Food Hygiene Information Scheme.
13. In order to improve local air quality we embarked on a project to encourage residents to check their vehicle emissions. Working with us in partnership a number of local garages now offer free emissions tests. Along with Police Scotland we carried out 40 roadside vehicle emissions tests with only 3 fails so far.
14. Every retailer of tobacco and alcohol was diligence tested in 2014-15. We have seen ongoing reductions in the sales of alcohol and tobacco to our test purchasers and we continue to provide training and guidance to local retailers.
15. Over the year we have held 183 events at Dams to Darnley Country Park and at Whitelee Windfarm to encourage residents to use our excellent facilities as well as keeping active.

16. A specialised Prevention Team has been created drawing on resources from Environmental Health, Trading Standards and Licensing to lead on a range of projects targeting a wide demographic of local residents from work with the Early Years Collaborative on food standards, nutrition and child safety to supporting residents vulnerable to nuisance cold calls and financial scams.

### Roads & Transportation

17. The average time for road defects to be reported and then completed has reduced again from 9.9 in 2013-14 year to 7 days in 2014-15. In addition the repairs demand has continued to increase due to the volume of defects being reported – the total number of repair requests increased from 8,308 in 2013-14 to 11,172.

18. The Roads and Transportation Service has been promoting the road safety and sustainable transport agenda by providing cycling training to all primary schools. We provided on-road cycle training to all primary schools – the first Council in the country to achieve this and received national award recognition from COSLA amongst others.

19. Furthermore, the Roads and Transportation Service completed 51 infrastructure improvements to bus stops in 2014-15, including new shelters, raised kerbs or real time information to bus stops.

20. The percentage of the overall road network requiring maintenance treatment has reduced to 39.1%, the lowest level in ten years. While more Class A and B roads require treatment we have improved the maintenance and treatment of Class A roads in the worst condition (i.e. categorised as red).

### Environment

21. Maintaining low emissions across the Council's vehicle fleet is crucial to maintaining a good environment. The annual target of 50% of vehicles meeting Euro V Standards has been exceeded with 86% of the Council's vehicle fleet now meeting this standard at end year. Work is continuing to further improve on this.

22. Our street cleanliness score remains high with 94.4% of streets classified as clean in 2014-15. In addition, we have worked to increase public awareness of street cleanliness and recycling, in particular targeting younger people through talks in schools. We also continued to run litter surgeries with over 1,700 members of the public actively involved in litter clean ups and other events last year.

23. The refurbishment of Rouken Glen Park is progressing well and following the reopening of the pavilion in October 2014 visitor numbers have increased significantly. In total in 2014-15 there were over 120,000 visitors.

### Housing Services

24. 33 affordable housing units were added to the supply in 2014-15 which includes a mix of new and existing homes. This puts us on track to meet the cumulative target of 150 units being brought into the affordable housing supply over 5 years, starting from 2012.

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

26. The time taken to complete non-emergency repairs continues to improve and was 7 days in 2014-15.

27. Phase one of a project to develop a customer focused factoring service for owners in mixed tenure Council properties is complete. All factoring responsibilities have been confirmed with over 700 owners now factored. Non-factored owners are provided a service in emergency situations where there is a risk of damage to Council property.

## **Customers**

28. We continued to work to improve our complaints handling procedures to ensure complaints are closed off within the required timescales. In addition to training across all service areas we have commenced an overall service review of Cleansing complaints with assistance from the Project Management Office.

29. Of the five Environment Department Service Standards, all have achieved 100% compliance.

## **Efficiencies**

30. The department has a number of projects in place to improve efficiency both within the department and for our customers. 45% of planning applications received during 2014-15 were submitted online as well as 22.5% of building warrants. We are also seeing an increase in online payments for planning applications (17%) and building warrants (10%). By encouraging customers to use these online services more we can save officers' time as it streamlines the application process.

31. Trading Standards responded to 100% of business advice requests within 14 days and 84% of consumer advice requests in the same timescale.

## **People**

32. We continue to adhere to the Maximising Attendance Policy and our absence rates are improving. On average there were 9.74 sickness absence days per employee, down from 12 in 2013-14. We now have a Senior Business Support Assistant (Maximising Attendance) in post who is providing assistance to employees and regular reporting to senior management.

33. To better understand the results of the 2013-14 corporate staff survey we have carried out follow up surveys within Environmental Services and Roads to establish improvement actions from areas where services performed below council averages. The results of these follow up surveys form part of 2015-16 service plans and will be reported on at mid and end year.

## **Publication of End Year Performance Information**

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

## **FINANCE AND EFFICIENCY**

35. There are no specific financial implications arising from this report. An overview of the department's financial performance, as well as its key efficiency measures is included in Annex 1.

## **CONSULTATION**

36. There have been various extensive consultations in the past year both with customers and staff. There has been numerous customer engagement events held in relation to the development of the Local Development Plan. Furthermore, all staff have had the opportunity to take part in both the corporate and departmental staff surveys.

## **PARTNERSHIP WORKING**

37. This report focuses on the Environment Department's contribution to the delivery of the Community Planning Partnership SOA, however many of the results could not have been achieved without excellent partnership working across the Council and with external partners.

## **IMPLICATIONS OF REPORT**

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

## **CONCLUSIONS**

39. This report summarises a high level overview of the Environment Department's performance at end year 2014-15. 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**

40. The Cabinet is asked to note this report as a summary of the Environment Department's end-year performance for 2014-15.

Director of Environment

Convener contact details

Councillor Tony Buchanan  
(Convener for Infrastructure and Sustainable Growth)

Home: 0141 577 5717  
Office: 0141 577 3107/8

Councillor Vincent Waters  
(Convener for Environment)

Mobile: 07703 887170  
Office: 0141 577 3107

Councillor Danny Devlin  
(Convener for Housing and Maintenance Services)

Home: 0141 580 0288  
Office: 0141 577 3107/8

July 2015

### **BACKGROUND PAPERS**

- Single Outcome Agreement 2014-17
- Outcome Delivery Plan 2014-17
- Strategic Mid Year Performance Report 2014-15
- Environment Department Mid Year Performance Report 2014-15

### **KEY WORDS**

This report sets out the performance at end year 2014-15 for the Environment Department.  
“Performance management, SPIs, end year performance, outcomes”

# Annex 1: Environment Department Report

## End Year Performance 2014 - 15

Final Version: July 2015



The Environment Department delivers a wide range of frontline services and support services.

The Department is split into three broad service groupings as follows:

- Planning, Property & Regeneration.
- Environmental Services and Roads & Transportation.
- Housing Services.

### **Planning, Property & Regeneration**

This service comprises Building Standards, Planning, Economic Development & Regeneration Services, Property & Technical Services (PATS) and the Corporate Health & Safety Unit. Key priorities were:

#### Building Standards

- Introduce online building standards.
- Reduce overall time taken to issue a building warrant.
- Incorporate the new Reasonable Inquiry Risk assessed approach to determining the minimum number of inspections at key stages during construction.

#### Planning

- Submit all documentation relating to the Proposed Local Development Plan to Scottish Ministers for Examination and proceed to adoption by March 2015. Supplementary Planning Guidance will be progressed in tandem.
- Strive to improve development management performance rates.
- Manage, protect and enhance the natural and built environment including the Dams to Darnley Country Park and the Whitelee Access Project and Countryside Ranger Service.

