

**NORTH LANARKSHIRE COUNCIL  
REPORT**

To: ENVIRONMENTAL SERVICES		Subject: SERVICE PLAN PERFORMANCE REPORT - APRIL 2013 TO MARCH 2014
From: EXECUTIVE DIRECTOR OF REGENERATION AND ENVIRONMENTAL SERVICES		
Date: 12 August 2014	Ref: PJ/SG	

**1. Purpose**

- 1.1 The purpose of this report is to provide the committee with details of Regeneration and Environmental Services performance for the year 2013/14. The report outlines performance relating to service planning activity including progress against the themes within the Corporate / Community Plan, and the indicators and actions aligned with the Service and People First key aims.

**2. Background**

- 2.1 Services produce a service plan on an annual basis which outlines the key strategic and operational improvements linked to the council's strategic objectives. Services are required to provide Elected Members with a six monthly update, outlining progress against the performance indicators and targets identified within the 2013/14 plan.
- 2.2 Services are required to report to Members when actual performance falls into one of two key areas:
- Indicators do not meet the target set and performance is below acceptable thresholds.
  - Indicators surpass the target set and performance is above the acceptable thresholds.

This report also includes information on notable achievements during the year.

**3. Service plan progress - April 2013 to March 2014**

**3.1 Progress against Corporate/Community Plan Themes**

Each of the Corporate/Community Plan themes are supported by a Corporate Partnership Group which are responsible for ensuring the achievement of targets associated with indicators related to the Single Outcome Agreement, and delivering an associated action plan. Each service has identified a set of Key Service Actions which contribute to the achievement of these indicators and actions.

Regeneration and Environmental Services has **91** actions/indicators related to the corporate themes. **84** are on track and **7** require improvement. A summary of the indicators are detailed in table 1 below.

**Corporate/Community Plan Themes: Summary of Overall Progress (Key Service Actions)**

Theme	Total Indicators/Actions	On Track	Requiring Improvement
Regeneration	79	74	5
Lifelong Learning	2	2	0
Community Safety	3	2	1
Developing the Organisation	3	2	1
Health & Wellbeing	4	4	0
<b>TOTAL</b>	<b>91</b>	<b>84</b>	<b>7</b>

Table 1

### 3.2 Service and People First Indicators

Each Head of Service has identified a set of indicators which contribute to the four key aims of Service and People First; more customer focus, greater efficiency, workforce development and improved performance. Regeneration and Environmental Services has **47** performance indicators; of these **35** are on target, **9** are exceeding and **3** are requiring improvement. A summary of the indicators is detailed in table 2. Appendix A contains further detail of how well the service is performing against their key performance measures and of the proposed corrective action.

**Service and People First Indicators: Summary of Overall Progress**

Division	Exceeding Target	On Track	Requiring Improvement
Facility Support Services	0	7	1
Environment & Estates Services	3	8	1
Planning and Regeneration	6	5	1
Protective Services	0	10	0
Roads and Transport	0	5	0
<b>TOTAL</b>	<b>9</b>	<b>35</b>	<b>3</b>

Table 2

### 3.3 Service and People First Actions

Each service has identified a set of actions which contribute to the four key aims of Service and People First; more customer focus, greater efficiency, workforce development and improved performance. In total Regeneration and Environmental Services have **123** actions, of which **121** are on track, **2** require improvement, a summary of the actions are detailed in table 3. Appendix C provides further detail of the actions requiring improvement and the proposed corrective action.

**Service and People First: Actions Summary of Overall Progress**

Division	On Track	Requiring Improvement
Facility Support Services	14	0
Environment & Estates	40	1
Planning and Regeneration	27	1
Protective Services	25	0
Roads and Transport	15	0
<b>TOTAL</b>	<b>121</b>	<b>2</b>

Table 3

Table 4 details the service indicators and actions which are reported to individual committee's. Appendix A provides details of indicators and actions either exceeding target or requiring improvement reported to the Environmental Services committee. Appendix B relates to the Planning & Transportation Committee and Appendix C relates to the Regeneration & Infrastructure sub committee.

