Agenda Item	**18**
Report No	**EDI/54/18**

HIGHLAND COUNCIL

Committee: Environment, Development and Infrastructure Committee

Date: 16 August 2018

Report Title: Community Services Performance Report – 1 April 2018 to 30 June 2018

Report By: Director of Community Services

1. Purpose/Executive Summary

1.1 This report provides information on how Community Services performed in relation to performance indicators for the period 1 April 2018 to 30 June 2018.

2. Recommendations

2.1 Members are invited to scrutinise the information provided on performance for the period 1 April 2018 to 30 June 2018.

3 Complaints

3.1 This indicator provides information on the percentage of 1st and 2nd stage complaints, including those related to equalities issues responded to in full in the last year. We are also required to report on the percentage of complaints upheld.

3.2 Complaints are recorded though the Council's corporate complaints system (netcall).

3.3 **Table 1**

		2018/19	2017/18				2016/17			
	Target	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
Stage 1 (5 days)	70%		48.6	42.0	42.0	40.6	44.5	31.3	25.3	45.7
Stage 2 (20 days)	70%		75	68.8	62.5	77.3	81.3	55.6	38.9	100

Quarter 1 figures are not available at the time of writing this report.

3.4 Progress has been made with the reporting facility and reports are now produced weekly by type of contact and who it has been allocated to. This is giving much better visibility and performance within the Service is being better managed.

4 Waste Management

4.1 **Table 2**

		2018/19	**2017/18**				**2016/17**			
	Target	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Household Waste – Collected (Tonnes)	36500	35,797	27439	28832	34993	36778	30184	29392	37076	36112
Household Waste – Composted %	15%	14.2	5.5	10.1	13.7	15.6	6.3	9.4	17.2	15.0
Household Waste – Recycled %	35%	30.4	31.2	29.2	31.6	32.6	33.6	31.9	31.5	32.4
Total Composted and Recycled %	**50%**	**44.7**	**36.6**	**39.3**	**45.3**	**48.2**	**39.9**	**41.3**	**48.7**	**47.4**

4.2 The tonnage of household waste collected in Q1 has seen a 2.6% reduction compared to the same period last year. Waste to landfill was 3% more than in the April-June 2017 period, and recycling tonnage is around 1,750 tonnes less (10% down). The main reasons for the reduction are less garden waste and rubble being collected, due to the introduction of the garden waste collection charge and better controls at Inverness Recycling Centre preventing commercial rubble entering the site.

4.3 Comparing the last 12 months with the previous year, the amount of household waste sent to landfill has remained largely the same at around 72ktonnes. The tonnage recycled is nearly 6,800t (-11.3%) less than last year and the total household waste arisings is 4.8% less than 12 months previously.

5 Environmental Health

5.1 Environmental Health measures are being reviewed to provide meaningful information to Members on high risk/high profile issues, and will be more aligned with data being collected for APSE returns.

6 Grounds Maintenance and Public Convenience Cleaning

6.1 A new inspection system for Grounds Maintenance and Public Conveniences has been developed to take advantage of mobile technology now available to the Council. Officers have been using this technology since March 2018, and have been using the period since then to test the system.

6.2 This new inspection system aims to assess the quality of Grounds Maintenance and Public Conveniences service from a customers' perspective and measures this against new specifications that are being developed for these services, as approved at the Community Services Committee meeting on 3 November 2016, and the Council meeting on 16 February 2017.

6.3 Grounds Maintenance inspections took place between 01 April 2018 and 30 June 2018. Implementation of lessons learned from summer 2017; the extended period of cold weather at the end of the winter; and the low rainfall experienced since May have contributed to the high levels of performance for the grass cutting service demonstrated in this report, which we aim to continue for the rest of the 2018/19 season.

6.4 Examples of reasons for areas being found to be in an unsatisfactory condition include the presence of litter; slight weed growth; strimming; and excessive grass arisings.

6.5 Members may have noticed an increase in the amount of weed control taking place along the edges of grassed areas, along fence lines and around obstacles such as signs and benches. This was agreed as an efficiency measure at the Council meeting of 16 February 2017, and has been introduced to improve the efficiency and productivity of our grass cutting operations

6.6 Table 3 records the inspections undertaken in relation to the quality of service delivery against specification for grounds and public conveniences.

