

**The Environment Service**  
**Six Month Performance Summary**  
**1 April 2017 to 30 September 2017**

**27/10/17**

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# Introduction

## by Barbara Renton

### **Welcome to The Environment Service six monthly performance summary 1 April 2017 to 30 September 2017**

Welcome to the 6 month exception report for the Environment Service. The purpose of this report is to provide assurance that the actions and targets set out within our [Business Management and Improvement Plan](#) are being addressed, to report back on where we, as a Service, anticipate exceeding these targets and to help understand why we are predicting that we will not meet some of the targets.

The Service continues to work very hard in delivering in a wide range of areas with a responsive customer and community focus. This includes services which impact on residents and visitors on a daily basis – such as school transport, roads, bin collection, and street sweeping – to those which people may only use on occasion, including planning, business services, trading standards, dealing with emergencies and support to help find a job, for example.

Significant outcomes and very positive progress in terms of Promoting a Prosperous, Inclusive and Sustainable Economy and Creating a Safe and Sustainable Place for Future Generations are detailed in our Service Performance Summary. It is particularly encouraging to table a number of excellent “good news” stories in relation to Perth City centre.

Going forward, there will be a continuing need to understand how best to use all of the resources available to us and to communicate what the available services will look like. In the meantime, as a Service, we will also seek out all opportunities to work collaboratively both within the Council and with a range of different partners.

Added to this, we are committed to our transformation programme, looking to further modernise the way services are delivered and producing in further efficiencies.

Across the whole service, there are a range of committed and dedicated staff who work hard to deliver the best services possible within the resources available. As such, we remain confident of our ability to rise to the challenges ahead.

Barbara Renton  
Director (Environment)

## Service Performance Summary

### Promoting a Prosperous, Inclusive and Sustainable Economy

Working closely with Perth and Kinross Council, Beales independent department stores will make Perth the location for their first Scottish store, endorsing our city as a great place for business investment and growth. The store will open in November in the former McEwens building in the city centre.

The Council has concluded the sale of land to Espresso Property Ltd to progress The Mill Quarter site, a brand new landmark mixed leisure scheme with residential apartments. The scheme will be a catalyst for economic change in Perth and will significantly transform the City's visitor destination offer on completion. Construction works are due to commence in 2018 and completed in summer 2019.

The Tay Cities Economic Development Strategy was agreed as part of the Tay Cities Deal submission. It was approved by Council on 9 February and formally submitted to the UK and Scottish Governments on 1 March 2017. Progress has been made in delivering the strategy, for example, through collaborative working on Tourism & Events, International Trade & Investment, Growth Sectors, Employability and Transport Planning.

In addition, further development of the Strategic Outline Cases for the City Deal projects has been undertaken and refreshed documentation was submitted by the end of August. The Council has committed £180 million of funding through the Capital Budget to deliver the outcomes associated with these plans. The strategic direction set for the economy as a consequence of the Strategy has been incorporated into the refreshed Community Plan. On 16 August, Council agreed to enter into a [Minute of Agreement with Angus Council, Dundee City Council, and Fife Council](#) to establish a Joint Committee for the purposes of progressing and implementing the Tay Cities Deal.

European Social Fund funding of £4.6m to deliver an employability pipeline is helping the Council to deliver positive outcomes in terms of education, training and employment to 800 people. A further £1m of funding to tackle social inclusion and poverty is similarly supporting 420 lone parents, jobless households and low income households facing social exclusion and poverty. By September 2017, 188 people have been supported through this funding – 12 ahead of target.

12 people aged 18-24 are taking advantage of the "Perth and Kinross Employer Recruitment Incentive" and a further 12 in the "Scotland's Employer Recruitment Incentive". A further 15 starts have been recorded under the European Social Fund Wage Incentive for under 25 year olds, where people have multiple barriers to employment and 11 for over 25 year olds experiencing similar challenges.

Although the unemployment rate in the area has remained low at around 1.2% throughout much of this business year, the Hub and all other Employment Initiatives projects continue to thrive. Throughout the first 5 months of this year, the Hub has welcomed 2000 visitors, with 254 new clients registering for support. These figures mean that the service is ahead of target at this point. In terms of job outcomes secured, the service has recorded great successes with 193 outcomes through April

to August. The team have implemented 26 new recruitment incentive starts for local businesses in this period, providing a total of £104,000 of financial support to our local employers, investing in the futures of young people and those with barriers to employment.

Alongside Dundee City and Angus councils, PKC has secured funding through the Scottish Government Innovation and Integration Fund – total funding £275,000. This provides a great opportunity to develop relations and an aligned employability strategy across the three Councils as well as an innovative offer to our clients.

Progress with the [Perth City Plan](#) is good. New city centre representatives have been appointed to the Perth City Development Board, to drive forward private/public collaboration. Specialist retail consultants have been appointed to identify growing and new retail, leisure and markets within the context of future customers and city growth. Architectural teams have been appointed to assist the delivery of public realm improvements in the former St John's primary school and St Paul's Church.