#### Economic Development & Regeneration Services

- Implement regeneration projects at Barrhead, Neilston and Dunterlie and management and promotion of Business Improvement Districts.
- Provide support to local unemployed residents and local businesses.
- Development of masterplans/development frameworks for strategic development opportunities identified in the emerging Local Development Plan.
- Continued development and implementation of A Place to Grow campaign.

#### Corporate Health & Safety Unit (CHSU)

- Interpret legislation, develop policy and advise the council how to comply with current health and safety legislation.
- Maintain the Council's Health and Safety Management System (HSMS).
- Launch the new Council Health & Safety Policy across the Council.
- Support departments during the implementation of a standardised council wide health and safety reporting system including training.
- Develop and deliver health and safety training to suit Council needs.

#### Property & Technical Services (PATS)

- Implementation of the Strategic Land and Asset Disposal Strategy.

- Review of the calculation of PATS fees and charges for non housing capital projects and housing fees.
- Development of new Barrhead High School and Eastwood Health Centre.
- Ensure quality maintenance and design for the refurbishment of existing and new buildings.
- Deliver capital programmes for housing and non housing properties.
- Continue to provide high performing properties to support service delivery.

## **Environmental Services and Roads & Transportation**

Environmental Services comprises Waste Management, Cleansing Services, Parks, Protective Services and Roads & Transportation Services and Vehicle Management Services. Key priorities were:

### Waste Management

- Undertake a number of improvement projects to meet the requirements of the Waste (Scotland) Regulations 2012 including supporting businesses to recycle dry recyclables (glass, metal, paper, cardboard and plastic) and seeking landfill alternatives for residual waste.
- Implement the second phase of managed weekly collections to flatted properties.
- Revise waste collection routes to maximise efficiency taking account of waste trends and potential new initiatives.

### Cleansing

- Improve street sweeping efficiency through the introduction of trackers on street sweeping vehicles and by developing a network of chipped litter bins.

### Parks

- Undertake major regeneration work in Rouken Glen Park funded by the Heritage Lottery Fund Parks for People Programme which aims to regenerate public parks of national, regional or local heritage value.
- Adoption of “Green Flag” criteria for all East Renfrewshire Parks and open spaces.

### Protective Services

- Continue to work with the Police, Adult Protection Committee and Community Wardens in a joint initiative against Cold Calling, particularly targeting elderly residents.
- Work on a Young Persons Health Initiative (reducing access to age restricted products and services).
- Monitor air quality in 24 different sites across East Renfrewshire.

### Roads & Transportation

- Improve the roads infrastructure including walking and cycling initiatives.
- Improve bus service infrastructure.
- Deliver a programme of Bikeability Cycle Training to all Primary Schools.
- Support Road Safety and Safer Routes To School initiatives.
- Continue to monitor and evaluate Decriminalised Parking Enforcement (DPE) including major traffic regulation orders review.
- Maximise the Roads Revenue and Capital Works Programmes to ensure efficient use of resources for roads maintenance and investment activities.

### Vehicle Management & Maintenance

- Where possible use new technologies to reduce carbon emissions and reduce costs.
- Monitor compliance with the Council's Operator's Licence.



## **Housing Services**

The long term vision of Housing Services is “To be the best Scottish Council in delivering housing and housing related services for our customers.” Key priorities were:

### Repairs

- Introduce mobile working.
- Improve customer care and satisfaction.

### Allocations

- Adopt a more customer focused estate agency approach.
- Reduce relet times for council houses.

### Homelessness & Temporary Accommodation

- Improve homeless prevention and tenancy sustainment.
- Develop Housing Options approach to address homelessness.
- Work jointly with the CHCP to address Housing Support Regulations.

### Property Management

- Ensure the Scottish Housing Quality Standard (SHQS) programme of works progresses in line with the Housing Capital Programme and works.

### Estate Management & Anti-Social Behaviour

- Implement the Mixed Housing Tenure Improvement Scheme.

### Sheltered Housing

- Build on care inspectorate report to achieve an assessment of excellent across the service.




### Local Housing Strategy


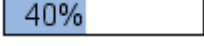

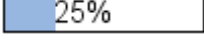

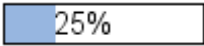

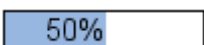
- The local housing strategy ensures that East Renfrewshire Council has the right homes, in the right places, of the right quality and at the right levels of affordability.


## Section 1: Environment Department Information


Environment Department Complaints Information					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Average time in working days to respond to complaints at stage one (ENV)	3.4	4.3	5		Note this is 4.2 when excluding extensions.
Average time in working days to respond to complaints at stage two (ENV)	11.5	15.2	20		
Average time in working days to respond to complaints after escalation (ENV)	10.9	13.5	20		
Average time in working days to respond to complaints at investigation (stage 2 and esc combined) (ENV)	11.3	14.5	20		
Number complaints received per 1,000 population - ENV	13.6	13.3			There were 1,216 complaints received in 2014-15.
Activity	Progress Bar		Due Date	End year Update	
A protocol will be discussed with Customer First to enable the Cleansing & Waste Management Service to identify areas of repeated missed refuse collections and address the underlying problems.			31-Mar-2015	Target date not met. Further meetings have taken place between Cleansing and Customer First. Overall service review of Cleansing complaints commenced in April 2015 with assistance from PMO.	
Complaint Improvement Work - ENV			30-Sep-2014	<p>Improvement actions undertaken throughout the year include:</p> <p>General - There has been an improvement in complaints closed off completely on Lagan and the accuracy of closing complaints within timescales following training and revision of procedures across the department.</p> <p>Cleansing (street cleaning) - We are currently carrying out a pilot project following an ongoing analysis of street cleaning/fly-tipping service requests to target the streets/areas that receive high numbers of complaints. Most recent data has been collated and findings will be discussed with Managers to identify future actions on the project in due course.</p> <p>Parks: Improvements to parks including new swings and new mats under fitness equipment, designated areas for dogs and two new seven a side pitches at Cowan Park to give a local team somewhere to play.</p>	

Environment Department Customer Information					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Citizens' Panel - Public parks and open spaces % of service users	94%	94%	92%		Target exceeded.


PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
rating service as very good/good					
Citizens' Panel results - Percentage of all respondents rating wheeled bin refuse collection as very good/good	82%	81%	86%		Target not met.
Citizens' Panel results - Percentage of all respondents rating street cleaning and litter patrol as very good/good	64%	61%	57%		Target exceeded.
3) % of council buildings in which all public areas are suitable for and accessible to disabled people	83%	85%	86%		Target not met. 13 properties not compliant. Great difficulty in resolving the outstanding issues in these properties without significant investment due to property layout.

