

PERTH AND KINROSS COUNCIL

Community Safety Committee – 5 November 2014
 Environment Committee – 12 November 2014
 Enterprise and Infrastructure Committee – 12 November 2014
 Scrutiny Committee – 3 December 2014

The Environment Service Six Month Performance Summary 2014**Report by Executive Director (Environment)****PURPOSE OF REPORT**

This report reviews the performance of the Environment Service against its Business Management and Improvement Plan (BMIP) for the period 1 April 2014 to 30 September 2014.

1. BACKGROUND / MAIN ISSUES

- 1.1 The Executive Officer Team and Themed Committees consider performance against the Service BMIPs every six months through the Service six month and annual performance reports.
- 1.2 The six month performance summary highlights those BMIP targets that are exceptional, either as a result of performance exceeding the target or being unlikely to meet the target.

2. SIX MONTH PERFORMANCE SUMMARY 2014

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of the Environment Service during the first six months of 2014/15 against the targets contained in the 2014-2015 BMIP, approved earlier in the year by the appropriate committees.
- 2.2 The exceptions included in the report have been selected by service managers following consideration of all BMIP performance management information. They relate to performance that is deemed to be significant. Where these exceptions are targets that have not been met, explanations and details of improvement actions to be taken are provided.
- 2.3 A full annual report with detailed progress against all targets and actions within the Environment Service BMIP will be produced at the end of 2014/15.

3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The six monthly monitoring of BMIP performance information by the Environment Service Senior Management Team has identified that achievements have been made in most areas. However, there are a small number of activities which are exceeding targets and some areas in which improvement actions are required.

3.2 It is recommended that:

- (i) The Community Safety Committee, Enterprise and Infrastructure Committee and the Environment Committee consider and accept for their areas of specific interest The Environment Service Six Monthly Performance Summary.
- (ii) The Scrutiny Committee scrutinises and comments as appropriate on the Environment Service Six Monthly Performance Summary.

Author(s)

Name	Designation	Contact Details
Hunter Hope	Performance and Support Manager	01738 476450
Connor Wilson	Performance and Support Team Leader	01738 476486

Approved

Name	Designation	Date
Barbara Renton	Depute Director (Environment)	9 October 2014

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	Yes
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	None
Communication	
Communications Plan	None

1. Strategic Implications

- 1.1 This reports supports the delivery of the following Strategic Objectives within the Community Plan / Single Outcome Agreement 2013-23 and the Council's Corporate Plan:

- i) Giving every child the best start in life
- ii) Developing educated, responsible and informed citizens
- iii) Promoting a prosperous, inclusive and sustainable economy
- iv) Supporting people to lead independent, healthy and active lives
- v) Creating a safe and sustainable place for future generations

2. Assessments

Equalities Assessment

- 2.1 The Council's Corporate Equalities Assessment Framework requires an assessment of functions, policies, procedures or strategies in relation to race, gender and disability and other relevant equality categories. This supports the Council's legal requirements to comply with the duty to assess and consult on relevant new policies to ensure there is no adverse impact on any community group or employees.

- 2.2 The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment Framework and was assessed as not relevant for the purposes of Equalities Impact Assessment.

Strategic Environmental Assessment

- 2.3 Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all plans, programmes and strategies, including policies (PPS).
- 2.4 The matters represented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and it was assessed that no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

3. **Consultation**

Internal

- 3.1 The Environment Service Senior Management Team has been consulted in the development of this report.

2. **BACKGROUND PAPERS**

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

3. **APPENDICES**

Appendix 1: The Environment Service Six Month Performance Summary 2014.

The Environment Service

Six Month Performance Summary

1 April 2014 to 30 September 2014

Contents

Introduction by Jim Valentine (Executive Director)	2
Service Performance Summary	3
Progress against Performance Indicators and Improvement Plan	7
Performance Indicators Exceptions	
Where we are exceeding our target	8
Where we are not on target	9
Improvement Plan Exceptions	
Where we are exceeding our target	10

Introduction

by Jim Valentine, Executive Director

**Welcome to the Environment Service six month performance summary,
1 April 2014 to 30 September 2014.**

2014 has been an exceptional year in the history of Perth and Kinross.