Work is ongoing in respect of the development of travel plans in collaboration with Scotrail and Network rail linked to a master plan for the rail station, public transport interchange and links with development sites. Transport consultants have been appointed to model and programme longer term shared space and city centre public transport related projects.

Progress with major infrastructural improvements is good. The A9/A85 Link Road is expected to be complete by March 2019. The Cross Tay Link Road now has Council funding of £78m committed. A bid for a contribution of £42m to total project costs has been submitted as part of the Tay Cities Deal.

Strategic Policy and Resources Committee on 13 September approved a report recommending [targeted non-domestic rates relief assistance](#) to further support business expansion or new business investment in vacant property in Perth & Kinross on the basis of business need and economic benefits. This continues to support the growth of existing business, attract new business into the area and provide a welcome addition to the range of targeted support and action. It will encourage the re-use of vacant property as part of the Vacant Property Initiative, primarily via grants for development advice, housing as well as heritage repair and improvement.

New visitor attractions on the River Tay have encouraged more tourists and locals into the City of Perth to enjoy a programme of organised boat trips to view the Fair City from a different perspective. The [Boating on the Tay](#) scheme has seen 1336 trips taken to the end of September 2017.

Environment, Enterprise and Infrastructure Committee on 14 June agreed changes to introduce [15 minutes free parking across the whole of the Council area](#) in all Council operated Pay-and-Display parking bays, following the successful trial in Perth City.

## Creating a Safe and Sustainable Place for Future Generations

Strategic Policy and Resources Committee on 13 September noted good progress with [TES Transformation projects](#) with all 5 projects on target to deliver more effective working and £2.4m of budgeted savings per annum to reinvest in the services that matter most to people.

Environment, Enterprise and Infrastructure Committee on 14 June noted the success of previously introduced [Green Routes](#) in promoting roads for use by more sustainable transport modes. The Committee agreed that an additional four routes (Bridge of Earn/Glenfarg, Glenfarg/Milnathort, and Rattray/Alyth, Kirkton Road/Old Mill Road to Ashgrove Road to West Mill farm, Rattray) be promoted as Green Routes.

Environment, Enterprise and Infrastructure Committee on 14 June considered an update on the [Cycling, Walking and Safer Streets](#) projects implemented in 2016/17. It also approved a list of Cycling, Walking and Safer Streets projects for 2017/18 and for potential schemes in 2018/19.

Environment, Enterprise and Infrastructure Committee on 6 September agreed to develop further - through the outline design phase, publication, detailed design and eventual construction - a [potential flood protection scheme in Comrie](#).

At the Beautiful Scotland Awards on 7 September, Perth and Kinnesswood were both awarded trophies for best in their respective categories. The Take a Pride in Perthshire campaign encompasses some 48 volunteer "bloom groups", Community Greenspace work closely with the volunteers supporting them with funding, advice and help on the ground. With over 21,000 volunteer hours annually helping to improve our greenspaces, the campaign makes a real difference. New groups are emerging every year, such as Rannoch Station in Highland Perthshire and Forgandenny in South Perthshire.

## How do we compare to others?

The Local Government Benchmarking Framework was developed by the Improvement Service on behalf of the Society of Local Authority Chief Executives in 2012 to

- help councils better understand why they achieve their current performance levels
- build our understanding of where and why council performance varies
- help identify and share good practice across councils.

Council considered a report on the framework on 28 June which recognised that we are ranked consistently in the top quartile for the percentage of waste recycled (sixth and over 10% higher than the Scottish average in 2015/16) and that we are ranked in the top quartile (fifth) for both street cleanliness and for satisfaction with street cleaning. The report also highlighted that we are ranked third in Scotland in terms of assisting unemployed people into work from council operated or funded employability programmes at 27.2% (the Scottish average was 13.9%) and that we are ranked in the top quartile (eighth) for the number of Business Gateway supported start-ups.

## What are our customers saying?

### Hub client comments book

- "A huge thank you! You guys were so friendly and after coming into the Hub twice I now have a job. Will recommend the Hub to anyone who it may apply to"
- "Was very happy to receive the encouragement and support I received at the Hub. Being unemployed is a cold and demoralising experience, a touch of heartfelt support can go an awful long way in helping during these days. Many thanks and I wish you at the Hub much continued success"
- "I now have the job I have been wanting and am so happy! Thank you for all your support"
- "All the staff are very friendly and helpful and take time to help you and make you feel good about yourself"

### Boating on the Tay social media

- "Fantastic boat trip on the Tay today. Well done Perth and Kinross Council"
- "We had a fantastic time today. Thanks for an excellent, well organised event"

### Our 1 March to 31 May customer satisfaction survey shows

- 84% of people had no problems when dealing with the Environment Service
- 60% of people were very satisfied and 18% fairly satisfied with their overall experience of dealing with the Environment Service

In September 2017 SGS, the world's leading inspection, verification, testing and certification company found that the Council's Building Standards team is continuing to meet the Customer service Excellence Standard. Our Food Safety Team has received Customer Service Excellence accreditation for the last 19 years.