Environment Department Employee Survey Improvement Actions			
Activity	Progress Bar	Due Date	End year Update
Response to employee survey results - ENV		30-Sep-2014	Complete. A Departmental action plan has been created and approved to focus on specific areas of improvement. Individual actions are recorded and reported on separately.
Further survey work to be undertaken within some service areas to better understand issues and appropriate improvement actions.		31-Mar-2016	On track. Survey completed for Cleansing and actions incorporated into 2015/16 service plan. Protective Services carried out May 2015.
Improved emphasis of staff health and wellbeing at work where score is low.		31-Mar-2016	On track. A post has been created within the Corporate Health & Safety Unit to support the Council's Health & Wellbeing Risk Assessment programme.
Robust implementation of new staff induction form will emphasise benefits available to employees.		31-Mar-2016	On track. Project has commenced and being rolled out to all Services.
Monthly newsletter for manual workers within the Housing Maintenance Team being developed.		31-Mar-2015	Complete.
Staff to be asked to contribute towards team meeting agendas.		31-Mar-2016	On track. Project has commenced.
Team meeting agendas to have standing agenda item of "What's happening across the Council" (i.e. extract information from intranet).		31-Mar-2016	Complete.
Policy & Strategy Unit (PSU) to consider setting up Working Groups to address specific areas of concern.		31-Mar-2016	On track. Follow up survey work ongoing - Cleansing completed January 2015 and action plan added to Service Plan. Protective Services carried out May 2015.

Environment Department Financial Information					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Payment of invoices: Percentage invoices paid within agreed period (30 days) - Environment	74.3%	85.5%	86%		All Business Support Teams have reviewed their procedures and made changes to their processes where required. The HGIOS self evaluation



PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
					process has resulted in an improvement action being created to review the way the department processes invoices. A departmental working group will be set-up and will work closely with the Project Officer within Creditors.
Activity	Progress Bar		Due Date	End year Update	
<p>Provide an overview of revenue expenditure and capital expenditure, reporting by exception, on any budgetary or project over/underspends. In addition, there should be a brief statement on the overall budgetary position for the department.</p>			31-Mar-2015	<p><b>Environment Dept. Revenue Budget -</b> The probable outturn at Period 11 projected that the department would be in a small overspend situation at the end year of £9k. This was caused in the main by increased costs on storm damage and woodlands management being offset by increased income within Planning and Building Control and a small drawdown from the winter contingency. The year-end position was considerably more favourable than that reported at probable outturn, a £417k underspend. This movement is explained by improved income recovery in planning and internal charge income in the Roads Contracting Unit and Vehicles Services, alongside increased staff recharge income from Capital within the Roads service. There was also less spend than anticipated in Waste with slightly reduced tonnages, alongside other management controlled underspends to ensure a favourable year end position.</p> <p><b>Housing Revenue Account -</b> The most recent probable outturn at P11 forecast an under-spend of £107k within the HRA. There was a planned under-spend built into the HRA in 2014/15 of £87k to replenish the HRA reserve for redundancy costs incurred in 2013/14. Overspends in land selling costs and insurance costs have been mitigated by close management of the repairs budget. The year end was considerably more favourable than probable outturn with a £532k underspend. There was a large saving within Loans charges due to slippage in the Capital programme of £181k, the remainder of the favourable variance comes, in the main, from more favourable figures in repairs than projected at probable outturn.</p> <p><b>Other Housing –</b> The most recent probable outturn projected that there will be an under-spend of £155k. This is caused in the main by an unused carry-forward of funds relating to Private Sector Housing Grant work and higher than budgeted Private Sector Housing Grant being received. Actual expenditure was very close to the projected outturn position, worsening by only £4k from the probable outturn position.</p> <p><b>Property and Technical -</b> The most recent probable outturn projected an</p>	


Activity	Progress Bar	Due Date	End year Update
			<p>under-spend of £69k. Overspends in agency staff costs have been offset by under-spends within payroll which has helped the department absorb winter maintenance costs for Council buildings. A projected over recovery in fee income due to the volume of work undertaken in 2014/15 was more favourable at year end than projected at probable outturn resulting in a more favourable position than that reported at outturn, a £249k underspend.</p> <p><b>General Fund Capital Programme -</b> Revised cash-flow arrangements has resulted in the following project expenditure being transferred to future financial years: - Glasgow Southern Orbital (£72k) and Glasgow Road / Blackbyres Road Roundabout (£84k). Revised project timing has also resulted in the following project expenditure being transferred to future financial years: - Land &amp; Property Acquisitions – Regeneration (£140k) and Online Roads Costing System (£195k).</p> <p><b>Housing Capital Programme -</b> There is an anticipated shortfall of £43k which represents 1.1% of the resource available and is within manageable limits. Kitchen expenditure has increased by £50k due to the scope of the work being increased to include properties classed as long term voids.</p>




Environment Department Staffing Information					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Sickness absence per days per employee - Environment Department (Full Department)	12	9.74	9.8		07-May-2015 Target exceeded. The new Senior Business Support Assistant (Maximising Attendance) is in post and providing assistance to service managers. A quarterly report is now sent to the DMT for discussion giving details of employees on long term sickness absence and employees that have been off on a number of occasions over the last year. Following discussions with HR the Maximising Attendance forms were amended slightly in February 2015. We have also requested amendments to the suite of absence letters located within the Intranet. Once this has been completed the new departmental employee and manager guidance booklets will be distributed and the new procedures implemented.

## Section 2: Service Information




### Cleansing & Waste Management


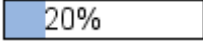
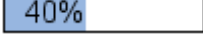


Outcome Delivery Plan					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
SENV03c: Street Cleanliness Score	94.5	94.4			Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 4th quartile with a rank of 26th compared with 2012/13 where we were in the 3rd quartile with a rank of 22nd. Despite this drop in quartile position our performance has improved by 0.3% in that period.
SENV06: % of total household waste that is recycled	56.3%	56.1%	55%		Target exceeded. Figures still to be verified by SEPA. This figure is calendar year 2014. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 1st quartile with a rank of 2nd. This is an improvement on the 2012/13 rank of 7th.

Departmental Plan Measures					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
We will provide clear timetables and details showing when your waste and recycling collections will happen.	Yes	Yes	Yes		Target met.


Activities			
Activity	Progress Bar	Due Date	End year Update
Consolidate changes to service delivery following implementation of recycling service for commercial waste and all households including flats to ensure continued compliance with the Waste (Scotland) Regulations 2012.		31-Mar-2015	Complete. All customers now have service.
Public perception of street cleanliness is improved through working with the community in litter surgeries; analysing and taking action on customer feedback as well as providing volunteer opportunities in cleansing.		31-Mar-2015	Complete. Over 1700 members of public been actively involved in helping with their community cleanups etc.
Continue managed weekly collections to maximise recycling and reduce the amount of waste going to landfill.		31-Mar-2015	Complete. Recycling rates are continuing to improve.

## Corporate Health & Safety Unit

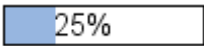
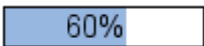
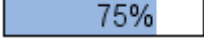


Department Plan Measures					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Total number of Audits undertaken by CHSU.	31	25	24		Target exceeded.
Total number of Inspections undertaken by CHSU	31	26	26		Target met.
Total Number of Fire Risk Assessments undertaken by CHSU	47	23	28		The fire risk assessment programme was adjusted down from 28 to 23 due to building changes to Athol Project, Athol Gardens, Crosshigh Road, Eastwood Park HQ2 and Barrhead Sports Centre.