Perth and Kinross celebrated St Johnstone FC winning the 2014 Scottish Cup Final for the first time in the club's 130 year history with an open top bus tour through the city on Sunday 18 May. The streets of the City were a sea of blue and white in celebration of this event.

The Service worked hard to organise and promote the event as well as surprise for fans, residents and visitors by commissioning a hat and scarf for the Broxden grouse to wear.

This celebration was swiftly followed by The Earl and Countess of Strathearn's visit to the Crieff area in May 2014. The programme for the day included a visit to Strathearn Community Campus, where The Earl and Countess were met by massed schools pipes and drums; representatives of Scotland's Charity Air Ambulance; young people's organisations, carers, fundraisers, and local children.

On 4 and 5 July, the Queen's Baton Relay passed through Highland Perthshire and Blairgowrie then on to Scone and Perth, where a concert was staged in celebration, before moving on and out through Strathearn.

Over two weekends in July, it was business as usual as the Council hosted the T in the Park and Rewind music festival - events which place Perth and Kinross at the very heart of Scotland's festival programme.

And finally – for now – The Ryder Cup, the most prestigious event in world golf, which was hosted at The Gleneagles Hotel from 25 to 28 September leaving a lasting legacy for our communities.

The Environment Service has led the Council's considerable efforts for all these events, working alongside other Council staff and partners to ensure their successful delivery.

Work continues with partners such as the Perth City Development Board to build an ever stronger local economy and make sure that Perth and Kinross is THE place to live, work, visit and do business in Scotland.

The [Environment Service Business Management and Improvement Plan \(BMIP\) for 2014/15](#) was approved by Environment Committee, Enterprise and Infrastructure Committee and Community Safety Committee on 4 June 2014. It sets out what the Service will do to lead on and support the delivery of the Council's 5 strategic objectives.

This report provides a summary of progress towards achieving these commitments.

Service Performance Summary

Giving Every Child the Best Start in Life

This year's [Programme of Investment in the Council's public parks, open spaces and bereavement sites](#) was approved by the Environment Committee on 22 January 2014. Works totalling £505,000 will now be complete by the end of the financial year at;

- Blairgowrie, Glenalmond Road Park
- Crieff, Sauchie Park
- Crieff, Braidhaugh Park
- Crook of Devon, Waulkmill Park
- Kenmore Park
- Luncarty, Westfield Common
- Perth, Western Edge Park
- Scone Park

These works will support the commitment to getting it right for every child in early years and beyond.

(Environment Committee)

Works have commenced on 2 new primary schools, Crieff (£12 million) and Oakbank (£9 million). During the summer months, £2 million was invested in Perth Grammar School with new practical classrooms and power and heating infrastructure. The first phase of Inchtute Primary School was also completed. Property Services also engaged two young people from Perth secondary schools in the summer holidays as part of the Career Academy scheme, to provide real life work experience for senior school pupils.

(Enterprise and Infrastructure Committee and Environment Committee)

Developing Educated, Responsible and Informed Citizens

During May 19-23, [Modern Apprenticeship Week in Scotland](#) highlighted the positive impact that enabling young people to secure industry-recognised qualifications while earning a wage has on the national and local economy and on communities throughout the country. The Environment Service is an enthusiastic supporter of the scheme and has helped five apprentices to move on to employment, one to university and recruited a further twelve so far this financial year. Feedback has been excellent with one of our apprentices saying: *"The Modern Apprenticeship programme has been a godsend in terms of my career and life....I have gained 3 great qualifications, Level 2 & 3 SVQ in Business Administration and the ECDL course. Most importantly it has helped me to secure my permanent job."*

(Enterprise and Infrastructure Committee)

Coupar Angus, Burrelton and Woodside communities hosted the 13th Perth and Kinross [Zero Waste Challenge](#) from 25 August to 17 September. The challenge began with each participating household starting with an empty general waste bin - aiming to keep it as empty as possible until the next available general waste collection day by reducing, reusing and recycling as much as possible. For every tonne of waste recycled, the Council donated £94 (the approximate cost of sending one tonne of waste to landfill) to be shared between Burrelton and Coupar Angus Primary Schools, for spending on their future environmental projects. The total donated was over £300.