**Service Indicators & Actions – Reporting to Individual Committees**

	Exceeding Target	On Track	Require Improvement
Environmental Services Committee	4	103	3
Planning & Transportation Committee	3	43	2
Regeneration & Infrastructure sub committee	3	9	0
<b>Total</b>	<b>10</b>	<b>155</b>	<b>5</b>

Table 4

**4. Notable achievements**

4.1 Regeneration & Environmental Services delivered significant achievements during 2013/14. These include:

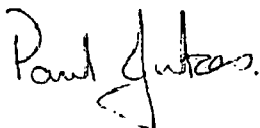
- Delivered 94% of Regeneration & Environment savings with the remainder of the saving being achieved elsewhere within the Services overall budget
- Replaced over 300 vehicles as part of the council's vehicle replacement programme. This included retaining the fleet provision for 2 out of the 3 LLP's
- Procured new fleet management system to improve workshop/fleet control
- Procured the council's first fully electric minibus
- Procured a fuel management system improving control of the council's fuel assets
- 50 Kia Rios added in phase 2 of the pool car scheme taking total to 113 cars
- Joined the ECO Stars Fleet recognition Scheme and were awarded 4 stars (maximum possible being 5)
- Both Strathclyde and Drumpellier Country parks have retained their 4 star rating from the Scottish Tourist Board, Palacerigg retained its 3 star rating.
- Both Strathclyde and Drumpellier Country parks were awarded with a Certificate of Excellence 4 star rating award on the trip advisor reviews web site

- Strathclyde Country park has achieved the water quality standard as required by the International Triathlon Union to hold international triathlon events at Strathclyde park.
- Completed works to deliver to Commonwealth Games cycle time trial route and upgraded Strathclyde Park infrastructure for the Commonwealth Games Triathlon Events
- Major road and footpath upgrades/resurfacing at Drumpellier
- Upgrades to the visitor centres in all three Country parks.
- Closure of Auchinlea Landfill Site and secured new outlets for residual waste disposal
- Expansion of Food Waste Collections to some 130,000 household
- Increased recycling by 1.4% to 42.8% through initiatives i.e. implementation of Waste Management Communication & Intervention Strategy, revised recycling methods within schools and raised awareness on the Garden Waste scheme
- Creation and implementation of a Master Plan for Broadwood which includes the creation of an international BMX facility, new pathway links and new tennis courts
- Partnership working to successfully deliver the 8<sup>th</sup> Cumbernauld 10k programme
- Continued development of Whinhall partnership interventions, building on excellent work to date. This includes agreement and implementation of a detailed community consultation and community action plan and work to secure funding to deliver the new play area identified as a key priority for local people through consultation.
- Contribution to the refurbishment of 'The Vulcan' in Coatbridge as a visitor attraction
- Delivery of community led regeneration projects in the Wishaw locality, through the LDP/EBI including: Dykehead Cross regeneration in Shotts, Sprig Way Regeneration in Harthill and Gair Cres Artwork in Wishaw
- Launch of Ecostars initiative for businesses in North Lanarkshire encouraging local business to increase vehicle efficiency and cleanliness improving local air quality.
- Launch of Air Quality Education training module for all primary schools within North Lanarkshire. Such has been the success of this that the Scottish Environment Protection Agency now wish for a similar module to be devised by North Lanarkshire for secondary schools but to be released at a national level.
- Landlord Registration – new enforcement policy introduced to tackle rogue landlords. Success has generated significant increase in income for the Service, and assisted other Services recover costs from landlords, removed a number of landlords from the Landlord Register. Now viewed as example of Best Practice across Scotland. Overall benefit increases standards of accommodation available within private rented sector.
- Implemented the Food Hygiene Information Scheme moving over from Surf4food
- Won Corporate Awards for the Doorstep Crime Initiative, the Youth Investment Programme and Dragons' Lair
- Launched the North Lanarkshire Social Economy Framework. Resulting in the Council winning the Social Enterprise Market Builder award
- Finalist stage for APSE awards Building Cleaning
- Successful and complimentary external audits for our ISO quality certifications and Customer Service Excellence held by accredited services
- FSS deployment of two Modern Apprentices into permanent employment
- Reviewed and updated the councils Diet & Nutrition Policy
- Successful achievement / validation to offer Scottish Vocational Qualification in Level 3 Professional Cookery, working in partnership with Learning and Leisure
- Successful Branching out courses assisted mental health recovery through greenspace therapy, and established volunteer group client progression.
- Lanarkshire Area Tourism Partnership won the prestigious Partnership in Tourism award at this year's Visit Scotland 2013 national tourism awards
- Graduate Futures Programme started 51 graduates, 6 achieved F/T employment