Activities			
Activity	Progress Bar	Due Date	End year Update
Develop Management of Contractors guidance in consultation with key stakeholders to include vetting, validating and monitoring of contractors.		28-Feb-2015	Target date not met. This guidance is currently out to Council consultation.
Project: Undertake Risk Assessment Review (phase 2: To commence departmental working groups to review and update risk assessments.)		31-Mar-2015	Target date not met. End year meetings being arranged with Department management teams to develop improved arrangements for managing health and safety.
Review and update Violence to Staff and Lone Working Arrangements		31-Mar-2015	Target date not met owing to resource pressures. Activity carried into 2015-2016.
The Corporate Health and Safety Unit will deliver specific health and safety training to suit the needs and demands of council staff.		31-Mar-2015	Complete. 18 planned training courses were delivered with 10 cancelled due to insufficient attendee numbers. 21 additional training courses were delivered as per customer requirements. A total of 394 staff attended health & safety training in 2014/15.
The Corporate Health and Safety Unit will manage the council safety management system which includes policies, guidance, projects, training, risk assessments, audits, inspections and site visits.		31-Mar-2015	Complete.

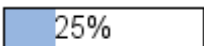
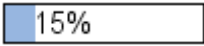

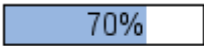
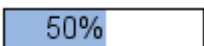
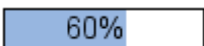
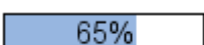
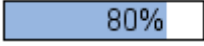

## Economic Development & Regeneration



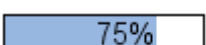

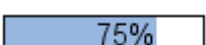
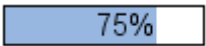

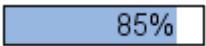

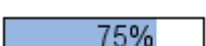
Outcome Delivery Plan					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Number of businesses which have grown through targeted business support.	61	43	20		Target exceeded. Supported through a variety of support schemes including business growth and employment. A total of 65 financial interventions to 43 businesses.

PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Number of individuals entering employment, training or education as a result of training and employability services.	346	316	260	✓	Target exceeded. In 2014-15 we achieved 316 positive outcomes, including jobs (262), Further and Higher Education (9), Modern Apprenticeships (20), Employability Fund (15) and Training (10).
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.	27	29	25	✓	Target exceeded. General growth in this sector has impacted locally. Work ongoing with Voluntary Action to assist growth in this sector.
DECREASE - Number of claimants in receipt of out of work benefits per 10,000 of the working age population	789	726	825	✓	Target exceeded. Number claiming out of work benefits: 4080. Population base: 56225
INCREASE - The percentage of working age population in employment	74.2%	75.1%	75%	✓	Target met. Latest data (October 13 to September 14) suggests 42,200 in employment in East Renfrewshire.  Rank 11th of 32, 2nd quartile among Scottish Local Authorities
Number of 16 - 24 year olds on the job seekers claimant count	255	185	375	✓	Target exceeded. February 2015 data. Although there has been a steady improvement and a more than 50% reduction from 410 on the job seekers claimant count in 2012/13 this should be treated with caution due to both the small percentage of the population base included in this data and the way in which this indicator is calculated by excluding anyone who is "sanctioned" (i.e. those who do not meet or comply with the requirements for the claiming or drawing down of out of work benefits).


Activities			
Activity	Progress Bar	Due Date	End year Update
Implementation of the City Deal incorporating labour market, infrastructure and business innovation strands.		31-Mar-2017	On track. Programme agreed by Council August 2014; business case submitted to City Deal Project Management Office; Central Clyde Valley Infrastructure Fund governance being established; Capital funding identified in 2015/16 and work now commencing on projects.
Barrhead Town Centre: Complete Asda planning gain projects including town centre resilience, promote town centre development sites and acquire sites at Cross Artherlie Street to assemble for mixed development marketing.		31-Mar-2016	On track. Town centre resilience funded on street car parking now complete and public realm works being prepared for tender. Designs continuing for Carlibar park improvements. Cross Arthurlie Street site being acquired during 2015.
Barrhead North: Gain approval for masterplan. Market former Nestle site and identify partners. Facilitate development at Shanks site, co-operate on site investigations and clearance and develop a Strategy for Transport improvements.		31-Mar-2017	On track. Masterplan Supplementary Planning Guidance adopted June 2015.
Barrhead South: Gain approval for masterplan and market first phase of development.		31-Mar-2015	Complete. Masterplan Supplementary Planning Guidance adopted June 2015.
Maidenhill/Malletsheugh: Gain approval for masterplan.		31-Mar-2015	Complete. Masterplan Supplementary Planning Guidance adopted June 2015.







Activity	Progress Bar	Due Date	End year Update
Barrhead Business Improvement District (BID): Take BID proposal to ballot and, if approved, assist in the management during the first year of a new Barrhead BID.		31-Mar-2016	On track. Consultant appointed by ER BID Company and property database done. Steering Group set up and business plan being developed.
Pan Renfrewshire Rural Business (BID): Take proposal to ballot and, if approved, assist in co-management of new BID in first year of operation.		31-Mar-2017	Delayed. Currently behind schedule owing to inter authority work. Consultant appointed but Inverclyde are withdrawing, meaning that there has been some delay in re-scoping the BID.
Incorporate Neilston Going Places Charrette recommendations into Scottish Planning Guidance in the new Local Development Plan and East Renfrewshire Council's Strategic Housing Investment Plan while continuing to deliver priority projects including Kingston Park improvements.		31-Mar-2017	On track. Varied Progress. Neilston Charter and Infill Strategy now incorporated into Supplementary Planning Guidance. With staff reductions in Economic Development, the current level of support for project work in Neilston can no longer be sustained and is under review.
Implementation of 'A Place to Grow' which aims to support local businesses during difficult economic times, attract new businesses, investment and visitors to the area, and ensure residents are proud of their area.		31-Mar-2016	On track. A Place to Grow (PTG) continues to be implemented as East Renfrewshire's Economic Development Strategy. The PTG website is fully functional and acts as a single point of contact and information for investors, businesses and people looking for work in the area. This is supported by a social media campaign and a mobile friendly website specifically aimed at supporting job seekers.
Provide targeted business support, advice and grants in collaboration with Business Gateway. Detailed work includes networking events, ongoing liaison with the Chamber of Commerce and business forums.		31-Mar-2016	On track. Between April 2014 and March 2015 the service responded to 591 business enquiries on a wide range of support and assisted a further 179 businesses to start through our Business Gateway service. 43 businesses have been supported financially. In collaboration with the Chamber of Commerce, 8 networking events and a business awards dinner delivered.
Deliver strategic development opportunities including the development of modern business facilities that enables business start up and business growth including the development of the Glasgow Road Corridor and M7 corridor.		31-Mar-2016	On track. Programme is running well and we will begin marketing the former Nestle site May / June 2015. Regeneration Capital Grant Fund and City Deal funding secured to support development of Glasgow Road. Strong interest being shown in the various other plots at Crossmill Business Park.
Undertake physical regeneration projects in town centres and communities including Barrhead Regeneration and delivery of Neilston Charter plus Clarkston, Barrhead, Rural and Giffnock Business Improvement Districts and monitor the impact of these improvements.		31-Mar-2017	On track. Clarkston renewed for another 5 years in June 2015, developing Rural and Barrhead BIDS, new Town Centre Partnership and masterplan at Newton Mearns. Neilston Infill Strategy now produced. Asda open and Barrhead Foundry completed.
Delivery of Skills Development Scotland's Employability Fund and Modern Apprenticeship Programme through WorkER.		31-Mar-2016	On track. Long term activity. We will ensure community benefits are included on all these major developments to ensure employment and supply chain opportunities are maximised. A revised Community Benefits and Sustainable Procurement Policy was approved by Cabinet in October 2014, this is now being communicated to ERC's suppliers and developers in the area.
Delivery of European Social Fund Priority 5 to increase engagement with individuals and the numbers entering employment, training,		31-Mar-2015	Complete. Programme now assisting 579 individuals (target 534) progress to 196 positive outcomes (target 161).