(Environment Committee)

Promoting a Prosperous, Inclusive and Sustainable Economy

Within the [Corporate Plan](#) and [Single Outcome Agreement](#), the Council has identified the renewable/clean technology along with tourism and food and drink as key sectors for investors. Perth and Kinross Council officers have led a collaborative project between Aberdeenshire Council, Angus Council, East Lothian Council, and Fife Council to support [Renewable Energy](#) businesses and the supply chain in rural areas. To date, the project has attracted £290,000 funding from the European Regional Development Fund. In Perth and Kinross, the project has supported 168 businesses in the clean/renewable sector. It has also helped businesses to introduce new green processes (e.g. installation of energy efficiency measures, on-site generation and environment management systems). It is estimated that sector employment has grown by 10% based on an increase in the number of new businesses or growth of existing business.

(Enterprise and Infrastructure Committee)

The Enterprise and Infrastructure Committee on 2 April considered an update on progress with [Improving Digital Connectivity in Perth and Kinross](#) and agreed the use of £200,000 in 2015/16 to assist those rural communities poorly served by the network to improve broadband access as described in the report. Access to Next Generation Broadband (at least 24Mbps) has been vastly improved following exchange upgrades at Perth, Almondbank, Alyth, Auchterarder, Balbeggie, Blairgowrie, Braco, Bridge of Earn, Caputh Comrie, Coupar Angus, Crieff, Errol, Fossoway, Glencarse, Inchtute, Invergowrie, Kinross, Meigle, Methven, Scone, Scotlandwell and Stanley.

A network of free WiFi hotspots in public buildings was also launched in August 2014.

Residents and visitors are now able to connect to the internet free of charge from a number of locations across Perth.

(Enterprise and Infrastructure Committee)

Our [Business Growth Team](#) had provided advice to over 200 companies in 2013.

So far in 2014/15, the team has delivered 21 workshops to 194 companies to benefit the business community in a range of areas including Sales and Marketing, Customer Service, Digital Media and collaboration. The team have supported 32 local companies to enter new export markets, of which 4 exported for the first time this year. In addition, they continue to support a number of initiatives which have become successful, well-supported events in the business community such as the Angels' Share and Collaborative Boards. The largest and most extensive of these is the Business and Enterprise Month. This year will be bigger and better again than previous years and although still in the planning stage an outline agenda can be seen at <http://pkbem.co.uk>.

With the formation of Perth Business and Enterprise Group, the partners (PKC, Federation of Small Businesses, Scottish Enterprise, Perthshire Chamber and Perth College) now provide a joined up range of support to local businesses, all of which are free and can be accessed via <http://www.perth-and-kinross-business-calendar.co.uk>. The website <http://investinperth.co.uk> has received 4,800 hits since April and our efforts have resulted in 16 enquiries of which 2 have become confirmed investment projects. Our Angels' Share programme has given 10 businesses the opportunity to promote their offering for investment. Since April, this has led to investment of £36,000 in local business taking the overall total well in excess of the £500,000. 3 applications for the East of Scotland Investment Fund totalling circa £150,000 are being progressed. We have also been successful in securing Tayside Business Development Grants for 3 local businesses.

(Enterprise and Infrastructure Committee)

Following the successes of [The Hub Project](#) in Perth's St. Johns Shopping Centre, the Employment Initiatives team have moved to new premises at 31-33 South Street in May 2014. This spacious brand new employability suite with 8 computer work stations and private training room is a 'Hub' for business and employability activity.

