THE CITY OF EDINBURGH COUNCIL

MEETING 5

27 OCTOBER 2016

QUESTIONS AND ANSWERS

QUESTION NO 1

By Councillor Mowat for answer by the Convener of the Transport and Environment Committee at a meeting of the Council on 27 October 2016

Trade Waste

Question **(1)** How many users of the Council's trade waste service were there when the service stopped?

Answer **(1)** 1,309. Prior to the service being withdrawn a full explanation was provided to all customers outlining the rationale for the cessation. In addition full information on how to contact alternative trade waste collectors was provided, along with details of the legal responsibilities on businesses to ensure that all their waste was collected by a registered company.

Question **(2)** How many of the 41% of businesses without a valid trade waste contract were previously using the Council Service?

Answer **(2)** One

QUESTION NO 2

By Councillor Nick Cook for answer by the Convener of the Transport and Environment Committee at a meeting of the Council on 27 October 2016

Question

Please provide details of the total number of complaints received about the condition of roads in Edinburgh in the last twelve months and to provide a breakdown by individual ward.

Answer

Twenty one formal complaints were made in the last year about the condition of Edinburgh's roads. These were mostly general Edinburgh-wide complaints and therefore not specific to wards.

The Council does however receive a number of road enquiries, the majority of which are general enquiries relating to small road defects such as potholes. There are also frequently multiple enquiries raised about the same defect. For example, there were 68 enquiries for Greenbank Drive in the last year relating to the condition of the block paving in the street. Greenbank Drive has recently been resurfaced.

QUESTION NO 3

By Councillor Rose for answer by the Convener of the Corporate Policy and Strategy Committee at a meeting of the Council on 27 October 2016

Scottish Information Commissioner Appeals

Question **(1)** 1. Please detail for each of the last five years the number of occasions when appeals have been lodged with the Scottish Information Commissioner against decisions by City of Edinburgh Council in response to Freedom of Information or Environmental Information requests.

2. How many times has the Commissioner upheld or partially upheld the appeal in each of the past five years?

3. How many has an upheld appeal been because information has not been supplied within the statutory limits?

Answer **(1)** 1. Scottish Information Commissioner Appeals

a)

Year:	2011	2012	2013	2014	2015	2016*
Total:	18	21	17	16	12	16

*2016 is included to provide up to date information and covers Jan-Jun 2016.

During the period 2011-2016, 13,339 statutory requests for information have been processed under Scotland's freedom of information laws. Of that total, the Council has been asked to review its initial response on 933 occasions – 7% of the overall total. The cumulative figure of 100 appeals to the Scottish Information Commissioner (detailed above) represents 0.74% of the total number of statutory requests received by the Council.

In relation to the period 2011-2016, a significant number of appeals to the Scottish Information Commissioner concern areas of controversy and particular public interest. For example, of the 100 appeals detailed above, 21 concerned the Property Conservation Service, with a further 8 relating to advertising drums within the City.

b)   Upheld/ partially upheld for the applicant

Year:	2011	2012	2013	2014	2015	2016*
Total:	17	16	12	10	6	11

*2016 is included to provide up to date information and covers Jan-Jun 2016.

The 72 decisions issued by the Scottish Information Commissioner represent 0.53% of the total number of statutory requests received by the Council for 2011-2016.

c) Information not supplied within the statutory limits

Year:	2011	2012	2013	2014	2015	2016*
Total:	7	2	3	2	1	5

*2016 is included to provide up to date information and covers Jan-Jun 2016.

The 20 decisions issued against the Council for technical breaches represent 0.15% of the total number of statutory requests received by the Council for 2011-2016.

Question **(2)** Describe the ongoing governance, scrutiny and review processes in relation to these findings from the Scottish Information Commissioner.

All decisions issued by the Scottish Information Commissioner are received and acknowledged by the Chief Executive's Office and passed to the Council's Information Governance Unit to be actioned, as appropriate.