Activity	Progress Bar	Due Date	End year Update
education and volunteering.			
Delivery of Skills Development Scotland's Employability Fund through WorkER.		31-Mar-2015	Complete for 2014-15.
Creation of an innovative community learning centre, the Barrhead Hub, in order to improve education, employability and entrepreneurship.		31-Mar-2015	Complete. Barrhead Foundry now open.
Provide targeted support and training opportunities for young people including implementing earlier interventions to reduce youth unemployment.		31-Mar-2016	On track. Activity is ongoing and going forward will require greater emphasis as we implement the Scottish Government's response to the Wood Commission Report, Developing Scotland's Young Workforce.
Implementation of Graduate Internship Programme.		31-Mar-2015	Complete. Graduate programme well known in Council and wider community. 2014/15 has seen an increase in enquiries. Businesses and Council departments requesting interns. 97% success rate in terms of interns going on to positive outcomes.
Promotion of Social Enterprise models and volunteering targeted at increasing employability.		31-Mar-2016	On track. Continue to deliver good progress with YES Academy established, NDT and VAER delivering volunteering and social enterprise development.
Implementation of the 'family firm pilot' which will give 'looked after young people' access to training, employment, mentoring and job taster opportunities tailored to their individual needs.		31-Mar-2015	Target date not met. Progress has been made with 22 participants, many of whom are on paid placements and several moved on to full time employment. Personal Development programme steering group identified. Progress with mentoring scheme delayed due to restructure of services and staff.
Employment Strategy- Family Firm pilot developed		31-Mar-2015	Complete. Project developed as intended, it is subject to ongoing review and development going forward.
Employability Strategy- Refresh Strategy and identify new resources to augment programme.		30-Sep-2014	Target date not met. Strategy almost complete, targets and indicators being finalised for inclusion.
M77 Sites - Masterplanning of the Strategic Development Opportunities to be completed by March 2014, including production of development frameworks and supporting studies, development contributions policies, Council consultations, developer liaison, SPG consultations and emerging infrastructure projects.		31-Mar-2015	Complete. Masterplan Supplementary Planning Guidance adopted June 2015.
Barrhead Regeneration - Maximising outcomes of supermarket planning gain and town centre resilience fund in the town centre during 2013/14. Commencement of Hub by end 2013. Marketing sites within the Glasgow Road Corridor by end of 2013 and continuing to promote and facilitate the residential redevelopment of Shanks ongoing from 2013/14. Set up a Barrhead BID with preliminary work taking place during 2013/14.		31-Mar-2015	Target date not met. Town Centre Resilience Fund and planning gain being invested in town. Foundry now complete and open. Marketing former Nestle within Glasgow Corridor May/June 2015. Shanks redevelopment plans ongoing. Funding bid submitted to Scottish Government Regeneration Capital Grant Fund for Lavern Works, Glasgow Road successful and projects being implemented 2015/16.

## Energy Efficiency & Carbon Reduction


Activities			
Activity	Progress Bar	Due Date	End year Update
Deliver outcomes and activities within the Environmental Sustainability Action Plan to comply with legislative requirements.		31-Mar-2015	Complete. Environmental sustainability projects have continued but work this year has focused mainly on developing the new Environmental Sustainability Strategy and Action Plan which were approved by Cabinet on 19th February 2015.

## Housing Services


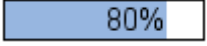
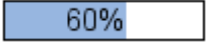
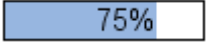
Outcome Delivery Plan					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).	35	33	30		Target exceeded. 8 units (Apr- Sept '14. A further 25 units (Oct-Mar '15). Includes: 4 Rent Off the Shelf Purchases --ERC (3) and Barrhead HA (1); 4 Mortgage to Rent - ERC(1) and BHA (4); 3 Open Market Shared Equity; and 14 long term empty ERC properties brought back into use in Barrhead after major improvements (Waukmill Avenue and Newton Avenue).
SHSN02: Percentage of rent due lost through properties being empty during the last year.	1.3%	0.8%	1.2%		Target exceeded. Improved joint working to undertake repairs, new allocation processes and estate improvements undertaken through the mixed tenure scheme have led to a significant improvement in this indicator. The improvement in this indicator has delivered a 40% reduction and savings of approximately £50,000. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 2nd quartile with a rank of 15th compared to the 3rd quartile and a rank of 20th for 2012/13.
SHSN03: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	92.9%	97%	100%		Target met. The SHQS programme for Council dwellings has been achieved, with no Council dwellings failing SHQS on completion of the programme. The remaining 3% are works that cannot be undertaken as the tenant or mixed tenure owner has not consented to the works, for example door entry systems. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 1st quartile with a rank of 4th. This is an improvement on 2012/13 where we were in the 2nd quartile with a rank of 9th.
HSN04b: Average time taken to	8.48	7	8		The response repairs service is


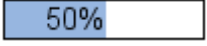


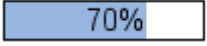

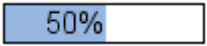
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
complete non-emergency repairs					improving consistently from an average of 9 days for non emergency repairs to 7 days in 2014/15. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 2nd quartile with a rank of 9th.
SHSN05: Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year	100%	99.9%	100%		Target met. The SHQS programme for Council dwellings has been achieved, with no Council dwellings failing SHQS on completion of the programme. 4 tenants have refused to have a gas supply installed and these properties are classed as exemptions to the SHQS. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 1st quartile with a rank of joint 1st. This is an improvement on 2012/13 where we were in the 1st quartile with a rank of 6th.

### Department Plan Measures




PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
We will ensure all homeless applicants in need of immediate accommodation who contact us are seen by a trained officer the same working day. All other homeless applicants will be seen within 2 working days except where applicants request a specific date beyond this timescale.	Yes	Yes	Yes		Target met. Procedures are in place to ensure this service standard is monitored and adhered to.