As an incentive to employers, the Hub works closely with the Youth Employment Fund for 16-24 year-olds and 'Recruit 25 +'. These schemes provide financial assistance to help small and medium enterprises expand their teams. In addition, there is a training grant available to employers who take on a new member of staff through either of the schemes up to the value of £500. Feedback from employability clients about the new site has been very positive. In comparison with the same period of last year, visitor numbers have increased by 64% and registrations by 42%. Since its inception in November 2011, the Hub has assisted 2062 individuals with job search activities, and has helped 685 clients into work. It is currently supporting 258 job seekers.

(Enterprise and Infrastructure Committee)

Full Council approved a report on 25 June on [Preparations for the Ryder Cup and Other 2014 Celebrations](#) which outlined the legacy benefits for the area in holding such an internationally recognised event. Preparatory work included infrastructure development, traffic management planning and public health planning and Council staff were on hand to make sure that the event was a great success. One feature of these celebrations has been the 2014 [Community Challenge Fund](#), where 44 community groups applied for funding to support a celebration activity associated with the Ryder Cup, [Commonwealth Games](#) or [Homecoming](#). The [Legacy from the Celebrations](#) has been a significant contribution to increasing overall participation, supporting the wider achievement of young people and increasing lifelong learning opportunities; building a sense of identity and place amongst communities in Perth and Kinross; building capacity in our local sports clubs; attracting inward investment and strengthening the overall tourism offer of Perth and Kinross.

(Environment Committee / Enterprise and Infrastructure Committee)

Supporting People to Lead Independent, Healthy and Active Lives

Working on feedback from blue badge holders and benchmarking with other local authorities, the Council has made the process of collecting their badge more user friendly. Local drivers and passengers in Perth and Kinross who suffer from severe mobility problems and have been awarded [Blue Badges](#) no longer need to collect it in person from one of Perth and Kinross Council's Customer Service points, but rather receive it by post. The changes have been well received by citizens and an example of recent feedback reads "*please accept my sincere thanks for the assistance PKC has given me in obtaining my blue badge, the process is comprehensive and clearly demonstrates the commitment of PKC to its customer service responsibilities*"

(Enterprise and Infrastructure Committee)

["Westbank Enterprises"](#) is Perth City's newest social enterprise partnership between the Shaw Trust and Perth and Kinross Council's Environment Service. The Trust's garden exhibition scooped both "Gold" in their category and the prestigious "Best New Floral Exhibition Award" at the 2014 ["Gardening Scotland Awards"](#), inspired by the 2014 Ryder Cup. All the plants used within the display were grown at the Westbank Plant Nursery in Perth. They were chosen to reflect both the natural environment of Perthshire and the vibrant colours in the floral displays at The Gleneagles Hotel.

(Environment Committee)

The Community Greenspace team worked closely with the [Local Parks Committee](#) in Methven, helping them secure £184,100 of lottery funding to carry out a major park upgrade. *(Environment Committee)*

Our [Food Safety Team](#) has launched an initiative to help meet [Scottish National Obesity targets](#). The team are offering food premises within Perth and Kinross support and advice on realistic ways of reducing the amount of fat, salt and sugar in meals that they provide. This project is ongoing and to date engagement has been made with 85 outlets and 12 businesses committed to the scheme. *(Community Safety Committee)*

Creating a Safe and Sustainable Place for Future Generations

The 2014/15 budget motion provided for the formation of a new Grounds Maintenance Team. The team, which comprises of Foreperson, an Operative and four Modern Apprentices, also assists with the maintenance of Council owned property, new sites coming under Council control and high amenity areas where land ownership is currently unclear. Tasks include litter collection, weed control, grass cutting and hedge trimming along with other related tasks. This approach also helps the Council to deliver on our youth employment agenda. *(Environment Committee / Enterprise and Infrastructure Committee)*