Perth & Kinross Council's Employability Hub on South Street, Perth, hosted a special event on 19 September to showcase to the Scottish Government how Perth & Kinross Council has used money from the European Social Fund to get local people into work. This was in support of our Skills Academy and partnership approach. For example Kilmac construction's Business Liaison Officer said: "Kilmac are proud to be working in partnership with Perth and Kinross Council Employment Connections Hub delivering employability schemes in the local area and we look forward to a continued partnership for the future." JBSafesite's Safety Training Manager added, "JBSafesite have enjoyed co-design and delivery of a recurring Construction skills programme in Partnership with Perth and Kinross Council Employment Connections Hub building a skilled workforce to meet industry needs."

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2017 to 30 September 2017, the Environment Service has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan agreed by Council on 28 June 2017.

Of the 73 key performance indicators and improvement tasks contained within the BMIP: 3% are exceeding target; 61% are on target; 7% are not on target; and 29% 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
<b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>					
Thriving, expanding economy	12	0	6	1	5
Employment opportunities for all	7	1	6	0	0
<b>Creating a Safe and Sustainable Place for Future Generations</b>					
Attractive, welcoming environment	18	1	3	2	12
Resilient, responsible and safe communities	4	1	0	0	3
People in vulnerable circumstances are protected	2	0	0	2	0
Performance Indicators	Total	Exceeding Target	On Target	Not on Target	Information not Available
Improvement Plan	30	0	29	0	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 2018.

## Performance Indicator Exceptions

### Where we are exceeding our target

Indicators exceeding targets	Performance				Targets		
	2014/15	2015/16	2016/17	Sep 17	2017/18	2018/19	2022/23
<b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>							
Number of unemployed people assisted into work as a result of employability and skills programmes based on the total number claiming out of work benefits	612	689	457	234	200	200	200
<b>Comments</b> 234 people were assisted into work from 1 April to 31 August.							
Vacant residential/commercial premises brought into use (schemes)	6	20	139	47	10	10	10
<b>Comments</b> In 2016/17, we assisted in bringing back 138 long term residential and 1 commercial property back into use through signposting advice, giving encouragement and offering financial incentives. The numbers for 2017/18 to date are 45 residential and 2 commercial.							
<b>Creating a Safe and Sustainable Place for Future Generations</b>							
Number of communities being supported to develop and maintain resilience plans.	9	20	20	28	22	22	25
<b>Comments</b> The Perth and Kinross Multi Agency Community and Business Resilience Group is currently engaged with twenty eight communities to							

Indicators exceeding targets	Performance				Targets		
	2014/15	2015/16	2016/17	Sep 17	2017/18	2018/19	2022/23
<p>support them to build and/or enhance their resilience in the event of an emergency. All of these groups are at different stages of developing or maintaining Community Emergency Plans. In addition, 51 Infantry Brigade approved the groups involvement in a pilot project in the 7 SCOTS area to engage with and encourage reservists to join or form a resilience group in their communities. The group is engaging with Veterans Associations to encourage veterans to join or form a resilience group in their communities. The group meets regularly to ensure that all agencies are joined up in their approach to supporting communities.</p>							

## Where we are not on target

Indicators not achieving target	Performance				Targets		
	2014/15	2015/16	2016/17	Sep 17	2017/18	2018/19	2022/23
<b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>							
% of residential and business premises with access to next generation broadband	51	63	71.2	81.5	90	90	100
<b>Comments</b> Digital Scotland is delivering this and aim to achieve 90.5% by December 2018.							
Proportion of operational buildings that are suitable for their current use (%)	85.5	85.5	84	85.3	90	90	90
<b>Comments</b> Analysis of the suitability scoring returns shows, however, that a number of properties with poor scores are currently undergoing significant replacement or refurbishment works which should be reflected in future scoring exercises.							
Proportion of operational buildings in satisfactory condition (%)	94	94	91.2	91.2	95	95	95
<b>Comments</b> The condition score reflects the age of our property estate and the ongoing requirement for a developed, targeted replacement and planned maintenance programme. The opportunities afforded by the new electronic property management system will assist in this - allowing for a more targeted approach through modelling based on strategic objectives and robust condition survey data. The Scottish Futures Trust is currently undertaking a national review of property condition survey methodology which will assist in ensuring effective data is being collected.							
<b>Creating a Safe and Sustainable Place for Future Generations</b>							
Number of businesses participating in Perth and Kinross better business partnership	262	252	260	262	300	300	350
<b>Comments</b> The scheme is being redesigned to produce a more meaningful scheme to both businesses and consumers alike.							

Indicators not achieving target	Performance				Targets		
	2014/15	2015/16	2016/17	Sep 17	2017/18	2018/19	2022/23
Number of Perth and Kinross staff and voluntary carers of vulnerable adults given training in scam awareness	218	122	93	32	120	120	120
<b>Comments</b> Between 1/4 and 31/8/17, 32 carers have received talks. The customer base is starting to be exhausted as almost all carers have attended. The next step is to extend the talks beyond carers.							

# Improvement Plan Exceptions

None.