In line with Information Governance Unit's internal procedure for complying with decision notices, the notice is issued to the appropriate service area for action and also copied to the Head of Service and Director. The service area is then asked to provide evidence of compliance with the decision notice. When appropriate, the Information Governance Unit will provide assistance, support and training to improve practices and reduce associated information risks highlighted by the decision notice. Any non-compliance is reported to the appropriate Head of Service and Director, and the Head of Strategy as the Council's Senior Information Risk Owner.

All decision notices issued by the Scottish Information Commissioner in relation to CEC and all Scottish public authorities are discussed at the weekly team meetings of the Information Rights Team – a work stream within the Information Governance Unit. This ensures that lessons are learnt and best practice is followed at all times.

All decision notices are reported to the Information Council - the Council's Information Governance Group which has

delegated authority from the Council Leadership Team for information governance matters within the Council. Performance in relation to statutory requests (including decision notices) is also reported to the Council Leadership Team on a four monthly basis. This approach is currently being reviewed as part of the new business partnering arrangements within Statutory & Insight with the view of taking information governance performance to Divisional Senior Management Teams on a more regular basis. This approach will ensure that information risks are highlighted and mitigated more quickly.

Under the Council's recently approved Information Governance Policy (CP&S - 4 Oct 2016), an annual report on information governance will be brought to CP&S for scrutiny, including issues relating to decisions by the Scottish Information Commissioner.

The Council's FOI processes were audited in October 2015, including arrangements around decisions issued by the Scottish Information Commissioner. The audit was 'clean' with no improvement actions recommen ded or issued.

QUESTION NO 4

By Councillor Rose for answer by the Deputy Leader of the Council at a meeting of the Council on 27 October 2016

Free Public Wi-Fi in Edinburgh

Question **(1)** "Free public wi-fi across Edinburgh by summer" was a headline in March 2014 following an Edinburgh Council communication reporting a deal following an allocation of £150m by the UK Government to 22 cities in the national Super Connected Cities Programme. Edinburgh was one of those cities and engaged *Gowex SA* to provide public wifi as headlined. In the summer of 2014 the company was made bankrupt amidst charges against it of fraud and the Edinburgh free wifi project collapsed.

How much did the Council receive as part of that Programme and where is that money now?

Answer **(1)** The Connected Capital Programme has received over £6.5 million in funding from the Super Connected Cities Programme run by Broadband Delivery UK (DBUK) to date, broken down in the table that follows.

The Council will be submitting one further claim in November 2016 for the final broadband connection vouchers as deadline for connections only recently expired on 30th September 2016 and SME's need to provide an invoice from their supplier in order of the Council to make the payment and reclaim the monies from BDUK.

Project	Description	Funding Received £000's
Superfast Broadband connection scheme – 22 cities	Edinburgh region	£894k
Superfast Broadband Connection Scheme – 50 cities Edinburgh acted as administrator for this scheme for Scotland apart from Aberdeen and Perth receiving 10% of the value of the vouchers for this service.	Edinburgh region - £537k Glasgow region - £848k Inverness region – £29k Dundee Region - £33k Stirling Region - £104k	£1,552k
Public Transport Wifi	Wifi deployed on Lothian buses and tram fleet (713 buses and 27 trams	£2,098k
Public Building Wifi	Wifi provided in 67 buildings (42 Council / 25 Non Council)	£1,835k
Outdoor Wireless Concession	Payments for wayleaves to allow siting of equipment on non-council buildings and changes to council lighting.	£176k
Total		£6,556k

Please note that funding is only received from the Government on provision of invoices, and was not an upfront grant payment.

Question **(2)** "Free wi-fi set to hit Edinburgh's city centre" was the headline of a press release from Edinburgh Council in May 2016 announcing a phased rollout over the summer and autumn of 2016 in conjunction with *intechnology plc*. A short paragraph in an appendix to a report to the Governance, Risk and Best Value Committee, apparently written before the 'summer festival period' reported apparent progress and a publicity breakfast briefing in July.

