

Agenda item	20
Report no	EDI 19/17

HIGHLAND COUNCIL

Committee: Environment, Development and Infrastructure Committee

Date: 8 November 2017

Report Title: Community Services Performance Report – 1 April 2017 to 30 September 2017

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 2017 to 30 September 2017.

2. Recommendations

2.1 Members are invited to scrutinise the information provided on performance for the period 1 April 2017 to 30 September 2017.

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**

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

Quarter 2 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**

	Target	2017/18		2016/17				2015/16			
		Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Household Waste Collected (Tonnes)	36,500	35,324	36,722	30,184	29,387	37,076	36,047	29,166	29,815	36,794	35,358
Household Waste – Composted %	15%	13.5	15.7	6.3	9.4	17.2	14.8	6.4	9.4	15.8	15.2
Household Waste – Recycled %	35%	31.3	32.5	33.6	31.9	31.5	32.7	32.8	32.8	31.9	32.0
Total Composted and Recycled %	50%	44.8	48.1	39.9	41.3	48.7	47.5	39.2	42.2	47.7	47.2

4.2 As predicted, the impact of the introduction of charging for garden waste collection has seen a reduction in household waste collected in Quarter 2 compared to previous years. Around 1700t less garden waste was collected in Q2 compared to last year which corresponds to a similar drop in waste arisings.

4.3 The amount of waste landfilled is up by 2.7% (nearly 600t) compared to last Q2. This has resulted in a 3-4% drop in the quarterly total recycling rate. It is still too early to say if this increase is substantially related to the chargeable garden waste collection or other factors. The service continues to monitor tonnages and trends may become more apparent in future quarters.

4.4 The twelve month household recycling rate is now 43.8.

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 Due to the work being undertaken in relation to the change of service provision no inspections were undertaken during Q2. The inspection programme will commence in November 2017. New IT equipment has been deployed and training has been delivered to enable inspections to be carried out electronically and this will result in more robust performance reporting.

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 2 as at 30/09/17.

Table 3

	2017/18 – Qtr 2					
	Defect Response Category					
	Total	1	2H	2M	2L	3
Number of pothole instructions created	286	6	86	147	45	2

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

Table 4

	2017/18		2016/17				2015/16			
	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr1
Number of pothole instructions created	286	294	612	214	476	1221	1089	737	503	1380
Number of pothole instructions completed	194	265	136	207	260	926	712	815	281	580

- 7.4 There has been a decrease in the number of pothole instructions raised in quarter 2 of 2017/18 compared to the same quarter in 2016/17. 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 50,000 kg of aggregate and 5,720 kg of emulsion have been used for road repairs in the second quarter. Reconciliation of the information is a manual exercise and therefore the Service is investigating an electronic solution. The Service is encouraging reporting of potholes by members of the

public, through the Service Centre and on-line.

8. Staff Absence

- 8.1 Table 5 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 5

Target – average days lost/employee	2017/18		2016/17				2015/16			
	Q2	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
2.5 days		3.1	2.9	2.9	2.9	2.8	3.6	2.7	3	3

Quarter 2 figures are not available at the time of writing this report.

- 8.2 The number of short term absences (4 or more occurrences during a rolling 12 month period) has reduced from 74 in Q2 of 2015/16 to 43 in Q1 of 2017/18.

The number of long term absences (28 days or more during a rolling 12 month period) has also reduced, from 162 in Q2 2015/16 to 152 in Q1 of 2017/18.

- 8.3 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 committee). Managers have undertaken specific training in attendance management with the objective of dealing more effectively with attendance issues.

9. Implications

- 9.1 Resource: There are no known resource implications arising from this report.
- 9.2 Legal: There are no known legal implications arising from this report.
- 9.3 Community (Equality, Poverty and Rural): There are no known community implications arising from this report.
- 9.4 Climate Change/Carbon Clever: There are no known climate change/Carbon Clever implications arising from this report.
- 9.5 Risk: Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 9.6 Gaelic: There are no known Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 31 October 2017

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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	Low	Medium	High
Impact			
Negligible	2L	2L	2L
Low	2L	2M	2M
Noticeable	2M	2H	2H
High	2M	2H	1