- Employability Services Youth Investment Programme supported 1992 people into employment taking the YIP total to 3539 at the end of its second year.
- 239 new businesses engaged with the Youth Investment Programme and five new employers were inducted into the Youth Investment Ambassador programme
- Lanarkshire Business Week (3-7<sup>th</sup> March 2014) saw 6 of the 10 Lanarkshire Business awards winners achieved by North Lanarkshire businesses
- Launched the Social Enterprise Framework 2013/18
- Delivered an additional 200 parking spaces and undertook a town centre car park study for all major town centres to identify areas to extend and improve car parking provision
- Further developed cycle routes within Cumbernauld, Plains and Airdrie
- Engaged a specialist Dutch cycling consultancy firm to carry out a study to examine options to improve access to employment by bike at strategic business locations along the A8 corridor, including Eurocentral, Maxim and Strathclyde Business Park. IN stalled a number of measures identified through the study
- Within Roads & Transportation we have halved the office footprint by mobile working and relocating all staff to Fleming House
- For the second year the Scottish Roads Commissioner has written to the Chief Executive advising him that she considers North Lanarkshire Council to be one of the best performing authority
- Delivered the Roads Structures & Design investment programme
- Maintained steady state within 4% better than the Scottish Average
- Completed strengthen bridges at Cardowan & Crosshill Street and Replaced the footbridge in Salsburgh
- Achieved overall customer satisfaction levels of 72% for Roads & Transportation, 93% for Building Cleaning, 95% for catering school meals and 97% for Janitorial Services
- Updated National Guidance on Vacant and Derelict Land Audits in role as chair of National Forum
- Successfully bid for Government funding to carry out a Charrette on North Lanarkshire's Places for Business and Industry
- Carried out extensive public consultation exercise for the Gartcosh Glenboig Community Growth Area Strategic Development Framework and,
- Completed the North Lanarkshire Local Development Plan Call for Sites (179 sites submitted).

## **5. Recommendations**

5.1 It is recommended that Members note the contents of this report.



**PAUL JUKES**  
**EXECUTIVE DIRECTOR, ENVIRONMENTAL SERVICES**

## APPENDIX A - ENVIRONMENTAL SERVICES COMMITTEE

### Service & People First Indicators - Exceeding Target

Service	Indicator	Actual	Target	Ideal Direction	Update/Corrective Action
Land Services	Lair certificates - % turned round within 4 weeks	98.31%	90%	↑	Full complement of staff has improved performance
Land Services	NLC fleet vehicles - % presented for plating / mot pass first time	99.33%	95%	↑	Refresher training for mechanics and increased inspections by supervisors has led to improved pass rate.
Land Services	Refuse collection - £ net cost of disposal	£118.21	£147	↓	This indicator dropped as a result of the landfill closure reducing direct costs.

### Service & People First Indicators - Requiring Improvement

Service	Indicator	Actual	Target	Ideal Direction	Update/Corrective Action
Facility Support Services	Food cost per meal - primary schools	£0.77	£0.70	↓	Food inflation continues to put upward pressure on food cost per meal.
Land Services	Refuse collection complaints - number per 1,000 households	88.12	76	↓	The introduction of new food waste services across the authority increased the number of overall collections and hence the potential for complaints to arise. The indicator has been adjusted for future years to take account of this new system of work.