When will it available?

Why is it later than indicated in the Council media briefing?

How much public money will it cost in finance and in kind?

Answer **(2)** The phased roll out of the outdoor wifi concession is in progress and should complete by the end of November in time for Edinburgh's Christmas celebrations. The network is in soft launch phase (i.e. live in some city centre areas but not being promoted) with testing and adjustment of the network in progress. Once the concession holder, Intechnology, have fully tested the network and the Council are satisfied with coverage and performance, a full communications programme, including a media announcement, will commence.

As of 20 October 2016 installation is 82% complete with 68% of assets operational. The High Street was the first area to go live in the soft launch phase in the third week of August with other areas going live in the intervening time.

The roll out involves installing equipment and connections in over 20 buildings (8 of which are not owned by the Council) and 185 lighting and CCTV assets across the city centre and is one of the biggest city wifi installations in the UK, and the biggest in Scotland.
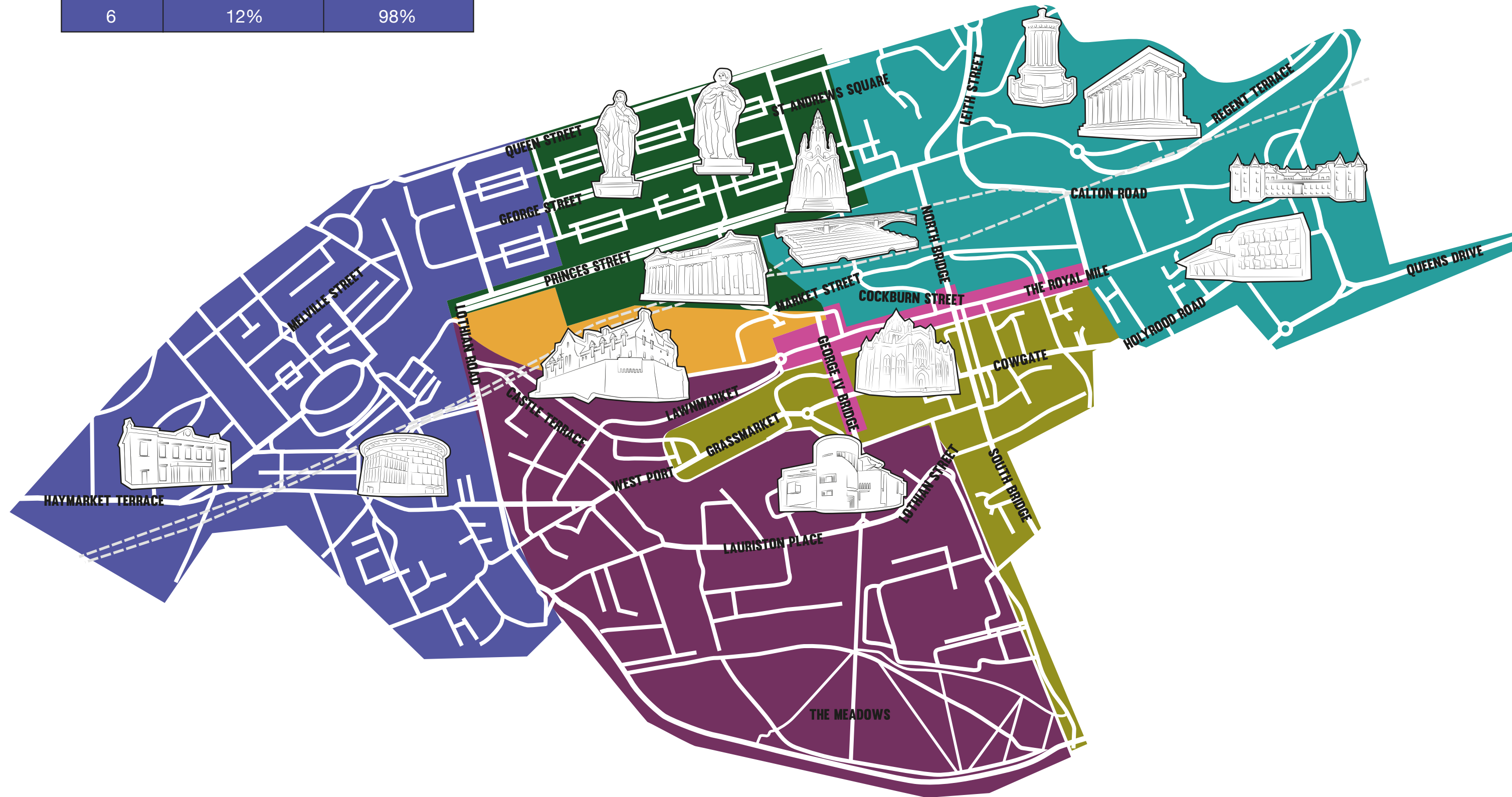
Work has been ongoing with numerous third parties, and the Council's legal, property, planning, lighting, roads and facilities management teams to facilitate this work. Due to the complications of working in a World Heritage Site the installation team has had to overcome numerous challenges in order to progress which has resulted in some delay to the roll out.