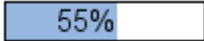

### Activities

Activity	Progress Bar	Due Date	End year Update
Deliver a programme of planned maintenance and improvements for all Council houses in the area to ensure they meet the Scottish Housing Quality Standard (SHQS) by 2015.		31-Mar-2015	Complete. The SHQS programme for Council dwellings has been achieved, with no Council dwellings failing SHQS on completion of the programme.
Complete the survey work and option appraisal of non residential but housing related assets, presently held on the Council's Housing Revenue Account.		31-Mar-2015	Target date not met. Housing Services are in discussions with the likely recipients of the assets.
Consider a range of options to make best use of the council housing stock to fulfil local needs, taking into account welfare reform issues.		31-Mar-2015	Target date not met. Housing Services has employed a dedicated resource to review the options available for tenants affected by the welfare reform changes and ensure all alternative housing options are investigated. This work has been extended to September 2015 to prepare for future introduction of universal credit.
Develop a housing options approach within Housing Services.		31-Mar-2015	Target date not met. Project plan underway. Staff working group in place. Standard leaflets and website changes confirmed. Staff training process




Activity	Progress Bar	Due Date	End year Update
			underway.
Review mechanisms to provide out of hours accommodation for homeless households to reduce the need for Bed & Breakfast accommodation.		31-Mar-2015	Complete. Action plan developed and agreed by Cabinet.
Utilise the "off the shelf project" to provide additional affordable housing.		31-Mar-2016	On track. A total of 3 properties have been purchased through the "off the shelf" project with verbal acceptance to purchase a further 2 properties. A further property was purchased through the Mortgage to Rent scheme.
Implement the re-brand of Housing Services and improve ways in which the Service communicates with customers.		31-Mar-2016	Complete. Rebrand complete with the assistance of the Communications team. This includes new uniforms for tradesmen, and new look leaflets and banners.
Implement new approaches to participation and involvement in the Customer Engagement Strategy.		30-Sep-2014	Complete. New approaches underway. First tenant assembly and RTO and code of conduct issued to TRA's.
Implement the Housing Digital Improvement Plan to improve the methods for communicating with customers.		31-Mar-2017	On track. Asset management system installed and apex mobile solution in place.
Implement the findings of the Public Service Excellence Review to ensure and efficient and customer focused Housing Repairs Service.		31-Mar-2015	Target date not met. The final part of the Public Service Network (PSN) project is underway with the implementation of mobile working for the Housing Maintenance Team due for completion in 2015
Develop a customer focused factoring service for owners in mixed tenure council properties to ensure all properties can be maintained to an acceptable standard.		31-Mar-2016	On track. Phase 1 now complete. All factoring responsibilities have been confirmed and over 700 owners are now factored by East Renfrewshire Council at a charge of £90 plus vat per year. Non factored owners will only be provided a service in emergency situations where there is a a risk of damage to a Council property. A call out fee of £30 per owner per repair will be charged.

## Parks

Department Plan Measures					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
We will record and respond to your Council hall/facility booking enquiries within 3 working days (Env).	Yes	Yes	Yes		Target met.
Number of residents who receive support through garden assistance or Mr Diggitt which enables support for them to stay in their property longer.	917	644			As at 1st April 2015.
Number of visitors to the Pavilion at Rouken Glen Park (Note - this is the numbers that pass through the pavilion rather than unique visitors).	21,922	122,874			Figures from 1st April 2014 to 31st March 2015.

Activities			
Activity	Progress Bar	Due Date	End year Update
Complete refurbishment to Rouken Glen Park by March 2016. Work will include refurbishment of the pavilion, improvements to the boating pond, rebuilding lost sections of the Glen Path and improvements to the children's play park and refurbishment of the walled garden as part of the Heritage Lottery Funded Project.		31-Mar-2016	On track. Play area is now complete - June 2014. Glen Path - work commenced January 2015 - still ongoing. Walled Garden - Work commenced May 2015.
Support vulnerable residents to stay in their home longer by providing garden assistance services.		31-Mar-2015	Complete. All hedges on Garden Assistance and Mr Diggit were completed by December 2014.

## Planning & Building Standards

Outcome Delivery Plan					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
The length of paths newly created or managed (km).	9.2	5.3	2		Target exceeded. The Roads Service has created new footways at Malletsheugh, Newton Mearns, Kingston Road, Neilston and McDiarmid Park. Resurfacing works were undertaken within Carlibar Park, Barrhead. The Parks Service has maintained 5 Km of paths within Dams to Darnley Country Park.
Number of organised events (including guided walks, health walks and volunteer sessions) which encourage residents to participate in activities which promote health and wellbeing within the Dams to Darnley Country Park and Whitelee Access Project.	216	183	215		Target not met. 183 events have taken place in 2014/15 which promote health and wellbeing. This includes a range of activities which are set out in the Events Guides produced for each project, together with other adhoc events and work with groups organised throughout the year. A regular and popular event continues to be the Strollers Striders at Whitelee which is run on a weekly basis.
Number of hectares of greenspace in East Renfrewshire improved/created.	2.75	0.5	0.6		Target not met. The final 0.5ha of greenspace enhancement work was undertaken at the Barrhead Waterworks site. This was followed by a launch of the site in June 2014 and subsequent claim of £100k Grow Wild Funding. A new skate park facility was constructed at Cowan Park, Barrhead and received £75k WREN (Waste Recycling Environmental Limited) funding. This opened to the public in August and has proved highly popular. There has been ongoing habitat management works undertaken within Dams to Darnley and Whitelee and in addition Barrhead Waterworks was maintained in conjunction with various community groups and Barrhead High School.

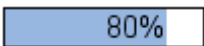
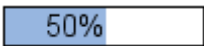
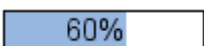




PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
					2014/15 has been spent developing a range of greenspace enhancement projects which will begin implementation next year.
Percentage of planning applications received online.	42.7%	45%	45%	✔	Target met. A total of 809 planning applications were received of which 366 were received online.
Percentage of all building warrants received online.	N/A	22.5%	10%	✔	Target exceeded. A total of 1,051 building warrant applications were received of which 236 were received online.
Percentage of first reports for Building Warrants issued within 20 working days.	N/A	94.6%	90%	✔	Target exceeded. 971 Building Warrants were issued within this period of which 919 were responded to within 20 working days.
The average time (weeks) to deal with major and local planning applications determined during the year : Local developments - Average time (weeks) to deal with applications	7.2	7	8.4	✔	Target exceeded.

### Department Plan Measures




PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Percentage of online payments received for planning applications.	16.6%	17%	14%	✔	Target exceeded. A total of 809 planning applications were received of which 134 payments were received via the online connector payment.
Percentage of online payments received by Building Standards.	N/A	10%	10%	✔	Target met. A total of 1,051 building warrant applications were received of which 103 payments were received via the online connector payment.
All planning applications will be available on the Council's website within 2 working days of receipt and the weekly list of applications will be available on the website at the end of each working week.	Yes	Yes	Yes	✔	Target met. 100% of planning applications received are on the Council's website within 2 days of receipt. The weekly list of applications were available on the website at the end of each working week.



### Activities

Activity	Progress Bar	Due Date	End year Update
Support the delivery of development of the area while offsetting any environmental or social impacts by securing appropriate community benefits through the Council's Supplementary Planning Guidance on Development Contributions.		31-Mar-2017	On track. Negotiations in relation to development contributions are ongoing and £1,068,231 was received between 1st April and 31st March 2015. The Development Contributions Planning Guidance has now been submitted to Scottish Ministers for adoption.
Work with the Planning and Building Standards Community and Developer Forums to provide relevant information and training on emerging issues.		31-Mar-2017	On Track. The Planning Community Forum and the Building Standards Agents Forum have both been held during 2014/15.
Organise events within Dams to Darnley Country Park and Whitelee Access Project which encourage residents to participate in activities which promote health and		31-Mar-2017	183 events have taken place within Dams to Darnley Country Park and Whitelee Access Project in 2014/15. The Countryside Rangers have worked with





Activity	Progress Bar	Due Date	End year Update
wellbeing.			schools, nursery groups, volunteers, GP referrals and members of the public to deliver a programme of events aimed at improving health and wellbeing and environmental education.
Produce and maintain an up to date Local Development Plan in order to guide investment and promote sustainable development.		31-Dec-2015	Complete. The Local Development Plan and associated Supplementary Planning Guidance has now been adopted.
Quality of Service Provision- Produce a finalised householder design guidance		31-Mar-2015	Complete. The Design Guide was adopted in June 2015.









