
To: Finance, Resources and Customer Services Policy Board

On: 23 November 2023

Report by: Chief Executive

Heading: Chief Executive's Service Improvement Plan 2023/24 Mid-Year Monitoring Report

1. Summary

- 1.1 The Chief Executive's Service Improvement Plan 2023-26 was approved by the Finance, Resources & Customer Services Policy Board in June 2023. The plan sets out the priorities for the development of the service over a three-year period. These priorities are aligned to those set out in the 2022-27 Council Plan. The Service Improvement Plan sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. These reflect the priority themes of the Council Plan and the refreshed Community Plan, both approved by Council in September 2022.
- 1.2 This report contains details of the Chief Executive's Service performance and achievements over the period 1 April 2023 to 30 September 2023. The main purpose of the report is to provide:
- details of the key achievements of the service over the period,
 - a progress update on implementing the action plan linked to the 2023-26 Service Improvement Plan,
 - an assessment of performance in relation to the service scorecard of core performance indicators, and
 - an overview of priorities for the service over the next six months.
- 1.3 Over the past six months, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents.

This is within an operating context that remains complex and fast-moving. Economic conditions are currently changing rapidly and both households and organisations are experiencing cost pressures and supply issues, and this is unlikely to change in the near future. The long-term impacts of the pandemic are still being felt, and recovery remains a priority for communities and for the organisation.

At the same time, the service is seeking to deliver on key priorities which will deliver on the ambitions of the Council Plan.

2. Recommendations

2.1 It is recommended that the Finance, Resources & Customer Services Policy Board notes:

- a) the contents of this report;
- b) the progress to date on delivering the actions contained within the Chief Executive's Service Improvement Plan;
- c) the current performance of the service as measured by the scorecard indicators;
- d) that an outturn report on the full year performance for 2023/24 will be brought to this Board in June 2024.

3. Background

3.1 Service Improvement Plans are a clear statement of the outcomes each service wants to achieve, the actions it will take to achieve this, and the performance measures it will use to monitor progress and measure success. Updates on the actions and performance measures are included as an appendix to this report.

3.2 Service Improvement Plans fit within the wider framework provided by the Council Plan and the Community Plan. They ensure elected members have oversight of developments within the service and consider and develop policy options which reflect customer need and resource availability.

3.3 Section 4 of this report gives details of service activity and achievements over the period April-September 2023. Section 5 discusses actions delayed or cancelled, and any new actions added to reflect additional priorities identified since the plan was approved. Section 6 provides a narrative on performance and Section 7 summarises the service priorities for the period until March 2024.

3.4 An outturn report detailing full-year performance will be submitted to board in June 2024.

4. Service Achievements April to September 2023

4.1 The Chief Executive's Service has a large remit, from large-scale infrastructural projects and events to one-to-one support for individuals. This diverse remit is reflected in the many achievements of the service over the last six months, outlined below by theme.

4.2 Place

- As part of the Council's Cultural Infrastructure Investment Programme, Paisley Town Hall refurbishment was completed and opened to the public in advance of Paisley hosting the Royal National Mòd in October 2023. This transformational project has delivered a landmark entertainment venue which will help to drive new visitors and footfall into the town centre and surrounding businesses.
- The capital appeals for Paisley Museum Reimagined continues to progress positively, with total income at £1.54m and the overall income target for Trusts and Foundations having been achieved. The team has continued to cultivate major donors, trusts and foundations which has led to a prominent business leader donating £10,000 and the Nairn Family Trust awarding £50,000.
- The Museum will be a multi-use building with a new garden gallery, public courtyard, café and picnic areas. Coats Observatory, the oldest public observatory in Scotland, will be open and accessible to the public, and there will be multiple new community spaces and learning areas. The refurbished Museum is due to be completed in 2025. The new Paisley Learning and Culture Hub will contain a completely refitting building and feature a new modern frontage, children's library and IT suite, and is due to be open to the public on 20th November.
- The Future Paisley programme continues to use culture, heritage and the arts to support regeneration. The latest round of grant applications for the Culture, Heritage and Events Fund (CHEF) and Cultural Organisations Development Fund (CODF) took place over the summer of 2023 and will support sector growth and sustainability and provide cultural participation opportunities across Renfrewshire. Longer-term projects such as the Castlehead School of Creativity, The Sculpture House, and Art Boss continue to deliver positive outcomes for children and young people.
- The Marketing team successfully delivered several destination campaigns to raise the profile of Renfrewshire across visitor audiences, including promotion of visitor attractions and activity, the summer events programme, and delivery of a national campaign to bring visitors to Renfrewshire for the Mòd Phàislig and Mòd Fringe events.

- As national planning guidance continues to progress, Renfrewshire Council now has a national vision, spatial strategy and principles, along with policies and actions to embrace and translate into plans and placemaking at the local level. The August 2023 Planning and Climate Change Policy Board approved the Development Plan Scheme 2023 which outlines the key stages and timeline in the preparation of the LDP3, and the Participation Statement was subject to consultation and the outcomes reported to the same Board.
- Work has been ongoing to refresh the town centre strategies pending applicable Supplementary Guidance and in the meantime the team has been outlining potential regeneration priorities and projects, including commissioning visioning work in Johnstone and a review of potential projects in Erskine.
- The #Youdecide participatory budgeting campaign is well under way with 14 completed to date and contracts have been prepared for a further 22 projects.

4.3 Economy

- The spring/summer events programme was successfully delivered, attracting 61,000 attendees, and providing a combined economic impact of £1.68m. This included the Paisley Food and Drink Festival in April, and the Sma' Shot Day and Renfrew Pipe Band competition taking place over summer, which combined provided 108 opportunities in dance, theatre, spoken word and live music performances, and the Doors Open Day
- Two reports were commissioned to analyse Renfrewshire's Growth Sectors which highlighted economic growth opportunities, and how to reconcile existing priorities with future challenges.
- Ahead of expected Community Wealth Building legislation, the economic development team has been working with the Scottish Government, reporting quarterly, contributing to national workshops, and participating in a pilot project with Scottish Excel and the Council's procurement team.
- For the past 18 months the Economic Development team with the Procurement team, has been delivering a wide range of new supports to local businesses to encourage them to bid for public sector contracts. This builds on existing work with the Supplier Development Programme and Business Gateway support to increase and sustain local economic growth and increase public sector spend in the local area.
- The Regeneration and Place Team submitted four applications this year for the 2024/25 allocations of the Regeneration Capital Grant Fund, and are now preparing two stage two applications. An application was also submitted this year to the Scottish Government's Vacant and Derelict Land Investment Programme (VDLIP) which is also at stage two of the process.

- Renfrewshire Council receives employability support grants to deliver employability services in the area and for No One Left Behind, a partnership approach to shaping and delivering employability. The focus of the funding for 2023/24 is significantly different from the last year, with a much larger focus on parental employability support. In the last 6 months, the employability service, Invest, has supported 264 people into paid employment and 330 people to secure qualifications.

