

The Environment Service
Six Month Performance Summary
1 April to 30 September 2016

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Introduction

Welcome to The Environment Service six monthly performance summary 1 April to 30 September 2016

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 the 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 where we are predicting that we will not meet them.

The [Environment Service Business Management and Improvement Plan \(BMIP\) for 2016/17](#) was approved by the Community Safety Committee on 8 June 2016, Environment Committee and Enterprise and Infrastructure Committee on 1 June 2016, and reported to the Scrutiny Committee on 15 June 2016. It sets out what the Service will do to lead on, and support, the delivery of the Council's strategic objectives.

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

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Service Performance Summary

Promoting a Prosperous, Inclusive and Sustainable Economy

Approval was given by the Council on 22 June 2016 to advance [City Deal](#) joint working arrangements with Angus, Dundee City and Fife Councils. Both the Scottish and UK Governments have responded very positively to the vision and strategy which has been proposed. They have shown a commitment to work with the four constituent Councils to advance a Tay Cities Deal which delivers that vision. Other public sector agencies have also expressed support for the Tay Cities proposal and have asked to be involved in governance and management of the City Deal.

(Enterprise and Infrastructure Committee)

The Council approved a range of short and longer term [support for businesses and economic activity in Perth City](#) in response to recent concerns and requests from the business community for assistance on 22 June 2016.

(Enterprise and Infrastructure Committee)

The Environment Committee noted progress with the Council's [Volunteer and Community Advocate Programme – Zero Waste Highland Perthshire](#) on 7 September. The report also summarised proposed activities which will be implemented up to June 2017.

(Environment Committee)

A report providing an update on the award of [Community Environment Challenge funding](#) to community groups between April 2015 and March 2016 was presented to Environment Committee on 1 June. Funding applications totalling £100,000 have since been received from groups in Crieff, Auchterarder, Pitlochry, Kinnesswood, St Fillans and Blackford keen on leading and delivering projects which make a significant difference to their local environment.

(Environment Committee)

The Environment Committee on 1 June approved the introduction of a [trade waste permit system](#) at Council recycling centres to control the unlawful disposal of waste by businesses which is estimated to cost the Council in the region of £75,000 every year.

(Environment Committee)

Officers from the Service supported the Black Watch Museum to bring the [Poppies Weeping Window exhibition](#) to Perth for a 3 month period. This was visited by almost 120,500 visitors, encouraging an increased footfall in the city centre.

(Enterprise and Infrastructure Committee)

Creating a Safe and Sustainable Place for Future Generations

The Community Safety Committee on 31 August considered an update on [emergency planning and community resilience](#) activity being undertaken by Perth & Kinross Council, partner agencies and community resilience volunteers. It heard how the Council was supporting 27 communities to build or enhance their resilience in the event of an emergency.

(Community Safety Committee & Environment Committee)

The Strategic Policy and Resources Committee on 20 April approved an [Energy Policy and Strategy](#) which aims to reduce energy consumption by 3% per annum by tackling poor building fabric and low air tightness, low insulation values, inefficient heating systems and controls, inefficient electrical power and lighting systems and end user awareness.

(Environment Committee)

How do we compare to others?

The [Local Government Benchmarking Framework](#) is an important tool to support improvement. The Service is currently involved in the Waste Management Group and Street Cleanliness Group. This helps us to understand how we perform in comparison to similar organisations. The Service also has a number of other formal and informal benchmarking arrangements.

Through the [Society of Chief Officers of Transportation in Scotland](#) Roads Asset Management Programme, we benchmark our roads condition with all other Scottish Local Authorities.

Our refuse collection, grounds maintenance and street sweeping operations are systematically benchmarked with partners in the [Association for Public Sector Excellence \(APSE\)](#). Perth and Kinross Council remains one of the highest performing Councils in respect of the percentage of waste that is recycled.

The Public Transport Unit benchmarks twice per annum with partners in the [Association of Transport Co-ordinating Officers \(ATCO\)](#). The team also benchmarks with several Local Authorities and is working closely with Falkirk Council with a view to improving the process for roadside information boards.

National competitions also provide an opportunity to benchmark. For example, [Britain in Bloom](#) measure standards and performance nationally and Perth and Kinross Council regularly features amongst the top performers. Perth City was announced as a Gold Medal Winner, demonstrating the excellent partnership between volunteers and the Council.

The 2016 [Beautiful Scotland](#) Awards, organised by Keep Scotland Beautiful, celebrated the hard work of local authorities, community groups and individuals Scotland-wide in improving their local communities and making them beautiful. Perth and Kinross again featured prominently in the award ceremony with Gold Medals for Comrie, Bridge of Earn and Coupar Angus, Silver Gilt Medals for Muthill, Blairgowrie and Rattray and Kinnesswood. Coupar Angus was hailed Best Large Village in Scotland, together with awards for Community Horticulture and for Community Involvement. Kinnesswood was also awarded Best Small Village in Scotland.