## Protective Services




Outcome Delivery Plan					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Percentage of Diligence Testing (Previously known as Integrity testing) carried out at all appropriate retail tobacco sellers in East Renfrewshire (excluding those who also sell alcohol as they have been tested in the last 2 years).	100%	100%	100%		Target met. Every retail seller of alcohol and tobacco test purchased in 2014/15 (full report available). Significant reduction in sales of alcohol and tobacco to our diligence test purchasers. These products are not readily available to our under 18's direct from our retail premises. Strong links to SALUS report showing reduced alcohol related youth incidents in ERC.
SCORP05: (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	0.78	0.48	1		Target exceeded. Community Wardens dealt with 304 complaints with a total response time of 5525 minutes. Environmental Health dealt with 6 complaints with a total response time of 185 minutes.. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 2nd quartile with a rank of 9th compared to 2012/13 where we were in the 1st quartile with a rank of 6th.
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.36	0.33	1		Target exceeded.

Department Plan Measures					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Number of vehicles failing to meet the vehicle emission limits.	N/A	3			Of 40 vehicles tested 3 failed, equating to a 7.5% failure rate.
The number of complaints of domestic noise received during the year requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour etc (Scotland)	494	452			431 dealt with by Community Wardens, 21 dealt with by Environmental Health.









PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
The number of complaints of domestic noise received & settled without the need for attendance on site	214	187			182 dealt with by Community Wardens, 5 dealt with by Environmental Health.
% of premises in the '12 months' category that were inspected on time	100%	100%	100%		Target met.
21aiii) % of trading standards consumer complaints that were dealt with in 14 days	78.5%	84.4%	79%		Target exceeded. The number of complaints fell but the redress to value increased as did the % resolved within 14 days.
21bi) % of trading standards business advice requests that were dealt with in 14 days	100%	100%	100%		Target met.


Activities			
Activity	Progress Bar	Due Date	End year Update
Provide support and advice to businesses on food safety practices.		31-Mar-2015	Complete. Advice is provided to businesses at time of inspection. 116 premises were due for inspection in 2014/15. 100% have been inspected.
Diligence Testing will involve test purchasing via an 18 year old volunteer and an evaluation of systems to prevent illegal sales of tobacco to under 18's. Premises failing to demonstrate adequate diligence will be formally test purchased via a volunteer under 18. Premises subject of complaints about under age sales may also be selected for formal test purchasing. Assistance with any alcohol test purchasing will be provided where practical.		31-Mar-2015	Complete. Diligence testing completed in December 2014. Premises "failed" are subject to formal test purchases.
Support local residents in offering advice and support regarding consumer protection issues.		31-Mar-2015	Complete.
Work with partners e.g. banks and police to prevent cold calling activity in the area. Falling victim to scams can have a lasting impact in terms of residents not feeling safe to live in their own homes.		31-Mar-2015	Complete. Prevention team formed. Strong links developed.
Air quality will be tested at 24 locations throughout East Renfrewshire on a monthly basis. If an area does not meet the set standards then it will need to be declared as an Air Quality Management Site and a plan put in place to improve it. The suitability of the 23 locations will be reviewed as part of this process.		31-Mar-2015	Complete. 24 locations were monitored up to October 2014 and 23 were within the required standards, however this activity will be discontinued from 2015/16 onwards.
Collaborate with Renfrewshire Council to develop and promote the Trusted Trader's scheme.		31-Mar-2015	Complete. Trusted Traders scheme now in place.
Work with partners to provide call blockers for our most vulnerable residents.		31-Mar-2015	Complete. System in place that vulnerable residents can be identified and offered free call blockers. All identified residents in 14/15 have had call blockers installed.
Undertake inspections of all petroleum suppliers to enable licences to be granted and renewed.		31-Oct-2014	Complete.



Activity	Progress Bar	Due Date	End year Update
Maintain the accuracy of our weighbridges which will ensure that our recycling targets are met and that our roads are safer as weight limits of vehicles are not exceeded.		31-Aug-2014	Complete.
Utilise Memex software to its full capacity which will provide more intelligence to inform the work of the Trading Standards service.		31-Mar-2015	Complete. 2 Officers fully trained and regularly input data on memex. All Consumer complaints are entered on this system.
Implementation of an "early years" project combining resources from Environmental Health and Trading Standards incorporating Food standards, nutrition, housing conditions, Child safety matters, value for money advice on purchase of goods & services with the intention of improving standards in line with SOA 1.		31-Mar-2015	Complete. Prevention Team appointed with a number of workstreams evolving.

## Property & Technical Services





Outcome Delivery Plan					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Total building maintenance requirement (backlog) per square metre of Gross Internal Area.	£80.89	£76.90	£81.00		Target exceeded.
SCORPAM01: Proportion of operational buildings that are suitable for their current use %	79.5%	77.9%	80%		Target not met. A re-evaluation of school surveys resulted in a drop in grading for Carolside and Crookfur Primary Schools and removal of Barrhead Social work Offices, Auchenback Community Centre and Arthurlie Parks Depot through property rationalisation. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 3rd quartile with a rank of 24th compared to a rank of 23rd in 2012/13.
SCORPAM02: Proportion of internal floor area of operational buildings in satisfactory condition %	79.7%	79.9%	79%		Target exceeded. A slight improvement in overall condition through property rationalisation and capital works.



Department Plan Measures					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
8a) Gross internal floor area of operations buildings in metres squared	233,902	233,795			Amended to reflect changes to property portfolio.
8a) Gross internal floor area of operations buildings that is in satisfactory condition in metres squared	186,332	186,748			Amended to reflect changes to property portfolio and condition upgrades.
9b) Total number of operational building	122	118			Figures reduced with combination of Robslee and OLM, sale of Barrhead social

PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
					work Office, Arthurlie Parks Depot and closure of Auchenback Community Centre.
9b) Total number of operational building that are suitable for their current use	97	92			






Activities			
Activity	Progress Bar	Due Date	End year Update
Ensure quality maintenance and design for the refurbishment of existing and new buildings to allow continued service delivery from Council buildings.		31-Mar-2016	Complete. Maintenance Team and Technical Services coordinate on projects to ensure that client schemes and capital funded projects are delivered to enhance service provision and meet the needs of building users.
Provide a comprehensive estates valuation service for the purpose of negotiating disposals, leases and acquisitions of Council and non-Council properties.		31-Mar-2016	Complete. Involved in ensuring all land and property transactions are negotiated and completed to derive best value for the Council.