4.4 Fair

- The Policy and Partnerships service area is continuing to progress key strands of the Alcohol and Drugs Programme, including the implementation of our Trauma-Informed and Responsive Renfrewshire programme and undertaking scoping work on tackling stigma. Work is also underway to finalise an approach to evaluating the work of the programme in order to support decision-making about the future direction.
- The Fairer Renfrewshire Sub-Committee has been meeting since August 2022 and a Fairer Renfrewshire Officers Group from across services is meeting monthly to develop the programme to address financial insecurity and inequalities. In March 2023 existing funds were brought together into a single resource for Fairer Renfrewshire at around £5million, and over the past 6 months, officers have been focusing on progressing a deep dive data exercise about local child poverty, developing the Fair Food Renfrewshire partnership and community food fund, and the launch of this year's Winter Connections Programme which is now open for applications. The new School Support service, provided by Renfrewshire Citizens Advice Bureau also launched across all Renfrewshire secondary schools.
- The Summer of Fun summer holiday programme was successfully delivered using funding from the Fairer Renfrewshire budget and Scottish Government as well as Future Paisley funding to enhance cultural experiences. A diverse programme was developed to deliver a range of activities for children, families, and young people across Renfrewshire to access over the holidays along with the provision of healthy food. The programme was delivered by Community Learning and Development, Street Stuff, Education, One Ren, Future Paisley and a number of community groups and organisations who received small grants funding, was targeted to support families in the child poverty priority groups. Initial evaluation has been positive around activities on offer and indicates that the programme was successful in reaching low-income families, particularly those families who are in the child poverty priority groups and may be underserved by mainstream holiday programmes. Progress has been made toward developing a Fair Food Strategy, with a Vision and Charter being developed and a Terms of Reference agreed by the Steering Group in September.

- A review of Local Partnerships commenced in September, which will involve engagement with officers and members from the partnership as well as the wider community. The purpose will be to enhance participation, facilitate greater engagement from Council services, develop meaningful local priorities and action plans, and identify options for improving the grant allocation process.
- The grant allocation process for the seven Local Partnerships took place in May and June 2023 in which 142 grants were awarded for 2023/24 to a sum of £433, 991.
- Through Youth Voice, a youth leadership consultation took place where a Summer Roadshow was co-designed with young people. The Summer Roadshow was held across Renfrewshire, the aim of which was to raise awareness of a variety of issues, such as LGBTI+, relationship safety, Environmental Awareness. The event was also used as an opportunity to engage and consult to establish the type of activities in local areas are of interest to young people.

4.5 Green

- There is further work being explored regarding the expansion of the low carbon District Heating Network to facilities at the Advanced Manufacturing Innovation District Scotland (AMIDS), and an options appraisal is currently being drafted for presenting at Board. This network supplies heat and hot water 90% greener than a gas boiler.
- Following the in-person Community Climate Conversation in June, an online stakeholder event was held in September with local and national partners, such as local housing associations, Scottish Power, Scottish Gas, Scottish Water, Transport Scotland, UWS and all 8 Glasgow City Region local authorities. Attendees had the opportunity to understand their influence and their role in progressing to net zero as well as partnership working opportunities.
- In 2023, the Green Spaces, Play Parks and Villages Investment Fund has supported 24 projects including gala days, community gardening projects and community murals. Most recently, 2 green spaces projects totalling £9,650 and 2 village investment project worth £3,300 were approved.
- In March 2023, Council agreed to combine the remaining monies from the Community Empowerment Fund and Climate Change Action Fund to create a single, easy-to-access Sustainable Communities Fund. Available funding has been boosted by an allocation of £650,000 from the UK Shared Prosperity Fund, giving total overall funding of £1.496m. The September Leadership Board approved the small, intermediate and large grant tiered system, and guidance for the fund.

4.6 Living Our Values

- The Corporate Management Team (CMT) have undertaken a corporate self-assessment including a survey and follow-up workshops and have now agreed a range of actions which align with key priorities. A further self-assessment will be carried out with the 'Our Leaders Forum' senior management cohort later this year.
- A revised CMT scorecard was developed with a new quarterly performance focus at CMT, plus 'deep dives' on specific areas - the first was on complaints and the second on planning and building standards. The service is also reviewing how performance data is presented to ensure this is accessible for all audiences.
- In terms of implementing the Council brand, an Accessible Communications Guide has been completed for use, which includes advice and support on accessible and inclusive language, accessible web content, digital content, interpretation, and translation. An independent agency has also been commissioned to deliver an audience segmentation model to inform ongoing corporate marketing and communications activities.
- A draft community planning performance framework was presented to Leadership Board in September for information. It contains the 12 priority of the Community Plan and how the partnership will deliver these actions and measure the impact of the plan. Officers are working with Community Planning Partners finalise the framework.
- The service has been supporting our external auditors as they implement a new thematic approach to Best Value Assurance.
- Education Scotland are currently undertaking a programme of inspection visits across all 32 local authority areas, and local services in Renfrewshire will receive an inspection visit over the coming months. It is anticipated that 4 weeks' notice will be given by Education Scotland prior to any visit taking place, with the focus being on the progress that is being made locally in terms of the delivery of the Community Learning and Development Strategy. The service will be preparing for this visit, ensuring it has gathered evidence of local leadership and positive impacts to the community.

4.7 Improving Outcomes for Children and Families

- As part of the recent review of the Service Improvement Plan, midterm and outturn formats, all SIPs include an action about keeping the Promise in Renfrewshire. A total of 6 Promise Champions amongst Chief Exec's staff have been recruited.
- Future Paisley's The Promise Arts and Cultural engagement programme is strategically connected to delivery of The Promise and the Council's role as a corporate parent. The programme is designed to build social and cultural capital amongst local care experienced young people and young carers to improve outcomes for these groups.

- The Arts and Cultural Participation programme has supported care experienced young people to take part in a range of arts programmes and experiences, including trips to Banksy exhibition and Yardworks workshop in Glasgow and a community based mural painting on Gallowhill Community Centre involving primary school children.
- For the 2023/24 Celebrating Renfrewshire Fund, six young people from a range of backgrounds designed the funding themes, vetted the applications and delivered the funding award presentation event. 126 project applications submitted, 1683 individual young people voted in total, 5,043 choices were made in total.

5. Areas where Actions have been delayed or cancelled

- 5.1 There was a slight delay to the progression of the next phase of Local Partnerships' development due to officers being required to undertake a number of time-critical programmes of work. This included the launch of the Summer of Fun Grants programme, the Community Food grants programme, the development of schools and family advice models and Local Partnership grant activity. The work was originally anticipated to commence over summer, but instead began in September, with a full report and recommendations following engagement due to be submitted to the Leadership Board in December 2023.
- 5.2 Officers have been working to evaluate projects and services previously funded by the Tackling Poverty Programme, following the end of this funding stream and the development of the new Fairer Renfrewshire programme. This work is slightly behind schedule but will be complete by the end of the year in order for funding proposals for the Fairer Renfrewshire programme in 24/25 to be considered in Spring 2024.

6. Progress against performance measures

- 6.1 The Chief Executive's Service reports on 42 performance indicators of which 8 are reported annually, 33 are reported quarterly, and one is based on a staff survey and therefore aligns to the timescales for the survey. The attached scorecard contains the data for Quarters 1 and 2, covering 1 April 2023 to 30th September 2023. It also contains the end of year data for 1 April 2022 to 31 March 2023, to contextualise quarterly performance as well as provide most recent data for annual only indicators.
- 6.2 Of the 33 indicators that are measured on a quarterly basis, 20 are on track or above target, and 4 are new and have no baseline so a target has not yet been set. There are 4 marked yellow, meaning they are very close to hitting target, and only 3 are red, having missed target.

