

Agenda Item	17
Report No	EDI 33/19

HIGHLAND COUNCIL

Committee: Environment, Development and Infrastructure

Date: 16 May 2019

Report Title: Community Services Performance Report
1 April 2018 to 31 March 2019

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 March 2019.

2 Recommendations

2.1 Members are invited to scrutinise the information provided on performance for the period 1 April 2018 to 31 March 2019.

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

	Target	2018/19				2017/18				2016/17			
		Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
Stage 1 (5 days)	70%		36.1	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%		62.5	66.7	68.4	75.0	68.8	62.5	77.3	81.3	55.6	38.9	10.0

Quarter 4 figures are not available at the time of writing this report.

4 Waste Management

4.1

Table 2

	Targets	2018/19				2017/18				2016/17			
		Qtr 4	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	28,279	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%	6.9	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%	32.3	29.2	30.9	30.1	31.2	29.2	31.6	32.6	33.6	31.9	31.5	32.4
Total Composted and Recycled %	50%	39.2	39.3	44.3	44.3	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 Q4 has seen a 3.1% increase compared to the same period last year. This comprises a reduction of residual waste of 180t and 1020t increase in total recycled including composting for the same period last year.
- 4.3 There has been an increase of around 530 tonnes of residual household waste for the 12 month period to March 2019. The annual tonnage recycled is comparable to last year with 40t less collected compared to the period to March 2019.
- 4.4 The twelve month household recycling rate is now 42.7% (0.2% age points less than this time last year). However during the past 12 months we have diverted over 5400 tonnes of residual waste away from landfill to Energy from Waste through agreements with Suez and Shetland Islands Council. This is 7% less waste to landfill compared to the previous 12 months.

5 Environmental Health

- 5.1 Table 3 lists the performance in relation to key activities undertaken by the EH team.
- 5.2 97% of high risk food businesses were inspected for food hygiene (A & B rated premises), a significant improvement from 2017/18 (85%)
- 5.3 84% of high risk private water supplies are inspected and sampled (Regulated supplies). This has reduced from 93% in 2017/18. This is due to staff vacancies and competing priorities e.g. officers were involved in Highland-wide responses to private supplies drying

up throughout the summer of 2018.

5.4

Table 3

Target	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14
100% of high risk food businesses inspected for food hygiene (category A premises)	100%	79%	97%	97%	89%	92%
100% of high risk food businesses inspected for food hygiene (category B premises)	97%	86%	91%	93%	98%	96%
100% of high risk food businesses inspected for food hygiene (A & B rated premises)	97%	85%	92%	94%	96%	95%
A due	15	28	30	32	38	37
A done	15	22	29	31	34	34
B due	148	182	188	172	206	250
B done	143	157	171	160	201	239
100% of high risk private water supplies are inspected and sampled (Regulated supplies)	84%	93%	87%	96%	95%	95%

6 Grounds Maintenance and Public Convenience Cleaning

- 6.1 The inspection system assess the quality of Grounds Maintenance and Public Conveniences service from a customers' perspective, and measures this against the standard of works completed across both disciplines and all types of amenity spaces.
- 6.2 Total number of inspections and standards delivered are comparable with 2018. Retaining this level of service has been achieved by a fully in-sourced service team.
- 6.3 Table 4 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.

Table 4

2019		
Service Activity	Number Inspected	% A/B
Grounds	1,485	90
Public Conveniences	554	85

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 4 as at 05/04/19.

Table 5

2018/19 – Qtr 4						
Defect Response Category						
	Total	1	2H	2M	2L	3
Number of pothole instructions created	1028	6	137	626	254	5

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

Table 6

	2018/19				2017/18				2016/17			
	Qtr 4	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 created	1028	667	491	992	1318	552	286	294	612	214	476	1221
Number of pothole instructions completed	397	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 4 of 2018/19 compared to quarter 3. This is to be expected for the time of year and is similar to quarter 4 of the previous 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.

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 7

	2018/19			
	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Number of sample inspections undertaken	207	207	160	151
Target number of inspections	189	189	189	189
% of total target completed to date	93	69	41	20

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 8

	2018/19				2017/18			
	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Number of notices issued	299	224	264	258	398	111	188	230

10 Staff Absence

- 10.1 Table 9 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 9

Target – average days lost/employee	2018/19				2017/18				2016/17			
	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
Days		3.3	3.2	2.9	3.9	3.5	3.8	3.1	2.9	2.9	2.9	2.8

Quarter 4 figures are not available at time of writing this report.

- 10.2 The number of short-term absences has increased from 49 in Q2 to 44 in Q3. Long term absences have reduced from 170 in Q2 to 168 in Q3.
- 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 10 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 10

	2018/19	2017/18	2016/17	2015/16
Number of requests	6,299	7,700	6,854	6,965
% of requests approved by manager within 5 days of receipt from the traveller	98%	98%	96%	89%
% of requests processed by the Travel Desk within 2 days of approval of the manager	84%	90%	89%	72%
% of requests processed by the Travel Desk in time for travel	99%	100%	100%	100%

- 11.2 The Car Club has now over 1,000 registered users. More vehicles are planned to be introduced in the coming months.
- 11.3 Plant and van hire is being centralised into the Fleet, Hire and Travel team. New processes are bedding in and trend analysis will be produced to show savings, as well as opportunities to achieve further savings going forward.
- 11.4 Reports on grey fleet usage are now produced monthly for Senior Managers.

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: 7 May 2019

Author: Caroline Campbell, Head of Performance and Resources

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