Operational Performance and Delivery Scrutiny Committee Questions from Elected Members at meeting held on 13th September 2023		
Item No	**Question**	**Response by**
Item 1 – Glasgow Household Survey 2023	Councillor Vallis – Flooding Statistics - Can details be provided as to what is being done to reduce the number of flooding incidents in the city. Are these incidents purely environmental or are the gulley cleaning schedules throughout the city frequent enough to help alleviate those incidents?	
Answer	Glasgow's road network has 78,000 roadside gullies that are cleaned on a cyclical basis and as required on a reactive basis. Gully cleaning is delivered by NRS Roads Gartcraig Depot and there are 5 large gully vehicles in the fleet. If required, additional gully cleaning vehicles and equipment can be hired in during periods of severe weather. <u>Neighbourhood Gully Programme</u> NRS has developed a risk-based approach to rank/order each of the 56 neighbourhoods based on the total number of blocked gully and major/minor flood reports over a recent three-year period. This has resulted in a risk ordered comprehensive neighbourhood gully programme that is delivered on a 2-year cycle. A communication process was also developed to alert residents of their neighbourhood gully cleaning programme so they can assist by relocating their parked cars to allow the large gully vehicles safe access to the kerb side gullies. 7 days before the gully cleaning commences, temporary traffic regulation notices are attached to lighting columns and on cars confirming the street name, date and extent of the works. Also, yellow information signs are attached to lighting columns 7 days before the gully cleaning commences. The signs include a QR code that links to the Neighbourhood Gully Cleaning webpage. Yellow no waiting/ no loading cones are placed at the kerbside 1 day before the gully cleaning commences. Elected members and local community groups are also advised in advance of the neighbourhood gully cleaning in their wards. The neighbourhood gully programme webpage is regularly updated to confirm the dates that streets are to have their gullies cleaned and it includes a short video clip of gully cleaning in action. Geotagged social media posts are also issued that are picked up by residents' mobile devices.	NRS

	Arterial/Main Road Gully Routes 6 arterial/main road gully routes have been developed and are cleaned once per year. NRS Roads nightshift are trialling a mobile working app on these routes to record the gullies cleaned and any issues such as jammed covers, blocked/damaged gullies or no access due to parked cars. Clydeside Expressway, Clyde Tunnel Expressway and the Springburn Expressway have their gullies cleaned 3 times a year. Flood Routes There are 3 flood routes (East, West, South) that are cleaned three times yearly. Reactive Gully Cleaning: Blocked Gullies; Major & Minor Flood NRS Roads Gartcraig attend: blocked gully reports within 7 days; major floods within 1 day and minor floods within 7 days. The frequency and intensity of heavy rain events is increasing nationally. During these events, in some locations, the combination of roadside gullies and Scottish Water sewer system may not be able to cope with the large volume of rain that is falling over a short period of time and this can lead to minor and major flooding. In these circumstances, additional gully cleaning will not help as the sewer system can be full to capacity during and after the heavy rain event. Climate adaptation measures are being promoted via a number of routes including: retro fit as part of projects such as the Avenues, Active travel routes and the Metropolitan Sustainable Drainage Project and through planning by including sustainable water management measures within new development.	
Item 1 – Glasgow Household Survey 2023	Councillor Vallis – Satisfaction with roads maintenance levels are low compared to previous years. Is there a strategy in place, albeit with limited resources, to tackle the issues relating to road maintenance?	
Answer	Glasgow's Road Infrastructure is managed in accordance with our Roads Asset Management Plan 2021-2026 (https://www.glasgow.gov.uk/CouncillorsandCommittees/viewSelectedDocument.asp?c=P62AFQDNDXZL812UZ3) The Plan is based on national best practice developed by the Society of Chief Officers of Transportation in Scotland (SCOTS) in which Glasgow are the lead authority for the Asset Management Project. The Plan is the over arching policy document which defines service levels for reactive and routine maintenance and informs the development of planned maintenance programmes, detailing how we utilise asset data and model investment scenarios which are presented to Committee annually via our Annual Status and Options Report in order to inform budget setting, allocate investment and prioritise works in order to achieve the best possible outcome in terms of our Road Condition Index (RCI).	NRS

	RCI is the national performance indicator utilised to benchmark road condition within Scotland and despite recent levels of investment being below what our models state is required to maintain roads infrastructure at a steady state Glasgow's RCI has shown moderate improvement over the medium term.	
Item 1 – Glasgow Household Survey 2023	Councillor Burke – Those residents living in flatted accommodation currently get their waste collected from bin storage areas and brought out to the front of their properties. Can details be provided as to whether this service will continue?	
Answer	Glasgow city council have been working closely with Zero waste Scotland to undertake an options appraisal to assess future options for the waste and recycling collections services for high density properties across the city to and allow the council to meet its commitment to the Charter for Household Recycling to provide enhanced recycling services for people living in flatted properties. The outcome of the assessment concluded to meet the councils environmental and performance targets that changes to the provision and servicing of properties (including the removal of backcourt serving in some scenarios) will be required, however due to the complexity, age and varying nature of the properties within the city there won't be a be a one size fits all solution and that a hybrid approach will be developed . A report highlighting the outcome of the options appraisal and the proposed next steps for future recycling service will be presented to the council's Environment and Liveable Neighbourhoods City Policy Committee on the 3rd October.	NRS
Item 2 – Strategic Plan – Grand Challenge 1, Missions 1 and 3	Bailie Patricia Ferguson – Can an update be provided with regards to those commitments that are indicated as either an Amber or Red status detailed in the report under Education Services?	
Answer	Regarding the Free School Meals (FSM) roll out for all primary School children, the RAG status is detailed as Amber as the funding to allow the roll out has been delayed by Scottish Government and therefore we have been unable to roll out the expansion of FSM for all primary pupils in Glasgow. More information on progress is available as part of a report considered by the Education Services and Early Years City Policy Committee in June 2023.	Education Services

Item 2 – Strategic Plan – Grand Challenge 1, Missions 1 and 3	Bailie Patricia Ferguson – Can an update be provided with regards to those commitments that are indicated as either an Amber or Red status detailed in the report under HSCP?	
Answer	Updates have been sought from the responsible HSCP officers and the attached reflects the current position. In some cases the original Amber status was more a reflection of not having had an update at that stage, rather than an indication of issues. Status has been changed to Green where the update provided reflects that the activity is on target at this stage. Responses attached as Appendix 1.	HSCP