Our [Trading Standards Team](#) has provided [Scam Awareness](#) training to 109 staff to date this year as part of their Adult Support and Protection training initiative. It also delivered training to other carers, for example in the voluntary sector. This year, we have provided scam awareness for Fire and Rescue personnel and Community Wardens who will be carrying out Home Safety visits. This is to enable them to discuss scams and potentially spot any victims of scams during their visits to vulnerable residents. *(Community Safety Committee)*

Following positive feedback from communities and careful monitoring of traffic volumes and speeds, the Enterprise and Infrastructure Committee approved the extension of the Council's very successful [Green Routes Initiative](#). This will see a further 8 routes signed as suitable for cyclists and pedestrians adding to the existing 14 established in 2013. *(Enterprise and Infrastructure Committee /Community Safety Committee)*

The Environment Committee approved the implementation of a [Property Level Protection Scheme](#) which will be carried out in liaison with the Scottish Fire and Rescue Service (SFRS) and the Scottish Flood Forum. In the pilot area, homeowners will be able to request advice on the selection of suitable flood defence products. The SFRS will carry out a free flood risk survey of properties to identify the main areas where water can enter and advise on ways of mitigating this risk. The survey will also highlight the amount and type of suitable flood products or protection measures that could be adopted for this. It will also include a demonstration of suitable product samples. *(Environment Committee/Community Safety Committee)*

Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2014 to 30 September 2014, the Environment Service has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan.

Of the 43 key performance indicators and improvement tasks contained within the BMIP, 3 (7 %) are exceeding target, 4 (9%) are on target, 1 (2%) is not on target; and 35 (82%) are not measurable at this six month point. Below is a summary of the progress against the targets within the BMIP.

Performance Indicators	Total	Exceeding Target	On Target	Not on Target	Information not Available
Giving Every Child the Best Start in Life					
Children have the best start in life	0				
Nurtured and supported families	0				
Developing Educated, Responsible and Informed Citizens					
Young people reach their potential	0				
People are ready for life and work	0				
Promoting a Prosperous, Inclusive and Sustainable Economy					
Thriving, expanding economy	7			1	6
Employment opportunities for all	5	1			4
Supporting People to Lead Independent, Healthy and Active Lives					
High quality personalised care	0				
Older people are independent for longer	0				
Longer, healthier lives for all	0				
Creating a Safe and Sustainable Place for Future Generations					
Attractive, welcoming environment	25	1	3		21
Resilient, responsible and safe communities	1		1		
People in vulnerable circumstances are protected	5	1			4
Total	43	3	4	1	35
Improvement Plan	Total	Exceeding Target	On Target	Not on Target	Information not Available
Place	4	1	3		
Prevention	5		4		1
People	4		4		
Performance	4		4		
Total	17	1	15		1

Note:

The Service performance is determined from the current performance information available and not from projected data.

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified to ensure the Service reaches the target by March 2015.

Performance Indicator Exceptions

Where we are exceeding our target

Strategic Objective	Local outcome (Lead responsibility)	Relevant Indicators (Source)	Target	Performance			Comments on performance
			14/15	12/13	13/14	14/15	
Attractive, Welcoming Environment	Vacant residential/ Commercial properties brought into use Head of Planning and Regeneration (Enterprise and Infrastructure Committee)	Regeneration Register	8	No Target	6	4	A new Vacant Property Support Assistant started in August 2014 to increase support in this area. We are in discussion with Scottish Government regarding new funding for redevelopment of empty city centre properties Twenty Vacant Property Feasibility Grants have been agreed totalling £75,000, thirteen for residential properties and seven for commercial properties.
Employment Opportunities for All	% of working age population unemployed Head of Planning and Regeneration (Enterprise and Infrastructure Committee)	NOMIS – Official Labour Market Statistics	2.0	2.3	2.0	1.6 (July 2014)	The latest monthly figure is very positive at 1.6% as at 31 July 2014 in comparison to 2.8% for Scotland.
People in vulnerable circumstances are protected	Number of Perth and Kinross Council Staff and voluntary carers of vulnerable adults given training in "scam" awareness Head of Environmental and Consumer Services Community Safety Committee		90	54	79	109 (Aug 2014)	We provide scams awareness training to new staff as part of their Adult Support and Protection training and also training for other carers, for example in the voluntary sector. This year, we have also provided scams awareness training for Fire and Rescue personnel and Community Wardens who will be carrying out Home Safety visits. This will enable them to discuss scams and potentially identify any victims of scams during their visits to vulnerable residents.

