

# Roads and Infrastructure Services (2020-2023)

## The principal purpose of the Service is to:

To manage and maintain Argyll and Bute's roads, bridges and marine infrastructure to enable the safe and convenient movement of people and goods across a geographically diverse area. This is supported by the efficient use of vehicles and plant equipment. The service also maintains the physical appearance of Argyll and Bute by managing open spaces, cemeteries, street cleaning, flood prevention, refuse collection and waste management in line with a changing landscape of legislation and local authority requirements. The service also provides home to school transport, ferry services and also support a number of public transport routes.

The Service employs 548 FTE

## The Service faces the following significant challenges:

Manage the increasing number of Traffic Regulation Orders (TROs) whilst developing an engagement strategy. TROs are vital to help keep our roads safe and open.

Argyll and Bute has 131 cemeteries and one crematorium. However, only 63 cemeteries can facilitate new burials, with 8 having less than 2 years of lair space for new burials before they are full. An informed decision will need to be taken on our duty to provide and manage the reducing available lair space.

Managing the large volume of correspondence received for the Roads and Infrastructure Service until the Operational Support HUB improvement is fully developed and implemented. Currently over 75% of all Council correspondence relates to the Roads and Infrastructure Service.

The Biodegradable Municipal Waste (BMW) Landfill Ban comes into force on 1 January 2021. Overlapping this is the current waste contact for part of the Council which expires in 2026. Due to our unique geography there will be additional pressures on our roads and ferries as well as additional cost pressures for waste disposal due to the introduction of the BMW Ban.

The existing ferry fleet which serves 4 routes may not be financially viable come the annual refit. This affects the Lismore directly. This service provision is not a statutory obligation for the Council, therefore discussions are ongoing to transfer the services to the Scottish Government.

During unplanned road closures, journey times can be significantly increased due to limited and lengthy diversion routes which impact on both the economic viability and attractiveness for tourism in Argyll and Bute.

Designing timetables for public transport services that provide connectivity across other modes of transport to enable convenient through travel for passengers.

## The difference the Service makes:

The Service contributes to the following Business Outcomes:

BO101	RIS101	We ensure information and support is available for everyone
BO113	RIS113	Our infrastructure is safe and fit for the future
BO114	RIS114	Our communities are cleaner and greener
BO115	RIS115	We are efficient and cost effective

## Roads and Infrastructure Services (2020-2023): Success Measures

	SM Code	Success measures	Target	Timescale	Benchmark
<b>BO101</b>		<b>We ensure information and support is available for everyone</b>			
	RIS101_01	Information regarding dates, delays and changes to road and bridge works is posted on our website.	100%	Quarterly	No benchmark
		This will improve the information available to our communities and Elected Members while resource is focused on providing a more effective front line service.			

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SM Code	Success measures	Target	Timescale	Benchmark
<b>BO113</b>	<b>Our infrastructure is safe and fit for the future</b>			
RIS113_01	There are no 'avoidable' weight restrictions in place on our roads and bridges.	100%	Quarterly	No benchmark
	Weight restrictions can have a negative effect on the communities, businesses and tourism therefore no weight restrictions will be placed on roads if there is no alternative routes or if there is a local need for unrestricted vehicular access.			
RIS113_02	The percentage of roads in need of maintenance as defined by the annual survey.	54.4%	Annually	RCI Red: 16.34% Amber: 38.08% Green: 45.58%
	A safe and reliable road network is a key requirement to ensure our communities, businesses and the tourist sector can thrive. The Road Condition Index (RCI) is a set of indicators used across the whole of Scotland for the local road network.			
RIS113_03	The percentage of the top priority routes that receive winter weather treatment that are completed on time (Winter Maintenance operations).	99.87%	Quarterly	APSE Family Group Average: 99%
	To keep our road network safe and connected we strive to ensure that all top priority routes receive appropriate and timely winter weather treatment.			
RIS113_04	The percentage of reported pot holes are repaired according to their severity.	75%	Quarterly	Previous year performance: TBC
	Robust pot hole repairs help keep our communities and roads safe. Insurance claims against the council are also kept to a minimum whereby reducing avoidable spend.			
RIS113_05	The percentage of street lighting fault repairs are completed within 10 working days.	75%	Quarterly	2018/19 average: 52.75% 2019/20: TBC
	Robust street lighting repairs help keep our communities and roads safe.			
RIS113_06	Complete the Local Flood Risk Management Plan.	On track	FQ4 2023-24	No benchmark
	We need to proactively protect our communities from the risk of flooding and the effects of climate change - leave climate change in?			

