

### Appendix 3: Environment & Neighbourhood Delivery Plan 2018/19: Year End Progress

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| <b>P</b> | Supported individuals, families and carers living independently and with dignity |
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| <b>Ob</b> | Improved wellbeing |
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| Action  | Status  | Progress  | Due Date    | Comment   | Assigned To  |
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| Implement actions to improve participation rates in sports facilities and impact positively on cost per attendance                    |  | <div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div> | 31-Mar-2019 | Overall attendances across the Leisure Trust rose by 7.4% compared with the previous year and were 2.5% above the targets set. There are a number of key actions taken by WDLT to improve participation rates which include ongoing marketing initiatives i.e. social media campaigns, promotions and special offers. Other actions include the purchase of new fitness equipment at the Meadow Centre and Vale of Leven Swimming Pool and the refurbishment of the dance and spin studios also at the Meadow Centre and Vale of Leven Swimming Pool. Ongoing staff training is also a key part to ensure that staff are aware of the latest trends within the industry. The interactive area within the Clydebank Leisure Centre has been the focus of a drive to increase usage with additional staff training, new programmes and the installation of new equipment. | Bobby Kerr   |
| Assist in the development of the Early Years Expansion Strategy in relation to facility management input to existing and new premises |  | <div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div> | 31-Mar-2019 | Completed. Support will continue through to 2021 in line with the Early Years expansion programme. We nominated a member of the FM team to act as the key contact to work with Education and this has proved successful.  | Lynda Dinnie |

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| <b>P</b> | Meaningful engagement with active, empowered and informed citizens who feel safe and engaged |
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| <b>Ob</b> | Fully consulted and involved citizens who are able to make full use of the Community Empowerment Act |
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| Action   | Status  | Progress  | Due Date    | Comment   | Assigned To   |
|--|---|---|-------------|---|---------------|
| Review all complaints to ensure any lessons available are learned and service improvements implemented |  | <div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div> | 31-Mar-2019 | Complaints are reviewed regularly by the E&N management team. Should trends develop, corrective action plans are put in place to address the issues identified. | Ronnie Dinnie |

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|  | Efficient and effective frontline services that improve the everyday lives of residents |
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|  | A committed and skilled workforce |
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| Action   | Status  | Progress   | Due Date    | Comment   | Assigned To   |
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| Continue Be the Best conversations across all services                                     |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | On going Be the Best Conversations with management team at 121s. Teams deliver Be the Best conversations via a range of methods dependent on work location and service.   | Ian Bain;<br>Lynda Dinnie;<br>Ronnie Dinnie;<br>Rodney Thornton;<br>Raymond Walsh |
| Develop and implement actions arising from the Employee Survey 2017                        |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Actions arising have been delivered at service level as the response to the survey was not generic to each work group. Work is ongoing continuously to improve staff perception and understanding of their roles and increase visibility of management across the services. | Ronnie Dinnie   |
| Ensure implementation of improvement action plans arising from the self-evaluation process |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Completed. Two self-evaluations scheduled to begin spring/summer 2019.  | Ronnie Dinnie   |
| Undertake "back to the floor" visits   |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Visits are ongoing throughout the year. Participated in back to floor at Fleet Services, Facilities Management (twice) and Waste Services.  | Ronnie Dinnie   |

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|  | A continuously improving Council delivering best value |
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| Action   | Status  | Progress   | Due Date    | Comment  | Assigned To   |
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| Review and develop benchmarking within Leisure & Facilities Management in line with the Council's benchmarking framework               |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Benchmarking is carried out via LGBF and APSE.   | Ronnie Dinnie |
| Continue to identify new sources of external funding and develop robust business cases and funding applications                        |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Attracted funding from SPT for the Clydebank interchange study, from Sustrans for the A814 improvement works, and from the Transport Scotland Switched on Fleet programme to introduce an additional 8 all electric vehicles into the Council's vehicle fleet.   | Ronnie Dinnie |
| Continue to progress the roads collaborative programme and consider the benefits of sharing other Environment & Neighbourhood services |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | The Strategic Lead (Roads & Transportation) for West Dunbartonshire and Inverclyde councils was appointed and commenced in early January 2019. Early discussions have resulted in improving resilience as a result of collaboration with Inverclyde and our other strategic partner, East Dunbartonshire Council. The collaborative programme will be developed further in 2019/20, looking at roads and transportation as well as other | Ronnie Dinnie |

| Action  | Status  | Progress   | Due Date    | Comment   | Assigned To   |
|---|---|--|-------------|---|---------------|
|   |   |  |             | Environment & Neighbourhood service areas.  |               |
| Work with Legal Services to ensure Environment & Neighbourhood meet the new requirements of the General Data Protection Regulation May 2018 |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 30-Apr-2018 | On line training completed and staff workshops delivered.   | Ronnie Dinnie |
| Explore opportunities for the digital transformation of the service, focused on digital enablement and process improvement                  |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Online opportunities for self serve, in particular special up lifts and roads permit applications, have been developed.   | Ronnie Dinnie |
| Review, revise and upgrade the current roads costing system   |  | <div style="width: 25%;"><div style="background-color: #4f81bd; height: 10px; width: 25%;"></div></div> 25%    | 31-Mar-2019 | There was a delay in implementing a new roads collaborative programme which resulted in the development of a new roads costing system being delayed. This will now be carried forward in 2019/20, with an expected delivery date of early 2020. | Raymond Walsh |

