

# WEST DUNBARTONSHIRE COUNCIL

Report by Chief Officer: Roads & Neighbourhood (Shared Service)

Infrastructure, Regeneration and Economic Growth: 17 November 2021

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**Subject: Roads & Neighbourhood Delivery Plan 2021/22 - Mid-Year Progress**

## **1 Purpose**

- 1.1** This report sets out the mid-year progress to date in delivery of the actions detailed within the Roads & Neighbourhood Delivery Plan 2021/22 which are delegated to IRED committee.

## **2 Recommendations**

- 2.1** It is recommended that Committee notes the contents of this report and the progress achieved at mid-year.

## **3 Background**

- 3.1** Annual Strategic Delivery Plans set out actions to address the key service specific issues identified during the annual strategic assessment exercise. These plans also provide an overview of the assets and resources available to support delivery of the plan, and consider risks at both strategic and operational level.
- 3.2** The Roads & Neighbourhood Delivery Plan 2021/22 Delivery Plan was noted by this committee on 12 May 2021, and a commitment was made to submit a mid-year progress report.
- 3.3** Council continues to be central to the national Covid-19 pandemic response supporting communities. We responded quickly to the pandemic, with initial focus on maintaining essential services and protecting communities. Levels of service disruption and adjustments have varied since spring 2020 and there continues to be significant challenges facing services as we move from the response to recovery from the pandemic

## 4 Main Issues

### Delivery Plan

- 4.1 Full details of mid-year progress are set out in the performance progress report attached as Appendix 1.
- 4.2 The Roads & Neighbourhood plan contains a range of actions designed to support delivery of the strategic priorities of the council. At this mid-point of the year, of the 21 actions in the plan, one is complete; **Ensure team meetings continue to take place virtually as a result of the pandemic**. 18 are progressing as planned. One has yet to start as national guidance has yet to be issued. One action; **Finalise the delivery of suitable new allotment site**, has no progress and has an amber status due to the slippage of a milestone which may impact on the overall delivery date of 31 March 2022.
- 4.3 Three of the 16 performance indicators in the Delivery Plan are monitored quarterly. Of those, one narrowly missed target and two were significantly adrift of targets. The following paragraphs detail the progress against the two quarterly performance indicators that are significantly adrift of target and show red status;
- 4.4 **Tonnage of biodegradable municipal waste landfilled**, was significantly adrift of target in both quarters, however progress improvements have been made in Q2. The service continue to make incremental improvements each quarter. There has been an increased in the overall tonnage collected due to the stay at home messaging which although less than Q1 has impacted on this indicator
- 4.5 **Percentage of total household waste that is recycled**, was significantly adrift of target in both quarters, however improvement has been made in Q2. The impact of collecting additional waste through residual collections has impacted on our recycling rate.
- 4.6 The plan contains nine risks, all have been reassessed with no proposed change to the risk assessments. Two risks have a red rated risk assessment. The following paragraphs detail the actions in place to reduce the likelihood of the risks materialising;
- 4.7 **COVID-19 impact on Roads & Neighbourhood protection**. All measures implemented are regularly reviewed and monitored including the availability of PPE as required to ensure workforce safety. Whilst the legislative restrictions have eased this risk will remain at the same status until stability is sustained
- 4.8 **COVID – 19 impact on Roads & Neighbourhood workforce**. In areas of front line dependency, resilience measures have been identified. Contingency

measures will be considered and implemented as and when required for key service activity.

### Service user feedback

- 4.9** A key focus in the development of the delivery plans was ensuring that service users feedback informs learning and improvement. One of the key sources of feedback is complaints data.
- 4.10** Between 1 April and 30 September this year, Roads & Neighbourhood received a total of 117 complaints, comprising 108 Stage 1 and nine Stage 2 complaints. During the same period, 80 complaints were closed, 49 at Stage 1, three at Stage 2 and 28 categorised as resolved. This new category of resolved complaints was introduced by the Scottish Public Services Ombudsman from April 2021. It relates to complaints where both parties agree that the complaint can be resolved effectively without a full investigation such as rescheduling an appointment, processing a refund, or explaining a decision to a complainant. Neither the outcome (upheld/not upheld) nor the time taken to close complaints of this type are recorded.
- 4.11** Of the 49 complaints closed at Stage 1, 13 (26%) met the 5 working days target set for resolving Stage 1 complaints, with an average of 11 working days to resolve all complaints closed at Stage 1. Of the three complaints closed at Stage 2 all missed the 20 working days target, with an average of 47 working days to resolve all complaints closed at Stage 2. This has been due to the complexity of the complaints.
- 4.12** 36 of the 49 complaints closed at Stage 1 were upheld (73%). Two of the three complaints closed at Stage 2 were upheld (67%)
- 4.13** The 117 complaints received between April and September were categorised as follows:
- Citizen expectation not met (quality of service) - 76 complaints, 29 of which were upheld;
  - Citizen expectation not met (timescales) - ten complaints, four of which were upheld
  - Council policy (level of service provision) - one complaint, zero upheld;
  - Employee behaviour - seven complaints, one upheld;
  - Error in service delivery - 12 complaints, three upheld.
  - Failure to deliver service – 11 complaints, one upheld
- 4.14** Complaints will continue to be monitored to identify opportunities for learning and improvement.

## **5 People Implications**

- 5.1** There are no direct people implications arising from this report.

## **6 Financial & Procurement Implications**

**6.1** There are no direct financial or procurement implications arising from this report.

## **7 Risk Analysis**

**7.1** Failure to deliver on the actions assigned to Roads & Neighbourhood may have a direct impact on the delivery of the Council's Strategic Plan. It is essential that remedial action is taken to ensure strategic delivery plans achieve the commitments detailed.

## **8 Equalities Impact Assessment**

**8.1** Screening and impact assessments will be carried out on specific activities as required.

## **9 Consultation**

**9.1** The Delivery Plan was developed through consultation with officers from the strategic area.

## **10 Strategic Assessment**

**10.1** The Delivery Plan sets out actions to support the successful delivery of the strategic priorities of the Council.

**Chief Officer:** Gail Macfarlane  
**Service Area:** Shared Services Roads & Neighbourhood  
**Date:** 29 October 2021

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**Appendix:** Appendix 1: Roads & Neighbourhood Delivery Plan 2021/22 - Mid-Year Progress

**Background Papers:** Roads & Neighbourhood Delivery Plan 2021/22 Report - Infrastructure, Regeneration and Economic Development Committee, 12 May 2021

**Wards Affected:** All