6.7 Guidance on scoring for grounds maintenance and Public Conveniences.

Inspectors assess the standard of service achieved at each site inspected, recording standards as noted below:

A – Completed to Specification
B – Predominantly completed
C – Remediation work required
D – Very poor/unacceptable

6.8 C/D inspection results inform planned maintenance and remediation work. Adverse weather impacted on service delivery due to deploying resources on winter maintenance activities.

6.9 **Table 3**

	2017/18		2018/19							
	Q4		Q1		Q2		Q3		Q4	
	No Insp	% A/B	No Insp	% A/B	No Insp	% A/B	No Insp	% A/B	No Insp	% A/B
Grounds	139	55	880	94						
PCs	133	62	207	92						

7 Road defects (potholes)

7.1 The following data is taken from the Roads and Transport asset management database. The figures relate to the number of pothole repair instructions and not the total number of potholes encountered; a single instruction can be raised for multiple potholes. Note that the response time for an instruction created within a specific quarter may roll into another quarter. A table of the response times is contained in **Appendix 1**. Some instructions may be completed but have not yet been closed off in the asset management system.

7.2 The following table shows the number of pothole instructions per defect response category for quarter 1 as at 30/06/18:-

Table 4

	2018/19 – Qtr 1					
	Defect Response Category					
	Total	**1**	**2H**	**2M**	**2L**	**3**
Number of pothole instructions **created**	**992**	9	173	406	364	40

7.3 The following table shows the total number of instructions for each quarter:-

Table 5	**2018/19**	**2017/18**				**2016/17**				**2015/16**	
	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr1	Qtr 4	Qtr 3
Number of pothole instructions **created**	992	1318	552	286	294	612	214	476	1221	1089	737
Number of pothole instructions **completed**	426	544	204	194	265	136	207	260	926	712	815

7.4 There has been a decrease in the number of pothole instructions raised in quarter 1 of 2018/19 compared to quarter 4 of 2017/18. The Service has invested in spray injection technology by purchasing a specialised vehicle to effect a more durable pothole repair. The repairs undertaken by this vehicle are not recorded electronically in the asset management database but using its own tracking software. Therefore, the actual number of repairs is higher. Approximately 461 tonnes of aggregate and 78,200 litres of emulsion have been used for road repairs in the first quarter.

7.5 <u>Sample Inspections Figures</u>

7.5.1 Under Section 131 of the New Roads and Street Works Act 1991, road works authorities are empowered to carry out inspections to check whether or not undertakers have complied with the duties placed on them in respect of working on

and reinstating the road. A number of different categories of inspections can be carried out and Sample Inspections allow the road authority to establish the overall performance of each undertaker operating in its area. The process involves inspection of a structured random sample of works at various stages during the works and reinstatement guarantee period. The number of works to be sampled is calculated using an agreed formula and is based on the average number of works carried out by each undertaker over the previous 3 years. The undertakers, who are charged for each inspection carried out, have to agree the sample figure at the start of each financial year. The target is to inspect a minimum of 85% of the total allowable Sample Inspections agreed annually.

7.5.2 The table below shows the number of sample inspections carried out per quarter.

Table 6	**2018/19**	**2017/18**			
	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Number of sample inspections undertaken	151	139	176	186	177
Target number of inspections	189	196	196	196	196
% of target completed	79.9	70.9	89.8	94.9	90

7.5.3 The reduction in inspections in quarter 4 of 2017 was due to the pressures of winter. Quarter 1 of 2018 shows a slightly low percentage target due to the end of winter and commencement of the surface dressing programme diverting resources.

7.6 <u>Works Notices Issued on the Scottish Road Works Register</u>

7.6.1 The New Roads and Street Works Act 1991, as amended by the Transport (Scotland) Act 2005, provides a legislative framework for all works on roads in Scotland. The Act places a duty on roads authorities to co-ordinate all works in the road. In order to discharge this duty, it is necessary for roads authorities and undertakers to notify their works on the road by registering them on the Scottish Road Works Register, the keeper of which is the Scottish Road Works Commissioner. The Commissioner also takes an interest in the volume of noticing carried out on the Register by both the roads authorities and the undertakers. All works which involve occupation of the road for more than 20 minutes, or excavation of the road, require to be entered onto the register. Although there is no specific target for the number of notices issued, the Commissioner will benchmark Highland against other rural authorities.