Intechnology are working with Unique Events and Underbelly to ensure extra temporary wifi access points are installed in those Christmas and Hogmanay event areas that require it.

Attached find a map showing the phased roll out – areas 1,2 and 3 are nearing completion with work ongoing in areas 4,5 and 6. See also www.edinburghfreewifi.com for FAQ's for users etc.

As a concession contract, Intechnology will own, operate and manage the network at no cost to the Council. Contract management will be required on an ongoing basis and the cost of this has been estimated to be approximately £80k over the initial duration of the contract (10 years). This will be met from rental income and any revenue share derived from the contract.

Phase	Phase % of Total	Cumulative %
1	14%	14%
2	21%	35%
3	19%	55%
4	15%	69%
5	17%	86%
6	12%	98%

QUEEN STREET

ST ANDREWS SQUARE

LEITH STREET

REGENT TERRACE

GEORGE STREET

CALTON ROAD

PRINCES STREET

NORTH BRIDGE

MELVILLE STREET

MARKET STREET

COCKBURN STREET

THE ROYAL MILE

QUEENS DRIVE

LOTHIAN ROAD

HOLYROOD ROAD

LAWNMARKET

COWGATE

CASTLE TERRACE

GRASSMARKET

GEORGE IV BRIDGE

WEST PORT

SOUTH BRIDGE

HAYMARKET TERRACE

LOTHIAN STREET

LAURISTON PLACE

THE MEADOWS

QUESTION NO 5

By Councillor Booth for answer by the Convener of the Transport and Environment Committee at a meeting of the Council on 27 October 2016

Facilities for Disposal of Waste in Public Parks

Question **(1)** Please can the Convener provide, for each of the public parks maintained by the City Council, a list of facilities to dispose of waste other than to landfill, and in each case what type of waste is collected.

Answer **(1)** Each public park in the city has litter receptacles for the disposal of general pedestrian litter. Currently these are emptied by our Street Cleaning teams. Waste manually collected by these teams is not directly sent to landfill but processed by a contracted third party on our behalf. Currently almost 30% of this waste stream is recycled. Where possible we are always looking for ways to encourage people to recycle. However in the past, where we have trialled recycling (paper and packaging), at for example Figgate Park and Saughton Park, this resulted in high levels of contamination and a number of acts of fire raising to a point that these sites were unsustainable. As a consequence we now aim to have a full range of recycling facilities available in close proximity to park users. A good example being Leith Links.

In addition there are underground bins (Silo Bins) in Princes Street Gardens, The Meadows, Bruntsfield Links and Harrison Park and for general waste. The contents of these are processed through a Materials Recovery Facility to maximise the amount of waste to be recycled from these receptacles