### Service & People First Actions Requiring Improvement

Service	Theme	Action	Update/Corrective Action
Environment & Estates	Customer Focus	Waste Management - Expand the integration between front and back office systems to enable direct web	Development of programme suspended by IT. Waste Management and Northline will continue input directly to back office systems with Northline transferring information from web based input by residents

### Corporate/Community Actions Requiring Improvement

Service	Measure	Target	Outcome	Corrective action
Protective Services	Extend the Money Advice Consumer Advice (MACA) programme to visit further primary schools	60	30	105 presentations were delivered to 37 classes, to a total number of 904 children' target of 60 primary schools wasn't met due to other staff priorities
Service	Action		Update/Corrective Action	

Environment & Estates	Re tender for upgrade on tracker system to further reduce emissions	Consultation ongoing with users for needs, going out to tender July/August 2014
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## APPENDIX B - PLANNING & TRANSPORTATION COMMITTEE

### Service & People First Indicators - Exceeding Target

Service	Indicator	Actual	Target	Ideal Direction	Update/Corrective Action
Planning & Regeneration	Building warrants - release of building warrants within 6 days	98.37%	90%	↑	New process implemented resulting in improved performance
Planning & Regeneration	Local planning developments - average time (weeks) to deal with applications	9.81	12	↓	The local applications teams have largely been fully staffed throughout this quarter, and have achieved a consistent performance
Planning & Regeneration	Major planning developments - average time (weeks) to deal with applications	33.03	57	↓	The Major Developments Team continues to improve its performance, but the low number of applications determined during the period will have had a bearing on the very good statistic

### Service & People First Indicators - Requiring Improvement

Service	Action	Update/Corrective Action
Planning & Regeneration	Workforce Development	PRD's to be undertaken by all staff

Service	Indicator	Actual	Target	Ideal Direction	Update/Corrective Action
Planning & Regeneration	MP / MSP / MEP - % of enquiries responded to within 10 working days / m	89.55%	100%	↑	21 of 22 correspondence were answered within timescale, the remaining one was not passed to service until after response date

### Corporate/Community Actions Requiring Improvement

Service	Measure	Target	Outcome	Corrective action
Roads & Transportation	Number of child fatal and serious road casualties	12	20	Although there was an increase in accidents during 2013-14 the long term trend demonstrates child accidents are reducing

Service	Action	Update/Corrective Action
Planning & Regeneration	Produce the Local Development Plan Main Issues Report (MIR)	New guidance issued by Scottish Government requires the approved programme to be reviewed and revised
Planning & Regeneration	Review and refocus delivery of the community engagement action plan	Work commenced although there are various stages of consultation required/committee approvals before this can be finalised.

## APPENDIX C: REGENERATION & INFRASTRUCTURE SUB COMMITTEE

### Service & People First Indicators - Exceeding Target

Service	Indicator	Actual	Target	Ideal Direction	Update/Corrective Action
Planning & Regeneration	Businesses, existing - number supported by NLC	1074	900	↑	During 2013/14, the target was increased to 900 to reflect the addition of performance of businesses supported through employability services. The target of 900 has been exceeded. Over the last year we exceeded our target by 20% - this is due to continued increased marketing and engagement with the Business Gateway, Employer Engagement, Town Centre Activities and Business Services.
Planning & Regeneration	Employment support - number of individuals supported into employment by NLC	1992	1600	↑	In the second year of the programme North Lanarkshire's Working partners and the NLC Employability Services team have gained a greater understanding of the needs of the local labour market. Alongside increased promotion of the service there has been a greater number of vacancies generated by the team.
Planning and Regeneration	Partner action plan community safety actions - % progressed within the agreed timeframe	77	60	↑	This is a new indicator and target set was estimated. A trend will be established this year allowing a more realistic target being set for next year

### Corporate/Community Actions Requiring Improvement

Service	Measure	Target	Outcome	Corrective action
Planning & Regeneration	The percentage of young people sustaining employment beyond wage subsidy	70%	56.3%	Further <b>work is underway</b> to find a reliable methodology for calculating sustainability and checking employment status of clients 26 weeks after wage subsidy ends.

Key	Ideal Direction	↑	A higher figure is better	↓	A lower figure is better
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