

## SERVICE ANNUAL PERFORMANCE REPORT

### ROADS & INFRASTRUCTURE SERVICES

PERIOD: FINANCIAL YEAR 2019/20

### DELIVERING OUR OUTCOMES – CASE STUDIES ILLUSTRATING THE POSITIVE CONTRIBUTION TO OUR COMMUNITIES

#### Marine Safety Compliance

**Corporate Outcome: We Have An Infrastructure That Supports Sustainable Growth**

**Business Outcome 113 Our Infrastructure Is Safe and Fit For The Future**

The Port Marine Safety Code requires harbour authorities to consult with users on the operation of and improvement to those facilities, and given the importance of these facilities to the wider transport network of Argyll and Bute, our Piers and Harbours team is keen to engage with users whenever possible.

The Council owns and operates 39 piers and harbours which provide key transport links for our island communities. Consultation with these communities generally takes the form of user groups at some of the more major ports, as well as specific and targeted community liaison for proposed improvements schemes. In smaller island community we tend to engage via existing mechanisms such as community councils.

The programme of user engagement is focussed on empowering users to make decisions about the future of facilities which are absolutely vital in the life and work of their islands. Not only has this engagement helped to build positive relationships between the Council and users, it has also helped us improve scheme proposals based on user feedback, as well as reducing inspection and maintenance costs for the Council in some notable instances.



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### Maintaining Argyll and Bute's Roads

**Corporate Outcome: We Have An Infrastructure That Supports Sustainable Growth**

**Business Outcome 113 Our Infrastructure Is Safe and Fit For The Future**

This year's roads capital programme has delivered a £6million investment in Argyll and Bute's local road network on time and to budget.

Despite diminishing resources and reduced spend per kilometre, the Council's operations team has delivered significant improvements to our network, making it the fifth fastest improving local road network in Scotland – delivering excellence with reduced capacity.

A suitable local road network, particularly in a rural setting with a unique set of engineering challenges, is vital for community resilience and economic growth.

The nationally accepted Road Condition Index Survey shows that there are now more roads in the area in a green (good) condition, and crucially in terms of community resilience, fewer roads in a red (poor) condition.

In developing the programme, the condition and strategic importance of roads is considered alongside feedback from partner agencies like the emergency services as well as community/public feedback, which is all recorded on our asset management system, allowing engineers to make appropriate recommendations which balance wants and needs.



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### Fleet Maintenance and Commercial Opportunities

**Corporate Outcome: We Have An Infrastructure That Supports Sustainable Growth**

**Business Outcome 113 Our Infrastructure Is Safe and Fit For The Future**

As well as maintaining the Council's in-house fleet of some 500+ vehicles, from bin lorries to pool cars and everything in between, the fleet team also provides maintenance services for a number of partner agencies such as BT, Scottish Water, KRL, Scottish Fire and Rescue and ACHA, as well as private clients.

Public partners have chosen the Council's fleet team because of their trustworthiness and the excellent standard of services they provide.

Year on year the amount of work coming from public partners is increasing which demonstrates the satisfaction of those customers as well as the potential for this service area to grow into the future.

By maintaining the vehicles of partner agencies that worked is kept in Argyll and Bute rather than going outwith the Council area; partners have a local presence which provides them with first-class customer service; vehicles can be repaired quicker and available for use again on the same day rather than having to send them outwith the Council area as happened previously. This improves the business resilience of partners, meaning they can continue to provide their own services without the need to hire vehicles, meaning public services, in Argyll and Bute, in the widest sense, are supported by the Council's fleet team from the roll out of digital broadband to the maintenance of social housing.



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### Cardross Crematorium

**Corporate Outcome: We Have An Infrastructure That Supports Sustainable Growth**

**Business Outcome 113 Our Infrastructure Is Safe and Fit For The Future**

For a number of years this team has continually delivered excellence – supporting families at the most difficult of times and providing first class, dignified crematorium services.

Recently they continued to provide the same high levels of service during major upgrade works at the crematorium – working out of a temporary facility for some five weeks – and all while preparing for an inspection.

There has been increased national attention on local authority cremation services in recent years and new regulations were introduced. Cardross was recently inspected by HM Inspector of Cremation to see how they were complying with the new regulations.

The inspector examined the processes from the point of contact all the way through to dispersal of ashes, with checks carried out on randomly selected paperwork and computer records.

The inspector noted the high standards applied and the attention to detail, with a number of robust safeguards which ensure total compliance with the instructions of the customer.

The inspector said: “It is with great credit to staff that their level of preparation and close liaison with funeral directors and other stakeholders has ensured that the implementation of the new regulations has gone as smoothly as it has”.

The team at the crematorium have consistently displayed high standards both in terms of cremation and in burials, and have repeatedly gone above and beyond the call of duty to support bereaved families as well as providing advice and support other teams across the Council area in terms of burial regulations and processes.



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### Securing Partner Funding to Help Maintain our Roads

**Corporate Outcome: We Have An Infrastructure That Supports Sustainable Growth**

**Business Outcome 113 Our Infrastructure Is Safe and Fit For The Future**

Argyll and Bute has secured £1.7m the Scottish Government's Timber Transport Fund.

The council has been successful in getting the largest share of the government's £6.6m fund which is earmarked for projects that minimise the impact of timber lorries in its rural road network.

The £1.7 million allocated to local projects means that every £1 spent by the council has been almost doubled by the Scottish Timber Transport Fund (STTF). Total spend for timber roads' improvements, including the council's investment, will come to more than £2.7 million.

The works being undertaken will make it easier for local residents and businesses to share the roads. Getting timber off our own road network and improving journey times when shifting timber from forests to processing facilities is another major benefit of improving the network.

Roads that will see improvements by the joint funding by the council and STTF are:

- Lochgilphead – Oban strategic route;
- Lochawe haulage routes- B840, C30 and C29;
- Kintyre B842; and
- Strathlachlan, Cowal, B8000.



Councillor Ellen Morton, Depute Policy Lead for Roads and Amenity Services, said: "I welcome the news that the STTF has supported our roads improvement projects. It's particularly encouraging to see that we have submitted quality projects, in a competitive process, that have secured three of the highest individual funding awards.

"Forestry is one of the key industry sectors in Argyll and Bute and it plays a vital part in growing our economy. As much as we encourage it, we recognise it has an impact on our infrastructure at a time when we, as a council, are making difficult choices about services. We are therefore delighted to be able to double our investment in roads to the benefit of our communities and our local businesses."

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### Service Redesign

#### Corporate Outcome: Getting It Right

#### Business Outcome 115 We Are Efficient And Cost Effective

The Roads and Infrastructure Operations Team delivers a huge range of public-facing services, maintaining consistently high standards despite year-on-year funding cuts and in particular this year they have delivered first class services in the context of a wider service re-design.

The service underwent significant changes with the previously separate Roads and Amenity teams integrating under single area team leaders, with the wider technical level management team reducing from ten technical officers to four area team leaders, and the performance manager level reducing from three to two.

Despite this significant staffing and cultural change, on the ground the team continued to deliver excellence across the board, from road improvements to grounds maintenance to waste services.

