

Agenda Item	15
Report No	EDI 11/19

## HIGHLAND COUNCIL

**Committee:** Environment, Development and Infrastructure Committee

**Date:** 31 January 2019

**Report Title:** Community Services Performance Report – 1 April 2018 to 31 December 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 31 December 2018.

### **2 Recommendations**

- 2.1 Members are invited to scrutinise the information provided on performance for the period 1 April 2018 to 31 December 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 through the Council's corporate complaints system (Netcall).

3.3 **Table 1**

		2018/19				2017/18				2016/17			
	Target	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
Stage 1 (5 days)	70%			41.6	42.0	48.6	42.0	42.0	40.6	44.5	31.3	25.3	45.7
Stage 2 (20 days)	70%			66.7	68.4	75.0	68.8	62.5	77.3	81.3	55.6	38.9	10.0

Quarter 3 figures are not available at the time of writing this report.

### 4 Waste Management

4.1 **Table 2**

	Target	2018/19			2017/18				2016/17			
		Qtr 3	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	29,833	35,153	36,165	27,439	28,832	34,993	36,778	30,184	29,392	37,076	36,112
Household Waste – Composted %	15%	10.1	13.4	14.2	5.5	10.1	13.7	15.6	6.3	9.4	17.2	15.0
Household Waste – Recycled %	35%	29.2	30.9	30.1	31.2	29.2	31.6	32.6	33.6	31.9	31.5	32.4
<b>Total Composted and Recycled %</b>	<b>50%</b>	<b>39.3</b>	<b>44.3</b>	<b>44.3</b>	<b>36.6</b>	<b>39.3</b>	<b>45.3</b>	<b>48.2</b>	<b>39.9</b>	<b>41.3</b>	<b>48.7</b>	<b>47.4</b>

- 4.2 The tonnage of household waste collected in Q3 has seen a 3.5% increase compared to the same period last year. This increase has been matched in the amount of recycling and residual waste collected in the same period.
- 4.3 There has been an increase of around 750 tonnes of residual household waste for the 12 month period to December 2018. The annual tonnage recycled is nearly 3500t (-6.6%) less compared December 2017.
- 4.4 The twelve month household recycling rate is now 41.6% (estimated) (2.0% age points less than this time last year). This is a further reduction in the Household recycling rate. Highland Council's rate dropped from 44.5% in 2016 to 43.6% in 2017. However during 2018 we have diverted over 4,000 tonnes of residual waste away from landfill to Energy from Waste through agreements with Suez and Shetland Islands Council. This is a 1.3% drop in our landfill rate from 55.3% to 54%.

### 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.
- 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
- 6.3 Table 3 records the inspections undertaken in relation to the quality of service delivery against specification for grounds and public conveniences.
- 6.4 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

- 6.5 C/D inspection results inform planned maintenance and remediation work.

6.6

**Table 3**

2018		
Service Activity	Number Inspected	% A/B
Grounds	1,392	93
Public Conveniences	585	86

## 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 3 as at 31 December 2018.

**Table 4**

	2018/19 – Qtr 3					
	Defect Response Category					
	Total	1	2H	2M	2L	3
Number of pothole instructions <b>created</b>	<b>667</b>	6	96	371	187	7

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

**Table 5**

	2018/19			2017/18				2016/17			
	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr1
Number of pothole instructions <b>created</b>	667	491	992	1318	552	286	294	612	214	476	1,221
Number of pothole instructions <b>completed</b>	552	305	426	544	204	194	265	136	207	260	926

7.4 There has been an increase in the number of pothole instructions raised in Quarter 3 of 2018/19 compared to Quarter 2. This is to be expected for the time of year. 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.

## 8 Sample Inspection Figures

8.1 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 100% of the total allowable Sample Inspections agreed annually.

8.2 The table below shows the number of sample inspections carried out per Quarter.

**Table 6**

	2018/19			2017/18			
	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Number of sample inspections undertaken	207	160	151	139	176	186	177
Target number of inspections	189	189	189	196	196	196	196
% of target completed to date	90.8	82.2	79.9	70.9	89.8	94.9	90

## 9 Works Notices Issued on the Scottish Road Works Register

9.1 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.

- 9.2 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 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Number of notices issued	224	264	258	398	111	188	230

## 10 Staff Absence

- 10.1 Table 8 records performance against the absence target for the Service. Work is ongoing 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			
	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
Days			3.2	2.9	3.9	3.5	3.8	3.1	2.9	2.9	2.9	2.8

Quarter 3 figures are not available at time of writing this report.

- 10.2 The number of short-term absences has increased from 41 in Q1, to 49 in Q2. Long term absences have reduced from 185 in Q1 to 170 in Q2 instances.
- 10.3 The age profile across the Service is high, and combined with a high proportion of manual workers, reducing the absence rate remains challenging.

## 11 Fleet, Hire and Travel Desk Performance

- 11.1 Table 9 shows an increase in percentage of requests approved within 5 days, and also processed within 2 days. This excludes bank holidays and weekends – based on working days only.

**Table 9**

	2015/16	2016/17	2017/18	2018/19	
				Q1+Q2	Q3
Number of requests	6,965	6,854	7,700	3,905	1,446
% of requests approved by manager within 5 days of receipt from the traveller	89%	96%	98%	99%	95%
% of requests processed by the Travel Desk within 2 days of approval of the manager	72%	89%	90%	89%	90%
% of requests processed by the Travel Desk in time for travel	100%	100%	100%	100%	100%

- 11.2 E-Car Club agreement has been ended due to high cost per mile and service provided. A further roll out of Enterprise vehicles has been completed in November bringing the total provision to 36 vehicles across Inverness, Drummie, Aviemore, Dingwall, Fort William, Wick and Portree. Further rollout planned which will include increase in existing provision within some of these sites as well as Nairn, Alness and Thurso.
- 11.3 Plant and van hire is being centralised into the Fleet, Hire and Travel team. There have been a number of challenges seen in regards to these areas, however as this is bedding in a trend analysis will be produced to show savings, as well as opportunities to achieve further savings.
- 11.4 Grey fleet is being reviewed with an aim to provide monthly reporting to each service. This is expected to go live within January or early February.

## **12. Implications**

- 12.1 Resource: There are no resource implications arising from this report.
- 12.2 Legal: There are no legal implications arising from this report.
- 12.3 Community (Equality, Poverty and Rural): There are no equality implications arising from this report.
- 12.4 Climate Change/Carbon Clever: There are no climate change/Carbon Clever implications arising from this report.
- 12.5 Risk: Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 12.6 Gaelic: There are no Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 22 January 2019

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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 <sup>(1)</sup> .
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	<b>1</b>