- 6.3 Out of the 3 indicators that missed target, 2 were related to building standards: Percentage of first reports issues within 20 days, where the target was 95% and performance was 63.3%; and time to issue a building warrant or amendment to warrant from receipt of application where target is 60 days and performance was 97 days in Quarter 2. This indicator measures both building standards officers' and external agents' response times and, as a result, there are aspects that are out with the Council's control. The indicator is from the national Building Standards Performance Framework which places a responsibility on Council verifiers to seek to reduce and minimise turnaround times for building warrant applications. Given current performance and the elements that are outwith our control, consideration should be given to reviewing this target and setting it at 90 days. This area of performance was discussed at the CMT deep dive described in section 4.6.
- 6.4 The other missed target was the percentage of frontline resolution complaints responded to within timescales agreed with the customer. In quarter 2, the Chief Executive's Service received 8 frontline complaints, 2 of which were completed within timescale, 3 completed out with timescale and 3 are still being followed up out with timescale.

7. Priorities over the next 6 months

- 7.1 Promoting Renfrewshire as a place of culture in order to attract business and visitors will continue to be a priority. The Cultural Infrastructure Investment Programme continues with Paisley Arts Centre due to be completed by early 2024, followed by the Museum opening in 2025. The Royal Mòd Phàislig (13,000 visitors) and the Halloween Festival (50,000 attendees) successfully took place in October 2023. Economic Impact Assessments of both events are underway and will be reported at a future date. The events team continue to work on the production and delivery of the council's Christmas events programme in Paisley, Renfrew and Johnstone, while the marketing team continues to market Renfrewshire events to local and regional audiences. The team is working on delivering a new events strategy for Renfrewshire, to maximise resource and deliver wider economic or social benefits for the good of local communities and civic pride.
- 7.2 Managing the continuing cost-of-living crisis is a priority across the Council, and for the Chief Executive's service, ongoing initiatives which address financial insecurity continue but also may need to adapt as financial pressures may change. Work over the coming months will continue to focus on supporting households experiencing financial pressures, through for example a £50 per child additional payment for winter clothing which will be paid to all families in receipt of free school clothing grants in November 2023 and the development of the Fair Food Renfrewshire strategy, due to be completed by the end of the financial year.

- 7.3 Completing the procurement of a new technology solution will allow the final phase of developing a new website for the council to begin, with a first launch estimated at the end of 2024, and the ongoing fulfilment of the council's digital experience strategy, a key lever in the council's transformation journey.
- 7.4 The Council has appointed a private sector Development Partner to work with the Council and deliver the next phases of AMIDS. Several leads are currently being explored and further opportunities are expected to be brought forward in the coming months. There is ongoing work to explore opportunities for the District Heating Network to be extended, with an options appraisal being prepared and anticipated at Board by the end of 2023.
- 7.5 Housing Investment Plans will continue to progress over the next few months. The Strategic Housing Investment Plan 2024-2029 has been the subject of consultation and engagement following discussions with the Scottish Government and Registered Social Landlords operating in Renfrewshire. It will be presented to the Communities and Housing Policy Board on 31st October 2023 and thereafter submitted to the Scottish Government. The local housing need and demand assessment has been completed and identifies the 5-year affordable housing estimates for each area in Renfrewshire, and the Local Housing Strategy 2023-2028 will also be presented to the October Board.
- 7.6 As outlined in the Council and Community Plans, the ongoing involvement of communities and increasing community participation is a priority for the Council, particularly considering the current financial pressures continuing to affect families. Work to progress local partnerships will continue over the coming months and a review with recommendations will be submitted to Leadership Board in December. Youth services are also supporting the Scottish Youth Parliament Election process in which 5 candidates will be elected.
- 7.7 In line with the Council's Internal Audit and Risk Management and Governance Arrangements, Council Business Continuity Plans are being improved at a service level to ensure organisational resilience in the case of a crisis or unforeseen event. The main areas to be reviewed and updated are service area restoration plans and plans in the event of ICT system outages. The Crisis and Resilience Management Team have overarching responsibility for Business Continuity Plans and recommendations have been made to address the areas identified and ensure a consistent approach is taken across services. Each service area within the Chief Executive's Service will assess risks to business continuity to ensure a continuous delivery of critical services.

- 7.8 The Council has commenced preparation of new planning policy guidance on education contributions from new housing developments. This work which will assess requirements across the whole of Renfrewshire in due to be presented to the Council's Board in January 2024.
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Implications of the Report

- 1. Financial** – This report notes the financial challenges facing the local authority and the work that will be undertaken by the service to support the financial sustainability strategy.
- 2. HR & Organisational Development** – None
- 3. Community/Council Planning** – Service Improvement Plans reflect the contribution of each service to the Council and Community Plans.
- 4. Legal** – None
- 5. Property/Assets** – The report notes progress on work relating to council property and sustainability.
- 6. Information Technology** – Digital resources are now key to the delivery of services and strategies are in place to manage this. This report shows how digital channels are being used to convey information to staff and the public, including campaigns to advertise events and attract people to the area.
- 7. Equality & Human Rights** - The Recommendations contained within this report have not been assessed in relation to their impact on equalities and human rights because it is a progress report for noting. Any project reported within this report should be assessed individually.
- 8. Health & Safety** – None
- 9. Procurement** – None
- 10. Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
- 11. Privacy Impact** – None
- 12. COSLA Policy Position** – None

13. Climate Change – The report notes progress and future priorities for the Council's Plan for Net Zero through its management of council property.

List of Background Papers: None

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Appendix Chief Executive's Service Improvement Plan 2023 – 26 Mid-Year
Report November 2023



Chief Executive's Service

Service Improvement Plan 2023 - 26

Mid-Year Report

November 2023

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Welcome to our six-monthly update

- This update reflects on the first six months of our Service Improvement Plan, highlighting areas where we are already making progress and some areas we want to focus on more, perhaps because performance isn't moving in the direction we anticipated or because of other pressures or factors that makes this even more of a priority for us.
- Different services will contribute more towards some Council Plan Strategic Outcomes than others, so this report focuses on areas to which the Chief Executive's Service contributes more significantly. However, a full update against all the actions and performance indicators we use to measure progress is included within this report.
- The Chief Executive's Service reports on 42 performance indicators of which 8 which are reported annually, and the remainder reported quarterly. This report contains the data for Quarters 1 and 2, covering 1 April 2023 to 30 September 2023. It also contains the end of year data for 1 April 2022 to 31 March 2023, to allow comparisons as well as provide most recent data for annual only indicators.

Place: Working together to enhance wellbeing across communities

Spotlight: Cultural Infrastructure Programmes

The major refurbishment of Paisley Town Hall has been completed and the building successfully opened to the public ahead of the Royal National Mod, which was the timeline target. Paisley Learning & Cultural Hub has also completed construction will open to the public in November 2023. Work continues on Paisley Arts Centre with a revised timescale of early 2024, and Paisley Museum is expected to complete in 2025.



