

Roads and Amenity Services

The principal purpose of the Service is to:

To ensure that Argyll and Bute's roads and marine infrastructure enables the safe and convenient movement of people and goods across a geographically diverse area. The service also maintains the physical appearance of Argyll and Bute by managing open spaces, cemeteries, street cleaning, refuse collection and waste management.

The Service employs 501 FTE

The Service faces the following significant challenges:

Fulfilling our statutory duties within the context of reducing budgets. These include burying the dead, maintaining a safe road network, collecting and disposing of waste and providing lifeline ferry services to island communities.

Delivery of a revised waste strategy that is affordable and compliant. At this moment we are planning for future services without knowing the full detail of future legislation.

Delivering a programme of depot rationalisation and merging operational teams to maximise effective delivery of services in the current financial context.

Delivering the Council's financial contributions to national programmes such as Local Flood Risk Management Plan and Timber Transport. Delivering cashable savings through collaboration/joint working with other authorities, agencies and stakeholders.

Recruitment and retention of workforce as a result of reducing budgets and financial uncertainty both at a local, national and European level.

Managing expectations on service delivery with a reducing workforce and service specification. Developing a culture of customer care, ensuring that our systems allow service requests to be processed efficiently, with information also published online.

The difference the Service makes:

The Service contributes to the following Business Outcomes:

Roads and Amenity Success Measure

SM Code	Outcome success measures	Target	Timescale	Benchmark
BO14	Our transport infrastructure is safe and fit for purpose			
RA14_01	Cumulative number of unplanned/reactive works on bridges in the financial year	0	Report each quarter	Local measure
RA14_02	Number of bridges where time between inspections exceeds two years.	Maximum of 45 at any one time	Report once per year FQ4	Local measure
RA14_03	Road Condition Index (RCI) - the percentage of roads which are in need of maintenance (red plus amber). There is a time lag between actual condition and reported condition due to surveys covering part of the network each year.	Less than 54.4% (smaller %age is better)	Report once per year FQ4	2014/16: 54.4% 2013/15: 55.6% 2011/13: 57.7% 2010/12: 58.9%
RA14_04	Reduce energy consumption as a result of installation of energy efficient LED street lights.	35% reduction in energy consumption by end 2018	December 2018 completion. Quarterly update reports.	No - Local measure
RA14_05	Percentage of street lighting repairs completed within 10 days.	75%	Report twice per year FQ2; FQ4	No - Local measure
RA14_06	Percentage of planned works carried out against reactive works.	75%	Report twice per year FQ2; FQ4	72.82% APSE Performance Network
BO24	Waste is disposed of sustainably			
RA24_01	Achieve reduction in waste to landfill	21,500	Report once per year FQ4	21,382(outturn 10/11)
RA24_02	Percentage of waste recycled, composted and recovered.	40%	Report twice per year FQ2; FQ4	42% SEPA published average LA
BO25	Access to and enjoyment of the natural and built environments is improved			
RA25_01	Percentage of overall street cleanliness - measured against Keep Scotland Beautiful national criteria.	65%	Report twice per year FQ2; FQ4	67% LEAMS (Keep Scotland Beautiful)

Roads and Amenties Services Service Improvements

	Improvement Action	Completion date	Source of improvement	Source detail
BO14	Our transport infrastructure is safe and fit for purpose			
	Development of a control HUB to manage roads and amenity operations team more effectively making best use of reducing resources.	June 2018	Other	Ongoing service development.
	Publish information for example Capital Plan, policies and strategies, reported defects and cyclic maintenance on council website.	July 2018	Digital Action Plan	
BO24	Waste is disposed of sustainably			
	Develop Waste Management Strategy to determine methods of waste disposal in line with a 25 year financial plan already in place.	Scope and risk of the review Sep 2018	Annual Performance Review	
BO25	Access to and enjoyment of the natural and built environments is improved			
	Implement Environmental Land Management (ELM) system.	April 2018	Other	
BO27	Infrastructure and assets are fit for purpose			
	Maintain a detailed Asset Management Plan for the Council's 41 piers and harbours. To include large scale maintenance works and also improvements required to accommodate future ships.	December 2017	Other	
	Produce a Fleet Strategy setting out how the Council procures, utilises and disposes of its road vehicle fleet, including fleet cars.	*****	Other	

Improvement Action

Completion date

Source of improvement

Source detail

LED street light replacement project to reduce the amount of energy consumed across the 14000 street lights the Council has responsibility for. The LED programme also makes the lighting stock more reliable and enables a number of columns, prioritised as being in worst condition to be replaced.

December 2018 (2 year programme)

Other