7.6.2 The table below shows the notices issued per quarter (for Works Phases Commenced) for road works by Highland Council.

Table 7	**2018/19**	**2017/18**			
	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Number of notices issued	258	398	111	188	230

8 Staff Absence

8.1 Table 6 records performance against the absence target for the Service. Work is on-going to develop targets that are reflective of each part of the Service and focus on improvements and savings related to reduction in absence.

Table 8

Target – average days lost/employee	2018/19	2017/18				2016/17			
	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
Days		3.9	3.5	3.8	3.1	2.9	2.9	2.9	2.8

Quarter 1 figures are not available at the time of writing this report.

8.2 The number of short-term absences continues to reduce, however there has been an increase in the number of long-term absences.

8.3 The age profile across the Service is high, and combined with a high proportion of manual workers, reducing the absence rate remains challenging.

8.4 The Community Service's Workforce Planning Action Plan has an action to improve attendance management (an update on our Workforce Planning Action Plan will be presented to the November 2018 Committee). Managers have undertaken specific training in attendance management with the objective of dealing more effectively with attendance issues.

9 Travel Desk Performance

9.1 Table 7 (below) shows an increase in percentage of requests approved within 5 days, and also processed within 2 days. It appears that previous figures had included bank holidays and weekends, however this has now been eliminated. Historically, reporting was made on Sharepoint statistics only, where non Sharepoint forms account for only 2% to 3% of all requests, these have now been included.

Table 9

Travel Desk	2015/16	2016/17	2017/18	2018/19 (YTD)
Number of requests	6,965	6,854	7,700	2,192
% of requests approved by manager within 5 days of receipt from the traveller	89%	96%	98%	100%
% requests processed by the Travel Desk within 2 days of approval by the manager	72%	89%	90%	92%
% of requests processed by the Travel Desk in time for travel	100%	100%	100%	100%

9.2 A pilot is underway to enable staff to self-service through Scotrail, which will ultimately cover 99% of train journeys.

9.3 A wider service improvement plan is being developed including areas where automation can be utilised, cost savings achieved and reporting to show any areas of

improvement which can be made. A number of initiatives have already been identified such as enhanced reporting, consolidating invoice payments as well as rectifying some supplier issues.

9.4 The Car Club pilot scheme has showed great success, with very high utilisation of the cars in Inverness, Dingwall, Fort William and Drummuie. Enterprise has advised that one of their 'virtual' vehicles in Inverness has shown the highest utilisation in Scotland, and have contributed this to Highland Council.

10 Implications

10.1 Resource: There are no known resource implications arising from this report.

10.2 Legal: There are no known legal implications arising from this report.

10.3 Community (Equality, Poverty and Rural): There are no known equality implications arising from this report.

10.4 Climate Change/Carbon Clever: There are no known climate change/Carbon Clever implications arising from this report.

10.5 Risk: Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

10.6 Gaelic: There are no known Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 16 August 2018

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Appendix 1

Defect Response Category

The table below states the response times used for road defects recorded in the asset management system.

Category	Description	Response
1	Immediate / imminent hazard or risk of short term structural deterioration.	Immediate action to protect public if necessary. At least temporary repair within 24 hours(1).
2H	High level of hazard or risk.	7 days
2M	Medium level of hazard or risk.	21 days
2L	Low level of hazard or risk.	42 days
3	Negligible impact	Annual planned work as resources permit.

Note (1): 24 hours will be interpreted as the end of the following day.

The risk matrix in the table below is derived from the national guidance 'Well-maintained Highways: Code of Practice for Highway Maintenance Management', which is used to determine the level of risk for category 2 defects. Inspectors use their training and experience to determine which category a defect should be given.

Impact: the extent of damage likely to be caused should the risk become an incident.
Probability: the likelihood of users encountering the risk.

Probability / Impact	Low	Medium	High
Negligible	2L	2L	2L
Low	2L	2M	2M
Noticeable	2M	2H	2H
High	2M	2H	**1**