Local Housing Strategy 2023-28 and Strategic Housing Investment Plan approved on 31st October



50 successful projects from the #Youdecide campaign are well under way with 14 completed to date



164,199,385 opportunities to see or hear something positive about Renfrewshire in the first half of 2023/24

Areas for improvement and development

- Within Building Standards, the percentage of first reports issued within 20 days has fallen from 68% to 63.3% and remains below target. This has been significantly impacted by recruitment and retention so work is already underway to focus on this.

Economy: building an inclusive, green and resilient economy

Spotlight: Supporting local businesses

A key aim in a recently commissioned report into Renfrewshire Growth areas is to identify local supply chain growth and development. For the past 18 months the Economic Development team has been working with the Council's Procurement team to deliver a wide range of new supports to local businesses to encourage them to bid for public sector contracts.

This builds on existing work with the Supplier Development Programme and Business Gateway support to increase and sustain local economic growth and increase public sector spend in the local area.

Areas for improvement and development

Two reports were commissioned to analyse Renfrewshire's Growth Sectors which highlighted growth opportunities. This will help support work around how to reconcile existing priorities with future challenges.



£1.69m Economic impact from events



61,000 visitors for the first half of the 2023/24 events programme, as well as **1,405** participants and **268** performers.



135 new business start-ups supported

Fair: nurturing bright, happy and healthy futures for all

Spotlight: Summer of Fun

The Summer of Fun programme was successfully delivered, providing free activities targeted towards children with experience of poverty. Healthy food was provided, along with additional support for families and a small grants programme which funded 17 projects with the £55k budget. There were at least 4500 attendances at summer holiday camps across Renfrewshire, and 1858 attendances at Street stuff evening sessions.

Activities included arts and crafts, clay making and painting, drumming, multi-sport and fun games, and on the last week of camps, there were parties with face painting and games.



287 people currently engaged with Adult and Family Learning team



£75k allocated to Winter Connections Programme for this winter



£25k of community food fund grants awarded



140 clients engaged with Advice Works family support service

Areas for improvement and development:

The timescales on actions related to poverty mitigation have been extended, such as the deep dive on child poverty and supporting people through the cost-of-living-crisis. This is due to the ongoing crisis having more long-term effects, and resources are therefore needed to be used where most needed leading to some small delays.

Green: Leading Renfrewshire to Net Zero

Spotlight: Phase 2 of Plan for Net Zero

As part of phase 2 of the Council's Plan for Net Zero, a number of engagement events have been held to gather views and ideas around how to work towards net zero in Renfrewshire.

A Community Climate Conversation was held in person in June and an online stakeholder event was held in September with local and national partners, such as local housing associations, Scottish Power, Scottish Gas, Scottish Water, Transport Scotland, UWS and all 8 Glasgow City Region local authorities. Finally, a session with Council officers helped to pull all the ideas together and will inform a 'route map' to Net Zero which will be developed over the coming months.



Areas for improvement and development:

- Close monitoring of areas that showed a slight increase in the Council's annual carbon emissions such as natural gas consumption
- Developing our 'route map' to net zero, our approach to carbon budgeting and an adaptation plan aligned to Renfrewshire's Biodiversity Action Plan.



17.2% decrease in overall carbon emissions for Renfrewshire Council between 2021/22 and 2022/23



4,900 members of the Team Up to Clean Up Facebook Community



£1.5m available in a new Sustainable Communities Fund to support local sustainability and community empowerment

Living our Values

95% of FOI requests in a quarter completed within timescale in the Chief Executive's Department



88% of building warrants or amendments issued within 10 days of receipt of all satisfactory information

85% of investigation complaints responded to within timescales agreed with customer



25% of frontline resolution complaints responded to within timescales agreed with customer

71,240 people engaging with the Council's digital channels



83,291,544 Opportunities to see or hear something positive about Renfrewshire Council activity

Improving Outcomes for Children and Families

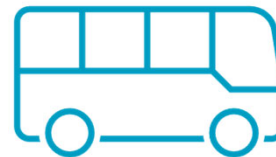
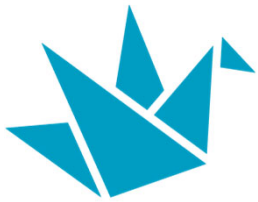
The Promise Champions (“Champs”) participated in a peer-led summer activity programme and planning an autumn Camps Youth Club.



A pilot project was run in partnership with Riverbrae School providing a Junior and Senior Youth club programme with a variety of youth work activities and creative opportunities.



Sculpture House Collective is completing the pilot year of activity including a partnership with Pals of the Privies, working with local children once a week to introduce sculpture.



Arts and Cultural Participation programme has supported care experienced young people to take part in a range of arts programmes and experiences, including trips to Banksy exhibition and Yardworks workshop in Glasgow





Actions and indicators

Full list




November 2023

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Delivering the Plan – Place

Action	Due	Status	Progress update
Develop new options for services and partners to work together more closely across localities to provide advice and support to local people and develop community capacity (CF)	31 Dec 25		We are progressing new Connected Communities approach - considering how we develop our 'front door' services for people accessing advice and support; exploring family advice services; and developing options for locality working.
Deliver a participatory budgeting framework for the Council (CF)	31 Mar 24		<p>The delivery of the 50 successful projects from the #Youdecide campaign is well under way with 14 completed to date. Contracts have been prepared for a further 22 projects and work is ongoing including to deliver the remaining 14 projects. Johnstone PB Christmas lights event (Pilot) is now in its voting stage, due to end on 1 November 2023.</p> <p>Discussions are underway to plan another school PB process, which will focus on partnership working between schools to address the cost of the school day, tackling poverty and inequality. This is a £50k project.</p> <p>The CONSUL site was provided by COSLA to the council and is being developed within the council alongside the digital experience team, to ensure it is supported by council systems. Once this is in place, there is an agreement to look at how it will be used to support the housing regeneration team.</p>
Progress the next phase of Local Partnerships development	31 Mar 24		<p>It was anticipated that this work would commence over the summer period, however key officers were required to undertake a number of time critical programmes of work. This included the launch of the Summer of Fun Grants programme, the Community Food grants programme, the development of schools and family advice models and Local Partnership grant activity. This process has now begun as of September 2023 and includes engagement from Local Partnership and elected members, Local Partnership Chairs, Lead Officers and wider community groups. The key issues being explored are:</p> <ul style="list-style-type: none"> • Enhancing participation in Local Partnership meetings • Facilitating greater engagement from Council services and partner organisations on issues which impact Local Partnership areas • Developing meaningful local priorities and action plans • Identifying options for improving the grant allocation process <p>A full report and recommendations from the review will be submitted to the Leadership Board on 6 December 2023</p>

Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver Renfrewshire’s Cultural Infrastructure Investment Programme	31 Jul 24		<p>Paisley Town Hall completion has now been achieved and building has been successfully opened to the public ahead of the Royal National Mod, which was the timeline target. Paisley Learning & Cultural Hub has also completed construction and the building has been handed over to begin the fit-out process.</p> <p>Paisley Arts Centre is being managed closely to ensure delivery is achieved on the revised timescale of early 2024, and Paisley Museum is expected to complete in 2025.</p>
Participate in and monitor progression of the Clyde Metro in partnership with Glasgow City Council, Transport Scotland and other stakeholders.	31 Mar 25		Glasgow City Region Project team now liaising with UK Infrastructure Bank on project to accelerate project outcomes
Work with the development partner and stakeholders to maximise the potential of AMIDS for Renfrewshire	31 Mar 26		Development partner (Buccleuch) now in place with LLP joint venture company now set up. Work has commenced to secure new leads to AMIDS with positive discussions ongoing. Construction of phase 1 which will deliver the next building on site, is progressing through the design phase. Construction of this phase is due for completion in 2025.
Carry out evaluation of Future Paisley and prepare a transition plan for the mainstreaming/external funding of projects beyond April 2024.	31 Mar 24		<p>Work is ongoing to evaluate the social, economic and cultural impact of the Future Paisley programme, covering over 100 different projects, activities and events. Mid-year Project Lead reporting of outcomes is underway and will be reported to the council’s Leadership Board in December. Work on the programme retrospective has started, including the evaluation of cultural funding programmes CHEF and CODF.</p> <p>Future Paisley Evidence Reviews have been completed to help understand more complex assumptions, and to inform policy development, thinking and analysis in the long-term:</p> <ul style="list-style-type: none"> • The Role of Arts and Culture in Lifting Communities out of Poverty: A Review of Evidence. • The Social Value of Community Events: A Review of Literature. • Measuring Wellbeing. Gauging (Mental) Wellbeing Benefits of Arts & Cultural Participation: Insights & Approaches. • The Impact of Co-Production on Community Wellbeing: A Review of Evidence (underway) <p>Evaluation tools, case studies and evidence reviews are published at https://ccse.uws.ac.uk/</p>

Delivering the Plan – Place

Action	Due	Status	Progress update
Successfully deliver the Capital Appeal for Paisley Museum Reimagined Ltd.	31 Mar 24		<p>The fundraising campaign continues to progress positively, with total income at £1.54m and the overall income target for Trusts and Foundations having been achieved. The team are in the final stages of the £200,000 funding agreement with the Clore Duffield Foundation, which will support the development of learning space 1 - 'Clore Learning Space'.</p> <p>Other key successes in the quarter include:</p> <ul style="list-style-type: none"> • Growing corporate sponsorship with £20,000 confirmed from both The Malcolm Group and the University West of Scotland • Bringing PMR Ltd's combined corporate partner value to £90,000 with further income in the pipeline. • Hosted Renfrewshire Chamber of Commerce Premier Partners onsite in October and work is underway to cultivate new private sector relationships. • Continued to cultivate major donors, trusts and foundations which has led to a prominent business leader donating £10,000 and the Nairn Family Trust awarding £50,000. <p>Sadly, PMR Ltd donor and ambassador, Nick Kuenssberg passed away in October. PMR Ltd plan to mark Mr Kuenssberg's commitment to the project at the Coats Gathering event which is being held at Paisley Town Hall next year.</p>
Implement the destination marketing plan to promote Renfrewshire as a day-visitor location, maximising existing audience and product intelligence and ensuring brand relevance across Renfrewshire.	31 Mar 24		<p>In addition to continued promotion of the council's summer events programme, the priority for Q2 was the promotion of Renfrewshire's summer visitor season. The campaign to attract visitors included web, organic social, paid-for social and always-on advertising. Visitor proposition social media ads ran across meta platforms until the end of September. A Final evaluation will be completed in Q3, and results included: 5777 lands on Paisley.is; 300,000 accounts reached; 1,500,000 impressions; 9000 engagements, and; £0.53 cost per land.</p> <p>A Scotland-wide marketing and PR campaign began in August to encourage attendance at Mòd Phàislig and Mòd Fringe events from regular attendees, visitors and local people. In partnership with An Comunn we have showcased the programme of events taking place for the duration of the festival. Our plan included regular PR content, paid-for advertising promoting the Mòd in the Scottish Highland and Grampians and Scottish Islands, out-of-home advertising in Glasgow and Renfrewshire including bus rears, large poster sites, digital advertising activity and social media. In addition to this, a new visitor guide was distributed locally and to Renfrewshire hotel and accommodation providers to inspire visitors during their visit to the Mòd. A full evaluation will take place in Q3.</p> <p>In Quarter 2 our overall media reach was: 591 articles in the press (printed and online); More than 73m combined opportunities to see and hear (OTSH); 84,210 total page views (across whole website); Facebook organic reach of 337K, Instagram organic reach of 85K, Facebook and Instagram paid reach: 329K. For the remainder of the year visitor activity is focused on Paisley Halloween Festival and Christmas events across Renfrewshire.</p>

Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver on the ambitions of our town centre strategies/visions and specifically working with partners to transform our key centres.	31 Mar 26		<p>The transformation of Paisley following delivery of the Action Plan is advancing at pace, with achievements such as creating an international culture and heritage destination and acting as a stimulus for property investment, development and re-use. Regeneration projects nearing completion include the restoration of the Museum and Arts Centre and the creation of a new Culture and Learning Hub in the High Street.</p> <p>The publication of the Paisley Vision document will also act as a further catalyst to inspire future development in and around the town centre. The Liberal Club, which was identified as a key building in the Vision, is currently under restoration, securing its long-term status. The Regeneration Team will be looking to refresh our town centre strategies to reflect changes that have taken place in a post pandemic environment. These strategies will align with the guidance and principles outlined in NPF4 following pending applicable supplementary guidance. Until publication, the team has been outlining potential regeneration priorities and projects, including commissioning visioning work in Johnstone and a review of potential projects in Erskine. The team will continue to bring forward regeneration proposals across our town centres.</p>
Proactively work with property owners to bring some of the area's most valued assets back into use	31 Mar 25		<p>The Council has been proactive in seeking out property owners of prominent buildings within our town centres in respect of potential regeneration opportunities. This includes the potential redevelopment of the Paisley Centre into a thriving mixed-use development. Recent and ongoing investment in a number of listed buildings includes St Matthew's Church, County Place, 5 George Place and the Liberal Club. These have been facilitated with in-depth discussions with the respective owners. The goal is to get these buildings back into use.</p> <p>There has also been engagement with landlords in respect of promoting a new Empty Shops Grant Scheme with ambition of reducing the number of commercial vacancies within Renfrewshire's town centres.</p>
Deliver Renfrewshire's Strategic Housing Investment Programme in partnership with other housing providers in Renfrewshire	31 Mar 29		<p>The Renfrewshire Strategic Housing Investment Plan 2024-2029 has been the subject of consultation and engagement following discussions with the Scottish Government and Registered Social Landlords operating in Renfrewshire. The Strategic Housing Investment Plan (SHIP) is updated annually to take account of progress and completions in relation to delivering the affordable housing programme in Renfrewshire.</p> <p>The SHIP will be presented to the Communities and Housing Policy Board on 31st October 2023 and thereafter submitted to the Scottish Government.</p>










Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver Renfrewshire's Local Housing Strategy 2022- 27	31 Mar 27		<p>The local housing need and demand assessment has been completed and identifies the 5-year affordable housing estimates for each area in Renfrewshire, offering a profile of the property types and sizes that would be most effective in meeting housing need.</p> <p>The Local Housing Strategy 2023-2028 has been prepared and will be presented to the Communities and Housing Policy Board on 31st October 2023. The strategy sets out the strategic vision for housing and housing related services in Renfrewshire and seeks to provide a clear direction for strategic housing investment.</p>
Deliver the Local Development Plan, the 10 year spatial strategy for Renfrewshire	31 Aug 27		<p>Following the enactment of the Planning (Scotland) Act 2019, the Scottish Government have been taking steps to successfully implement the wider reforms to transform planning including the introduction of National Planning Framework 4 (NPF4) and subsequent guidance and regulations.</p> <p>Renfrewshire Council now has a national vision, spatial strategy and principles along with policies and actions to embrace and translate into plans and placemaking at the local level. We will do that through the preparation of the next Plan, Renfrewshire Local Development Plan 3.</p> <p>The Participation Statement was subject to consultation and the outcomes reported to the Planning and Climate Change Policy Board in August 2023. In addition, the Board also approved the Development Plan Scheme 2023 which outlines the key stages and timeline in the preparation of the LDP3.</p>







Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Fundraising income target	✅	▬	▬	969,000	500,000	Annual only				Since the last report, the fundraising team have secured £200,000 in funding from the Clore Duffield Foundation and £40,000 in corporate donations, with additional income anticipated from Corporate Supporters. We expect to meet the annual target of £500,000
Opportunities to see or hear something positive about Paisley and Renfrewshire as part of Paisley.is destination brand	✅	⬇️	⬆️	204,638,668	240m	90,291,422	60m	73,908,495	60m	This indicator is focused on measuring the reach of the Paisley.is destination brand. The events coverage secured in Q2 includes Mod launch (What's On network, Gazette, Press and Journal, Event Base, West Highland Press, Stornoway Gazette, BBC Radio Orkney), Schools at the Forefront of the Mod, (Gazette, What's On Network, Paisley.org, Renfrewshire News, Evening Times), Paisley Town Hall transformation (Project Scotland, STV.tv, Evening Times, The Herald, Scottish Construction Now, Scotland News Today) Scotland News today, Scots Language Awards, (The National, Yahoo, Banffshire Journal, The Scotsman, Stirling Observer and Shopper), Schools Pipe Band Win (Paisley Daily Express, The National) and Halloween (Paisley Daily Express, Paisley.org, Paisley Gazette, Renfrewshire News, What's On Network, Daily record online, Evening Times).
Number of properties on the Buildings at Risk Register	⚠️	⬆️	⬇️	27	27	29	27	28	27	The Buildings at Risk Register, prepared and managed by Historic Environment Scotland, includes 28 Renfrewshire properties, with 4 in progress of restoration. Properties are located across the council area including Kilbarchan, Lochwinnoch, Paisley and Renfrew. Discussions are ongoing with HES to get some buildings no longer at risk removed from the list.




Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Percentage of first reports (Building Standards) issued within 20 days				66.1	95	68	95	63.3	95	Performance is lower than anticipated for Q2 as the section is carrying a further Assistant Building Standards Surveyor two vacancies. Staff recruitment and retention remains an issue. The section now has 5 Assistant Building Standards Surveyors who have less than one years' experience and the level of training and mentoring which is required is resource intensive and this is impacting upon performance.
Amount of Vacant and Derelict Land (hectares)				248	Data only	Annual only				The vacant and derelict land survey is undertaken each year covering the period between the 1 April to the 31 March. In 2023 there are 248 hectares of land recorded as vacant and derelict on the Council's survey. The total amount of vacant and derelict land continues to reduce across Renfrewshire with a 6 ha reduction since last year.
Amount of land brought forward for re-use and development contributing to economic activity and enhancing the built and natural environment (hectares)				7.5	20	Annual only				The vacant and derelict land survey is undertaken each year covering the period between the 1 April to the 31 March. 7.5 hectares of vacant and derelict land was brought back into use during this time period. New development site starts have slowed during the past year which has reduced the amount of vacant and derelict land being brought back into use. The Council's Vacant and Derelict Land Strategy will be refreshed next year which will consider future opportunities to maximise the redevelopment of land. This indicator will be refreshed following the publication of the new strategy.



Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Affordable housing completions				369	200	Annual only				<p>The affordable newbuild housing programme involves both Council and Housing Association developments across a range of sites in Renfrewshire. In 2022/2023 there were 369 affordable housing completions across Renfrewshire including new homes being built in Paisley, Johnstone, Renfrew and Bishopton. The Council continues to increase the supply and delivery of a range and choice of affordable homes to meet the housing needs of different groups.</p> <p>The final Renfrewshire Local Housing Strategy is to be presented to the Communities and Housing Policy Board on 31st October 2023. In future updates of this indicator the target will be changed to reflect the new strategy.</p>
Private housing completions				522	500	Annual only				<p>The Renfrewshire Housing Land Audit is completed annually. The audit is a snapshot in time covering the duration between the 1 April to the 31 March each year. The audit records 422 private completions across Renfrewshire during this time period. New site starts have slowed during the past year however it is anticipated that private completions will increase again to over 500 during 2024.</p> <p>In relation to all homes under construction or future housing sites, 88% of these new homes will be built on previously used brownfield land, creating attractive and sustainable places.</p> <p>The final Renfrewshire Local Housing Strategy is to be presented to the Communities and Housing Policy Board on 31st October 2023. In future updates of this indicator the target will be changed to reflect the new strategy.</p>


Delivering the Plan – Economy

Action	Due	Status	Progress update
Monitor benefits of City Deal Projects, including Glasgow Airport Investment Area, Clyde Waterfront and Renfrew Riverside and City Region wide employment programmes	31 Mar 25		<p>Clyde Waterfront & Renfrew Riverside: All required community benefits have been delivered to date, with the rest remaining on track during the project lifespan. Project is advancing with the completion of a new culvert and foundations of bridge structure in place. Fabrication of bridge components is progressing with these due to arrive on site in early 2024.</p> <p>Glasgow Airport Investment Area project is now complete which is enabling the development of AMIDS.</p>
Lead development of a new event strategy for Renfrewshire, expanding programming across Renfrewshire and undertaking work to understand the social impact of events for Renfrewshire communities	31 Mar 24		<p>The 2023/24 events programme for Q1 and Q2 was successfully delivered, attracting 61,000 event attendees. Independent event evaluation has confirmed an average visitor satisfaction rating of 97% and a combined economic impact of £1.68m for Renfrewshire. Evaluation data includes the numbers of people who participate in the development and delivery of the events programme and the volunteering and skills development the programme provides for local people. Further evidence of the social impacts of the programme is being driven through the evaluation of Future Paisley and the Centre for Culture, Sports and Events.</p> <p>The National Event Strategy Scotland the Perfect Stage is being refreshed and will be released in the Spring of 2024. The council's events team have supported the consultation exercise for the National Strategy and have used this insight to shape the development of Renfrewshire's event strategy.</p> <p>Renfrewshire's revised events strategy has been drafted, considering the impact of the end of Future Paisley funding, and is being tested with event partners and audiences. The events programme for 2024/25 is confirmed and follows the conclusion of Right for Renfrewshire within the service.</p>
Develop an Investment Proposition for Renfrewshire that is clear on our economic ambitions for place	31 Mar 24		<p>Two reports have been commissioned to analyse Renfrewshire's Growth Sectors. The first highlighted that there are several opportunities which Renfrewshire needs to capitalise on to support the growth of its economy further. The second report aims to reconcile existing priorities, team capacity and skills engaged in the economic development and regeneration functions of the Chief Executive's Department, with the future opportunities and challenges outlined in the first report and the Council's Economic Strategy. This report highlights that there is a requirement to grow and increase visibility of Renfrewshire's inward investment proposition to drive future economic growth and development. The development of a web site which signposts the area's investment portfolio is recommended. Officers are now looking to progress this action in conjunction with the Marketing/Comms team.</p>
