Where we are not on target

Strategic Objective	Local outcome (Lead responsibility)	Relevant Indicators (Source)	Target	Performance			Comments on performance and improvement actions
			14/15	12/13	13/14	14/15	
Creating a safe and sustainable place for future generations	<p>People in vulnerable circumstances are protected</p> <p>Head of Environmental and Consumer Services</p> <p>(Community Safety Committee)</p>	Number of businesses participating in the Perth and Kinross "Better Business Partnership"	280	253	268	263 (Aug 2014)	<p>There were 263 businesses registered with the Better Business Partnership at 31 August 2014. The target for 2014/15 is 280.</p> <p><u>Benchmarking</u> Officers have benchmarked with Dundee City and Angus Councils who operate a "Trusted Trader" scheme similar to the Better Business Partnership. These Councils allow multiple entries for businesses operating in different service areas and are externally accredited. Perth and Kinross scheme continues to register by business only. Accreditation remains with Trading Standards and is maintained by the absence of negative feedback from users. This approach is considered to be fit for purpose and in accordance with the principles of Best Value.</p> <p><u>Improvement</u> Improvement actions are in train to boost the number of participating businesses. These include;</p> <ul style="list-style-type: none"> • Arrange for the initiative to run on the plasma screen at Pullar House reception • Arrange an announcement on the Council's website • Perth City Centre Manager to promote with City centre businesses and the Chamber of Commerce • Inside News article to raise staff awareness • Advertise the scheme on notice boards at key locations – Pullar House, 2 High Street, Library, Swimming Pool, Ice Rink, Campuses • Highlight during Business Month 2014 • Awareness raising through Facebook and Twitter • Article or advert in the 2014 Winter Guide

Improvement Plan Exceptions

Where we are exceeding our target

Improvement Area (Prevention, People, Place Performance)	Improvement action (Lead responsibility)	Delivery timescales	Comments on progress
Attractive Welcoming Environment (Place)	Cycle paths, core paths and safer routes to schools programme	31 March 2015	<p>Ongoing.</p> <p>From the 82 schools within Perth and Kinross</p> <ul style="list-style-type: none"> • 96% have a School Travel Plan (STP) • 100% are working on STP activities <p>Work is ongoing to ensure plans are kept up to date and target schools without STPs. A number of Safer Routes to Schools projects (e.g. new footways, new cycle routes, cycle parking, and new crossing facilities) have been developed.</p> <p>The Big Pedal – this is an inter-school cycling and scooting competition organised in partnership with Sustrans that encourages children, teachers and parents to choose two wheels for their school journeys. Thirty six schools participated March 2014.</p> <p>Walk to School Week – this is an Initiative run by Perth and Kinross Council every year for schools to participate in.</p> <p>The Ibike Project – is delivering practical solutions to two specific issues associated with cycling to school. The drop in cycling levels when children move from primary to secondary school and the gender gap that sees girls cycling far less than boys for the school journey. Working in partnership with Sustrans, officers work intensively with schools in the area to increasing cycling and activity. Thirty one schools have participated and are supported and five additional schools have been added from the new term intensive project.</p> <p>The safer routes to school programme is supported by partnership working between nurseries, primaries and secondaries and parking services to address parking issues at drop off and pick up times.</p>