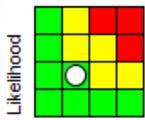
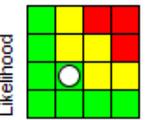
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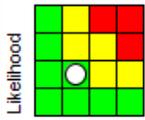
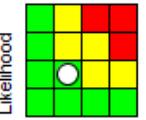
Sustainable and attractive local communities

| Action  | Status  | Progress   | Due Date    | Comment  | Assigned To   |
|---|---|--|-------------|--|---------------|
| Hold resilience planning for disruptive weather events and refresh Winter Maintenance Plan                                  |    | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Completed as planned. Resilience planning meetings were held and the Winter Maintenance Plan was refreshed before winter season.   | Raymond Walsh |
| Contribute to raising the awareness for community self-resilience in relation to flood risk management                      |    | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | We continue to participate in Civil Contingencies Service activities and events on an on going basis. In addition, WDC helped support a community network event in conjunction with the Scottish Flood Forum to raise awareness of resilience measures with regard to floods.                                | Raymond Walsh |
| Further develop flood alleviation schemes and surface water management plans for areas identified as potentially vulnerable |   | <div style="width: 66%;"><div style="background-color: #4f81bd; height: 10px; width: 66%;"></div></div> 66%    | 31-Mar-2019 | This was delayed due to on going internal discussions regarding delivery mechanism. However, this has now been resolved and a specialist consultant and contractor is currently developing potential design solutions for Gruggies Burn flood alleviation scheme. This will be carried forward into 2019/20. | Raymond Walsh |
| Collaborate with the Scottish Government to identify opportunities for the provision of electric vehicles charging points   |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Three locations have been identified (including work place charging).  | Raymond Walsh |
| Re-configure the Greenspace service to recognise the seasonal nature of the service   |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | A restructure has been implemented that has resulted in a reduction in the core workforce and increase in seasonal staff to cover the busy summer season.  | Ian Bain      |
| Investigate alternative methods of weed control and develop more biodiversity areas   |  | <div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100% | 31-Mar-2019 | Weed control methods have been reviewed and new processes put in place. New biodiversity areas have been created and trees and wildflowers have been planted to enhance these areas.   | Ian Bain      |

| Action   | Status | Progress | Due Date    | Comment  | Assigned To     |
|--|--------|----------|-------------|--|-----------------|
| Implement actions to address the changes introduced by the Community Empowerment (Scotland) Act 2015 in relation to allotments |        |          | 31-Mar-2019 | Sites have been identified to be potentially developed for food growing spaces and investigation work conducted to establish suitability (see specific action below).  | Ian Bain        |
| Identify and develop a suitable new allotment site with provision for 40 traditional plots                                     |        |          | 31-Mar-2019 | The site has now been established as suitable for developing allotments. This will be delivered in 2019/20.  | Ian Bain        |
| Continue to work with community groups to establish local community growing spaces   |        |          | 31-Mar-2019 | We continue to work with community groups to this end. For example, we have worked in partnership with the Leamy Foundation to develop the 'Learn & Grow' project in 22 local schools. Working with community groups is now embedded in Greenspace service delivery in line with the Community Empowerment (Scotland) Act. | Ian Bain        |
| Develop a draft food growing strategy for West Dunbartonshire  |        |          | 31-Mar-2019 | Officers from the Greenspace Section attended a seminar organised by the Scottish Government to assist Local Authorities with the development of Food Growing Strategies.  | Ian Bain        |
| Develop service delivery options that are compliant with of the Charter for Household Recycling in Scotland's Code of Practice |        |          | 31-Mar-2019 | A report recommending a trial of a three weekly collection system is scheduled for the 15 May 2019 IRED Committee.   | Rodney Thornton |
| Implement actions to support residents in recycling more of their waste in order to reduce the cost of landfill disposals      |        |          | 31-Mar-2019 | The actions associated with Metals Matters and Let's Do It All Again promotional campaigns designed to promote recycling have been completed.  | Rodney Thornton |

| Departmental Risk                                      | Status | Current Risk Matrix | Date Reviewed | Latest Note   | Target Risk Matrix | Assigned To               |
|--|--------|---------------------|---------------|---|--------------------|---------------------------|
| Challenge to delivery of burial and cremation services |        |                     | 12-Apr-2019   | We have recently put in place a mass fatalities and pandemic action plan. This will mitigate the impact of any challenges to the burial and cremation services. We have completed extensions to Dumbarton and North Dalnottar cemeteries. |                    | Ian Bain                  |
| Impact of major adverse weather incidents on services  |        |                     | 12-Apr-2019   | The Environment & Neighbourhood Business Continuity Plan would come into effect in the event of a major adverse weather incident.   |                    | Ian Bain; Rodney Thornton |

| Departmental Risk  | Status  | Current Risk Matrix   | Date Reviewed | Latest Note  | Target Risk Matrix  | Assigned To     |
|--|---|---|---------------|--|---|-----------------|
| Inability to deliver priority services as a result of fuel shortages |  | <br>Likelihood<br>Impact | 05-Apr-2019   | Council participates in the Scottish Government Liquid Fuels Framework and contributes to the work of the Scottish Government Fuel Resilience Group. | <br>Likelihood<br>Impact | Rodney Thornton |

| Strategic Risk  | Status  | Current Risk Matrix   | Date Reviewed | Latest Note  | Target Risk Matrix  | Assigned To  |
|-----------------|---|---|---------------|--|---|--|
| Councils Assets |  | <br>Likelihood<br>Impact | 21-Jan-2019   | Risk may increase again if there continues to be a lack of maintenance funds as this will have an impact on future condition and suitability scores. | <br>Likelihood<br>Impact | Craig Jardine;<br>Gail Macfarlane;<br>Jim McAloon;<br>Alan Young |

| Action Status   |           |
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|  | Overdue   |
|  | Completed |

| Risk Status   |           |
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|  | Alert     |
|  | High Risk |
|  | Warning   |
|  | OK        |