Delivering the Plan – Economy

Action	Due	Status	Progress update
Develop a Community Wealth Building Plan for Renfrewshire	31 Mar 24		<p>Community Wealth Building [CWB] is at the heart of the council's approach to inclusive economic growth and aims to support a wellbeing economy in Renfrewshire. A new Community Wealth Building Act is expected next year, and a council framework/plan is currently being prepared. Key actions to report are:</p> <ul style="list-style-type: none"> • Ensuring the Council CWB plan is aligned to a regional approach with Glasgow City Region. • Reporting quarterly to the Scottish Governments Community Wealth Building Policy Manager and liaising directly with colleagues in the SG CWB policy team • Contributing to Economic Development Association Scotland (EDAS) and Centre for Local Economic Strategies [CLES] workshops. • As part of a Scottish Government pilot, Renfrewshire Council (Economic Development and Procurement) were one of four local authorities to participate in a CWB project delivered by Scotland Excel. The project involved data analysis of local spend, practice sharing workshops and a Spotlight on Community Wealth Building from the Scottish Government's Heads of Procurement. • Economic Development are working on a draft paper which will provide an overview of CWB practice within the Council and will outline the Council's key objectives and levers to maximise the impact of CWB at a local level. In order to ensure the paper is aligned to national policy, the draft paper will be revised to reflect the proposed new CWB Bill due to be put forward during the current parliamentary term.
Support and grow supply chain management and knowledge exchange among manufacturing SMEs to supply Scottish / UK businesses and global supply chain	31 Dec 23		<p>A key aim of the recent Growth Sectors report is for the Council to identify opportunities for local supply chain growth and development. For the past 18 months the Economic Development and Procurement teams in the council have been developing and delivering a wide range of new supports to local businesses to encourage them to bid for public sector contracts. This builds on existing work with the Supplier Development Programme and Business Gateway support. The main driver of this is work around the Community Wealth Building agenda and the aim of increasing and sustaining local economic growth and also increasing council, and other public sector spend, in the local area.</p> <p>Further opportunities for local growth and development are also being explored.</p>
















Delivering the Plan – Economy

Action	Due	Status	Progress update
Maximise funding for regeneration of Renfrewshire's places through grant submissions to external sources including UK and Scottish Governments	31 Mar 26		<p>The Regeneration and Place Team has successfully secured funding through various external sources. Between 21/22 and 25/26 it has been allocated £4.4m from the Place Based Investment Fund for capital regeneration projects. Between 22/23 and 24/25 we have received £1.5m in funding for capital and revenue regeneration spend from the Shared Prosperity fund.</p> <p>The Council has consistently been successful in RCGF funding applications, most recently receiving £800k in funding for the PACE theatre project. Four applications have been submitted this year for the 24/25 allocation. We have now been invited to Stage 2 for two of these applications which will be submitted in November, with decisions expected in the new year.</p> <p>An application was also submitted this year to the Scottish Government's Vacant and Derelict Land Investment Programme (VDLIP) which, again we have been successful in progressing to Stage 2, with a further application to be submitted in November.</p> <p>Funding worth £85k has been secured from SEPA to investigate the potential deculverting and environmental enhancement of the Candren Burn in Ferguslie.</p> <p>The Regeneration team will continue to explore external funding opportunities to help deliver our place shaping agenda.</p>

Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Measure of Civic Pride related to events (% of people agreeing that local events make them proud of their hometown)				84	85	Annual only				A baseline target of 85% has been set for 23/24. Events in Q1 returned an average score of 89% with events in Q2 delivering 92%.
Number of people participating in the events programme				3,140	300	648	300	757	450	Three events were delivered in Q2 and 757 participation opportunities were created. Local groups and individuals were able to participate in dance, developing routines and choreography for the Sma' Shot Day parade, visual arts including costume, hat, prop and banner making.
Number of people performing in the event programme				568	150	160	100	108	100	Two events provided performance opportunities in Q2, Sma' Shot day and Renfrew Pipe Band Competition. Combined this provided 108 opportunities in dance, theatre, spoken word and live music performances took place within the event site, on the main stage and in local venues including the Bungalow.
Number of volunteering hours supporting the development and delivery of the events programme (new)				New	New	99	45	53	45	Eleven volunteers supported the delivery of all three Q2 events with a total of 53 hours. The roles included workshop assistance, way finding, parade support and welcome host. In addition to those who directly volunteered as part of the events team another additional 17 volunteer roles were supported by partners who were either working or participating at the events. These roles included stage management, workshop assistance and stall management.
Number of people attending the events programme				151,500	65,000	42,500	20,000	17,000	15,000	Q2 events, Sma' Shot day, Renfrew Pipe Bands and Doors Open Days drew 17,000 attendees. Renfrew Pipe Band attendance was 4,000 with 28% of the attendees' visitors to the area. Sma' Shot Day attracted 6,000 with 20% of those being visitors to Renfrewshire and Doors Open day drew 7,000 attendees across the weekend.

Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Economic impact and local spend of attendees to the visitor events programme (New) (£)				New	New	1,383,654	Data only	305,927	Data only	Sma' Shot Day and Renfrew Pipe Band Competitions were evaluated as visitor events in Q2 achieving a combined economic impact and local spend of £305,927 with Sma' Shot day delivering £168,106 and Renfrew Pipe Band competition £137,821.
Average spend per head of attendees to the events programme (New) (£)				New	New	52.86	Data only	38.7	Data only	Q2 events achieved an average spend per head of £38.70. Sma' Shot day on average spent £38.49 per head with those attending Renfrew Pipe Band Competition spending £38.91
Number of new business start-ups in Renfrewshire with Business Gateway support				206	320	50	80	85	80	There has been an 80% increase in the number of businesses started with Business Gateway support compared to the corresponding period (Q2) last year. Work is ongoing to encourage those interested in starting their own business to take the final step.
Number of local businesses securing growth support, training or grants from Renfrewshire Council Business Team				350	300	67	75	99	75	99 local businesses received support in the second quarter. Businesses are still struggling to maintain cash flow strength due to rising costs amid national and global inflation impacting on consumer demand.
Number of Social Enterprises supported to grow / develop / income generate with Council support				89	80	33	20	18	20	18 different Social Enterprises were provided support to grow, develop, and generate income in this quarter.



Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of trainee type posts created for unemployed people at Renfrewshire Council	✓	↑	↓	68	40	12	10	23	10	23 new council trainee roles were started in Q2 where unemployed people gain paid work experience at the council to prepare them for future employment.
Number of unemployed/ low waged people being supported through Renfrewshire Council Employability Programme	✓	↑	↑	1,370	1,100	369	275	404	275	There were 404 new registrations in Q2 with several hundred other clients already registered in 2022-23 and still receiving support in 23-24.
Number of unemployed / low waged people securing qualifications through Renfrewshire Council Employability Programme	✓	↑	↑	507	400	177	100	153	100	153 unemployed/low waged people achieved a qualification in quarter 2.
Number of unemployed people moving into paid employment through Renfrewshire Council Employability Programme	✓	↑	↑	538	350	124	87.5	140	87.5	140 unemployed/low waged people secured new paid employment in quarter 2.
Number of people supported, sustained in work at 6 Months through Renfrewshire Council Employability Programme	✓	↑	↑	340	180	Annual only				*New indicator, baseline to be established in order to set targets moving forward.