Tayside Building Standards Benchmarking Group comprises the 3 Tayside authorities and meets 3 times a year, concentrating on continuously improving consistency, engagement, service standards and forward planning across the geographical boundaries.

Benchmarking with Councils in Scotland and England, including site visits to other Scottish local authorities, is informing our Parking Services review. Improvements have been made to performance management arrangements with further benefits anticipated in respect of structures and systems.

What are our customers saying?

Perth & Kinross Council is a customer focussed organisation, ensuring that the needs of service users are at the heart of service design and delivery.

The Service carries out a monthly customer satisfaction survey comprising 10% of service requests received either by telephone at the Customer Service Centre or in writing to the Service direct. For the period 1 April to 30 June 2015, 71% of responders were very satisfied or satisfied with the service they received. Recommended improvement actions are passed to relevant managers to ensure that service improvements are made from customer feedback.

[Customer Service Standards](#) are monitored and reported every 4 weeks to the Environment Service Management Team. Heads of Service follow up any instances of responses out with target times with staff. For the period 1 April to 31 July 2016, 90% of enquiries were responded to within target time scales, against a target of 85%.

The Environment Committee were advised on 7 September 2016 how 4000 [Household Waste and Recycling Public Satisfaction Surveys](#) have been sent to householders in Perth and Kinross. 1067 returns were received. The standardised survey was also carried out in two other UK local authorities; Blackpool Borough Council and Hull City Council. For the first time, two Waste Partnerships also took part. These Partnerships represent a total of twenty local authorities who are currently sharing services and infrastructure. Results were very positive with Perth and Kinross placed 1st overall for Kerbside Service satisfaction with a score of 83.3% and 2nd overall for Recycling Centres satisfaction with a score of 85.6%. Identified improvements include seeking to widen the range of materials which can be recycled through the new Dry Mixed Recycling contract; improving internal arrangements for addressing customer enquiries and providing more information on what happens to recycled materials.

The Council's [Building Standards](#) Service has been praised for the quality of its customer service. The team were assessed by Société Générale de Surveillance, a leading international inspection and certification company. In addition, in quarter one of 2016/17, 99% of applications were responded to within 20 days.

Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April to 30 September 2016, the Environment Service has made significant progress in delivering the services and actions identified in the Business Management and Improvement Plan (BMIP) agreed by Community Safety, Environment, and Enterprise and Infrastructure Committees.

Of the 42 key performance indicators and improvement tasks contained within the BMIP: 5% are exceeding target; 41% are on target; 2% are not on target; and 52% 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
Promoting a Prosperous, Inclusive and Sustainable Economy					
Thriving, expanding economy	8	1			7
Employment opportunities for all	6				6
Creating a Safe and Sustainable Place for Future Generations					
Attractive, welcoming environment	8				8
Communities feel safe	1	1			
People in vulnerable circumstances are protected	2			1	1
Improvement Plan	17		17		

Note:

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 in an effort to ensure that the Service reaches the target by 31 March 2017.

Performance Indicator Exceptions

Where we are currently exceeding our target

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
Thriving, Expanding Economy								
Area of serviced business land (Ha) (Enterprise and Infrastructure Committee)	10.3	54	54	48	→	13	13	13
Comments								
Supply is in excess of the amount required by the Local Development Plan.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
Communities Feel Safe								
Number of communities being supported to develop and maintain resilience plans (Community Safety Committee)	5	9	20	27	↑	20	22	25
Comments								
Local authorities in Scotland are leading on the development of community resilience in their geographical areas. The aim is to develop and implement local community resilience strategies in as many communities as possible across Scotland. To ensure a degree of consistency and to facilitate the sharing of best practice, the Local Authority Resilience Group Scotland (LARGS) has formed a Community Resilience Special Interest Group. The group is chaired by Perth & Kinross Council.								

Where we are not on target

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
People in Vulnerable Circumstances are Protected								
Number of businesses participating in Perth and Kinross Better Business Partnership (Community Safety Committee)	268	252	252	253	→	260	300	350
Comments								
The Better Business Partnership is the trusted trader scheme operating in Perth and Kinross. The aim is to help traders comply with the law while improving consumer protection through a partnership approach. The Better Business Partnership is a register of businesses who meet standards. Despite a streamlined application process and increased awareness raising, business uptake remains short of targeted levels. The Service will continue to market the scheme to local businesses with a view to increasing participant numbers as the economy improves.								

Improvement Plan Exceptions

None. All improvement plan actions are on course for completion by 31 March 2017.