SM Code	Success measures	Target	Timescale	Benchmark
RIS113_07	Monitor, update and deliver the 10 Year Marine Asset Management Plan.	On track	FQ4 2023-24	No benchmark

To ensure that marine infrastructure is maintained and is safe and fit for the future. The plan is monitored a, updated and reported on to the Harbour Board twice yearly.

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	SM Code	Success measures	Target	Timescale	Benchmark
<b>BO114</b>		<b>Our communities are cleaner and greener</b>			
	RIS114_01	The percentage of waste that is recycled, composted or recovered.	45%	Quarterly	2017/18 actual 49.8% 2018/19 actual of 48.9%
We aim to reduce the amount of material going to landfill. Managing the percentage of waste that is recycled, composted or recovered helps to better understand landfill trends and, where possible, apply interventions to increase diversions from landfill.					
	RIS114_02	The number of tonnes of waste sent to landfill.	21,500 tonnes	Quarterly	Previous year outturn: 21,382 tonnes
The quarterly Biodegradable Municipal Waste (BMW) to landfill figure is measured by Scottish Environmental Protection Agency (SEPA) and is also a useful indicator of the volume of material going to landfill versus the volume of recycled material. The treatment of this material will need to change as part of the Council's Waste Strategy and Scottish Government's Biodegradable Municipal Waste (BMW) Landfill Ban.					
	RIS114_03	Percentage of street cleanliness.	73%	Quarterly	LEAMS (Keep Scotland Beautiful): 67%
Measured by Keep Scotland Beautiful to ensure that our local environment in kept clean and tidy.					
	RIS114_04	Implement the required changes to comply with the new Biodegradable Municipal Waste (BMW) landfill ban in 2025.	On track	FQ4 2025-26	No benchmark
This is new legislation aimed at reducing the volume of waste that goes into landfill. It comes into force on 1st January 2021 and has a 4-year transition period.					
	RIS114_05	Implementing the required changes to comply with the Deposit Return Scheme (DRS).	On track	FQ4 2021-22	No benchmark
This is new legislation aimed at tackling climate change and reducing litter.					

	SM Code	Success measures	Target	Timescale	Benchmark
<b>BO115</b>		<b>We are efficient and cost effective</b>			
	RIS115_01	Percentage of bins collected on time.	96%	Quarterly	2019/20 (to date): 99%

The percentage of bins collected on time is something which our communities tell us is important therefore this is a measure that is made to ensure that we have a high compliance rate.

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## Roads and Infrastructure Services (2020-2023): Service Improvements

SI Code	Improvement Action	Completion date	Source of improvement	Source detail
<b>BO113</b>	<b>Our infrastructure is safe and fit for the future</b>			
RIS113_01i	Develop a sustainable Cemeteries Programme to ensure there is sufficient numbers of lairs to meet demand.	FQ3 2020/21	Other	Urgent action is required to secure funding and increase lair availability to manage demand of available burial lairs.

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SI Code	Improvement Action	Completion date	Source of improvement	Source detail
<b>BO114</b>	<b>Our communities are cleaner and greener</b>			
RIS114_01i	Implement the required changes to comply with the Biodegradable Municipal Waste(BMW) ban in 2025.	FQ4 2024/25	Other	Scottish Government guidance on Biodegradable Municipal Waste (BMW) Ban and Deposit Return Scheme.
RIS114_02i	Implement the required changes to adopt the government policy on the Deposit Return Scheme in 2021.	FQ4 2020/21	Other	



SI Code	Improvement Action	Completion date	Source of improvement	Source detail
<b>BO115</b>	<b>We are efficient and cost effective</b>			
RIS115_01i	Develop a fully costed programme to replace all fleet vehicles and plant equipment, reducing expenditure on repairs and maintenance costs and leading the council towards changes in legislation for electric vehicles in 2032.	FQ4 2032/33	Self-evaluation	There is a need to increase the number of electric vehicles as a percentage of our vehicle fleet.

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SI Code	Improvement Action	Completion date	Source of improvement	Source detail
<b>BO116</b>	<b>We engage and work with our customers, staff and partners</b>			
RIS116_01i	Provide proactive communication to our internal and external customers regarding matters which affect their communities.	FQ4 2020/21	Other	Delivery of predetermined plan of proactive communication.
RIS116_02i	Ongoing development of the RIS Hub to continually improve the information that is available to internal and external customers. By March 2021, the majority of works programmes together with information and performance data which will be available to assist operational teams and inform our stakeholders and communities.	FQ4 2020/21	Self-evaluation	Improved working and efficiency across the Operational Teams who will become reliant on the Hub for programming and planning information.
RIS116_03i	Review of Traffic Regulation Order (TRO) process and associated community engagement.	FQ4 2021/22	Self-evaluation	Review of current Traffic Regulation Order process