

Report by Strategic Lead – Roads & Neighbourhood

Committee: Infrastructure, Regeneration and Economic Development
Committee 20 November 2019

Subject: Roads & Neighbourhood Delivery Plan 2019/20 - Mid-Year Progress

1 Purpose

1.1 The purpose of this report is to set out the mid-year progress of the Roads & Neighbourhood Delivery Plan.

2 Recommendations

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

3 Background

3.1 Each Strategic Lead developed a delivery plan for 2019/20. This sets out actions to help meet the Council's priorities and address the key service challenges identified through the planning process, together with performance indicators to measure progress. It also provides an overview of services and resources, including employees and budgets, and identifies relevant risks.

3.2 The Environment & Neighbourhood Delivery Plan was approved by the Infrastructure, Regeneration and Economic Development Committee on 30 May 2018 with a commitment to submit a mid-year progress report.

3.3 Following the restructure of strategic services in August 2019, Facilities management delivery plan progress is now reported as part of the Communications, Culture, Communities and Facilities strategic service area; and from 1st October 2019 the Environment & Neighbourhood delivery plan is now reported as the Roads & Neighbourhood delivery plan.

4 Main Issues

2019/20 Mid-Year Progress

4.1 Appendix 1 sets out the mid-year progress of the Roads & Neighbourhood Delivery Plan.

4.2 Of the twenty one actions set out in the action plan, three have been completed, seventeen are progressing as planned and a one has yet to be started however background work has been carried out. It is anticipated that all action will be achieved by year end.

- 4.3** Of the sixteen performance indicators in the plan two are available quarterly; progress is shown below.
- 4.4** Percentage of total household waste that is recycled narrowly missed target in both quarters; at this stage it is unlikely that this will meet year end target.
- 4.5** Tonnage of biodegradable municipal waste landfilled failed to meet target in both quarters; it is unlikely that this will now meet the annual target.

Self-Evaluation Programme

- 4.6** The Council adopted the West Dunbartonshire Self Evaluation Framework in August 2016, which embeds a rolling three year improvement programme across services not subject to external evaluation and inspection. Greenspace and Roads & Transportation are currently undertaking self evaluations and the teams will continue to develop an improvement action plan.

Service User Feedback

- 4.7** A key focus in the development of the delivery plans was ensuring that citizen feedback informs learning and improvement. This feedback comes from a range of mechanisms including complaints data and a monthly residents' telephone survey.
- 4.8** Roads & Neighbourhood services are involved in millions of service interactions. Every quarter, for example, there are over 1 million bin collections. The scale of Roads & Neighbourhood interactions provides important context to the complaints data that follows.
- 4.9** Between 1 April and 30 September this year, Roads & Neighbourhood received a total of 90 complaints, comprising 85 at Stage 1 and 5 at Stage 2. During the same period, 60 complaints were closed, 55 at Stage 1 and 5 at Stage 2.
- 4.10** Of the 55 complaints closed at Stage 1, 82% were resolved within the 5 working days target, with an average of 4 days for all complaints closed at this stage. All of the complaints closed at Stage 2 were resolved within the 20 working days target, with an average of 10 days for all complaints closed at Stage 2.
- 4.11** A telephone survey of 300 residents is carried out every quarter to gauge satisfaction levels with a range of Council services. A range of Roads & Neighbourhood services and functions are covered by the telephone survey.
- In the second quarter of 2019 satisfaction with Street Cleaning achieved 88%; this represents a 18% point increase from the previous reporting period. Comparatively satisfaction with Street Cleaning has increased on the same period in 2018.

- In quarter 2 satisfaction with Waste Services remains high at 87% representing a 6% point increase in satisfaction from the previous quarter and a 4% increase from the same period in 2018.
- In quarter 2 satisfaction with Roads Maintenance achieved 63%, representing a 31% point increase in satisfaction from quarter 1 and signifies one of the best satisfaction figures to date for Roads Maintenance.
- In quarter 2 satisfaction with Grounds Maintenance & Grass Cutting achieved 74% satisfaction, representing a 8% point decrease in satisfaction from quarter 1. Satisfaction at quarter 2 represents an increase in satisfaction from the same period in 2018.
- In quarter 2 satisfaction with Parks and Open Spaces achieved a satisfaction level of 87% representing a 2% point increase from the previous quarter and a 13% increase from the same period in 2018.

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 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 and approved.

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 service area.

10 Strategic Assessment

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

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Appendix: Appendix 1: Roads & Neighbourhood Delivery Plan
2019/20 - Mid-Year Progress

Background Papers: None

Wards Affected: All