## Roads & Transportation



Outcome Delivery Plan					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Increase in cycling, measured by the number of cyclists passing through programme count sites over the count period. 2014/15 will be baseline data collection		3,795			In September 2014 a baseline was collected with 3,795 cyclists passing through the programme count sites over the count period. This exercise will be repeated in September 2015.
22v) The percentage of the road network that should be considered for maintenance treatment.	43.5%	39.1%	44.7%		Target exceeded. 39.1% of overall road network should be considered for maintenance treatment. Benchmarking information: 2014/15 we were in the 3rd quartile ranked 20 <sup>th</sup> compared to 2013/14 where we were in the 4th quartile with a rank of 27th.
SENV04b: % of Class A roads that should be considered for maintenance treatment 10-12	21.6%	23.9%	23.3%		Target not met, however the proportion of road length categorised as red (i.e. requiring maintenance operations) has reduced. The increase in the PI score relates to an increase in the road length categorised as amber (i.e. requiring further investigation / monitoring). Benchmarking information: 2014/15 we were in the 2nd quartile ranked 12 <sup>th</sup> compared to 2013/14 where we were in the 1st quartile with a rank of 8th.
SENV04c: % of Class B roads that should be considered for maintenance treatment 10-12	28%	32.9%	27.8%		Target not met, however it is difficult to directly compare year on year results as only 50% of B class road length surveyed each year in a single direction. Benchmarking information: 2014/15 we

PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
					were in the 2nd quartile ranked 16 <sup>th</sup> compared to 2013/14 where we were in the 2nd quartile with a rank of 12th.
SENV04d: % of Class C roads that should be considered for maintenance treatment 10-12	36.7%	36.2%	36.6%		Target exceeded, however it is difficult to directly compare year on year results as only 50% of C class road length surveyed each year in one direction. It takes four years to cover all C Class roads albeit PI is based on an average of previous two years. Benchmarking information: 2014/15 we were in the 2nd quartile ranked 15 <sup>th</sup> compared to 2013/14 where we were in the 2nd quartile with a rank of 16th.
SENV04e: % of unclassified roads that should be considered for maintenance treatment	50.3%	42.5%			42.5% of unclassified roads should be considered for maintenance treatment. This is a significant improvement on 2013/14 performance. However it should be remembered that this result is based on the previous 4 years surveys with each year being a 10% sample of the unclassified road length. Benchmarking information: 2014/15 we were in the 3rd quartile ranked 22 <sup>nd</sup> compared to 2013/14 where we were in the 4th quartile with a rank of 26th.


## Department Plan Measures


PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Percentage of schools completing on road cycle training.	53%	100%	75%		Target exceeded. In the 2014/15 programme 100% of primary schools undertook cycle training on-road (23 schools in total).
Number of days from report of road defect to repair completion.	9.9	7	8		Target exceeded. There were 2943 instructions completed in the first half of 2014/15 at an average of 7.9 days per instruction and 8,229 instructions completed in the second half of 2014/15 at an average of 6.7 days per instruction. The total number of instructions for the year 2014/15 was 11,172 with an average of 7.0 days per instruction. The total number of repair requests has increased significantly from last year.
Number of infrastructure improvements, including new shelters, raised kerbs or real time information display to bus stops.	38	51	40		Target exceeded. 51 bus stops were improved by December 2014.
DECREASE - Number of people killed or seriously injured (KSI) in road accidents.	12	15	22		Latest available data (reported in 2013/14) shows that 15 people were killed or seriously injured in 2013.
We will assess all your roads and footway resurfacing requests as part of prioritising our roads repairs programme.	Yes	Yes	Yes		Target met. The assessment of the roads and footways resurfacing requests was an integral stage of the preparation of the 2014/15 Roads Revenue Works Programme. All noted locations have been assessed on the basis of 1) Condition 2) Location/Usage 3) Cost to Council to maintain 4) Number of


PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
					complaints 5) Geographical spread. This information is used to prioritise schemes for inclusion in the resurfacing programme.

Activities			
Activity	Progress Bar	Due Date	End year Update
Monitor the operation of decriminalised parking.		31-Mar-2015	Complete for 2014/15. The formal consultation for Barrhead is complete and objections are currently being dealt with. The formal consultation for Giffnock is currently underway, awaiting Police approval. Informal consultation has been carried out with Thornliebank and Netherlee.
Implement a programme of walking and cycling infrastructure works to encourage sustainable travel.		31-Mar-2015	Complete. A new pedestrian crossing accompanied by improved parking provision and widened cycle lanes was completed on Ayr Road in February 2015. A new path link was completed through McDiarmid Park in Barrhead accompanied by installation of cycle signage for the route between Neilston and Paisley. Detailed design complete for Newton Mearns Cycle Network and Draft of Active Travel Plan complete.

## Vehicle Management & Maintenance

Outcome Delivery Plan					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
INCREASE - Percentage of Council large goods vehicles that meet Euro V standards or above.	75%	86%	80%		Target exceeded.

Department Plan Measures					
PI Description	2013/14	2014/15	2014/15	Status	End Year Update
	Value	Value	Target		
Percentage of first time MOT passes. (APSE Indicator)	100%	96%	100%		Target not met. One vehicle failed.

Activities			
Activity	Progress Bar	Due Date	End year Update
Maintaining the Council's vehicle fleet to ensure that they are cost efficient and can support service delivery, for example whether it be dropping children at school or making refuse collections.		31-Mar-2015	Complete. Vehicle fleet is supporting service delivery.

## Section 3: Indicators with no new data available at end year 2014-15

### Environment Department

Employee Survey Results
My workload is manageable and I can cope with the demands of the job
I think that the management team in my area lead and manage change effectively
I have a clear understanding of the Council's objectives
I know my job contributes to the Council's objectives
I would recommend the Council as a good place to work

Staffing Information
Percentage of Environment Department employees with a current PRD

### Cleansing & Waste Management

Outcome Delivery Plan
Missed collections per 100,000 collections
Net cost of waste collection per premise
Net waste disposal cost per premises
Cost of street cleaning per 1,000 population
Street Cleanliness Index

Department Plan Measures
% of adults satisfied with refuse collection
% of adults satisfied with street cleaning

### Economic Development & Regeneration

Outcome Delivery Plan
Number of tourist visits to East Renfrewshire (which includes day visitors)
Number of unemployed people that have participated in Council funded or Operated Employability Activities
Number of new business births per 10,000 resident (16+) population
Percentage of the businesses that survive for at least three years

## Energy Efficiency & Carbon Reduction

Outcome Delivery Plan
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year)
Percentage reduction in business mileage by Council employees (annual reduction compared to previous year)

## Parks

Outcome Delivery Plan
Cost of Parks and Open Spaces per 1,000 population

Department Plan Measures
% of adults satisfied with parks and open spaces

## Protective Services

Outcome Delivery Plan
Cost of trading standards per 1,000 population
Cost of environmental health per 1,000 population

## Property & Technical Services

Department Plan Measures
Percentage planned maintenance against total maintenance spend to reflect efficiency of programmed maintenance works

## Roads & Transportation

Outcome Delivery Plan
Road Cost per kilometre
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling

## Vehicle Management & Maintenance

<b>Department Plan Measures</b>
Average annual maintenance cost per vehicle – 3 axle refuse collection vehicle
Number of weighted vehicle (units) maintained per fitter per annum