Delivering the Plan – Fair

Action	Due	Status	Progress update
Develop the Trauma Informed and Responsive Renfrewshire Programme	31 Mar 25		<p>Local networking and development activities within council services and partners of local HSCP, community planning, and wider health board area continue in order to build on collaborative working. Regular meetings with local trauma leads' network group to identify further opportunities and schedule activities for collaborative working and sharing of resources. Contributed to development group for Renfrewshire's recent Adult Support and Protection Conference.</p> <p>A development session has been scheduled for mid-November and thereafter the draft Road Map and action plan will go to CMT.</p> <p>In terms of building capacity through learning, work has taken place with colleagues in housing support and business support with learning programmes for their teams and with the OD team to develop online level 1 videos from NES to be available for council and OneRen staff. Engagement continues with OneRen and HSCP relating to learning programmes for their staff. Further STILT session took place on 3rd October. Post-STILT meetings continue to explore next steps with those who attended STILT sessions. Co-facilitation of learning session with East Dunbartonshire Council and engagement with Police Scotland to explore training for police staff with Inverclyde Council.</p> <p>National engagement activities continue with Improvement Service, Adult support and protection leader, and NES relating to evolving national developments to support local progress.</p>
Deliver the Stigma/Language Matters project.	31 Mar 24		<p>The work of the Alcohol and Drugs Commission identified the need for partners to act robustly to eradicate stigma and promote positive conversations around recovery. Proposals are being developed around locally focused awareness raising materials for improving the understanding of stigma relating to alcohol/drugs/mental health, for people who live and work in Renfrewshire. A review of the resources required to deliver this project is currently underway, including exploring working with a local partner.</p>





Delivering the Plan – Fair

Action	Due	Status	Progress update
Take forward the recommendations of the Alcohol and Drugs Commission	31 Mar 25		<p>MyLA (My Life Ahead) launched last year delivered by Housing Service with Turning Point Scotland, providing holistic wraparound support, using elements of the Housing First approach. The project has provided support for 39 individuals - exceeding the target number - and there have been positive indicators emerging in terms of: reduction in alcohol/drug use; people successfully accessing the specialist services they require; and those with a history of non-engagement now working positively with the MyLA team. September Leadership Board agreed to extend this project for a further 12 months until October 2024, which will also allow a more accurate assessment of the impact it is having on the individuals it supports in sustaining settled housing.</p> <p>Children's Services and I Am Me Scotland have developed a digital, interactive, and progressive curricular programme in substance use for early years to senior phase, aligned to the principles of Curriculum for Excellence, and reflecting the context of alcohol and drug use within Renfrewshire. The 'Alcohol and Substance Awareness Education' pack, including nursery, primary, and secondary resources, has been produced with Renfrewshire Children's Services, Teachers, Police Scotland, NHS, Renfrewshire HSCP and, most importantly, children, young people, and those who have lived experience of drug and alcohol use. Since its launch in August 2022, the programme has built up over 1,500 users including schools, Police Scotland, and HSCP. It has been accessed by over 400 Renfrewshire teachers. A recent evaluation of the programme recognised the need to expand on lessons related to vaping within the programme. Consultation between colleagues in education and HSCPs across NHSGGC is ongoing to coordinate development of additional materials. In September 2023, the programme won the COSLA Excellence Award in the Tackling Inequalities and Improving Health and Wellbeing category.</p>
Develop the new Fairer Renfrewshire programme (CF)	31 Mar 25		<p>The Fairer Renfrewshire Sub-Committee has been meeting since August 2022 and a Fairer Renfrewshire Officers Group from across services is meeting monthly. In March 2023 existing funds were brought together into a single resource for Fairer Renfrewshire at around £5million, and partners are working together to further develop the programme.</p> <p>There are four key emerging themes which are shared across all elements of the programme, under which key projects are being funded: Improving financial security; Advancing equality of opportunity; Building community capacity and resilience; and, Listening to lived experience.</p> <p>The new School Support service is now in place across all Renfrewshire secondary schools. This service, provided by Renfrewshire Citizens Advice Bureau (RCAB), embeds advice workers in schools, and referrals can be received by pupils over 16, parents/carers, and school staff. The first appointments were booked prior to schools returning after summer, and bookings will be monitored closely to ensure best use of resource. Work is underway to launch the family advice service within Advice Works. As a starting point, as part of the process for applying for Free School meals or School Clothing Grants, applicants were given some information about the Advice Works service and asked whether they would like advice on money management and benefits.</p>



Delivering the Plan – Fair

Action	Due	Status	Progress update
Work with partners to support Renfrewshire residents through the cost-of-living crisis	31 Dec 24		<p>The Community Food Fund grant guidance was updated during the summer and applications opened in August, with funding of £4,000 available per application. The fund closed on 28 August 2023, and all applications received were considered by an officer panel comprising of representatives from the Council, Engage and the HSCP. Leadership Board in September 2023 agreed the awards for the fund totalling £25k. A £50 per child additional payment for winter clothing will be paid to all families in receipt of free school clothing grants in November 2023.</p> <p>The Summer of Fun programme was successfully delivered, providing free activities, targeted to children with experience of poverty. Healthy food was provided, along with additional support for families and a small grants programme which funded 17 projects with the £55k budget. There were at least 4500 attendances at summer holiday camps across Renfrewshire's, and 1858 attendances at Street stuff evening sessions. As part of Summer of Fun, we promoted all free activities across Ren during summer, include pipe band champs which was funded through Renfrew Common Good. Planning is now underway for the Winter Connections programme.</p> <p>Work is underway to launch the family advice service within Advice Works. And a schools advice service in partnership with Renfrewshire Citizens Advice Bureau.</p>
Develop mechanisms for supporting individuals with lived experience of poverty to influence policy in this area	31 Mar 24		<p>The Fairer Renfrewshire panel continues to meet with officers across Council services to ensure the voice of those with lived experience of poverty informs Council's policy and practice.</p> <p>Over the summer period, drafting of a Working Agreement, setting down how the Panel, the Council, and STAR Project which supports the Panel should work together, commenced and is in the final stages of agreement. A work plan is also being developed to ensure priority topics for the Panel and for the Council are discussed. The Panel also met with officers from Housing to discuss issues such as allocations and repairs, housing being one of the Panel's initial priorities. A further meeting also took place with officers from the Council's employability service, Invest in Renfrewshire at the request of Invest, who want to understand better how they can reach and support those who are not working or in low paid jobs, especially within their priority groups which include parents, those with disabilities and health conditions and young people</p>
Develop the Fair Food Renfrewshire strategy.	31 Mar 24		<p>Following on from the Fair Food Renfrewshire meeting held in May 2023, a Vision and Charter were developed for the initiative and an initial draft of these documents circulated to attendees and those who had shown an interest in being part of Fair Food Renfrewshire for comment. A draft Terms of Reference was discussed and agreed by the Steering Group at its first meeting on 1st September 2023.</p> <p>Renfrewshire Council's Head of Policy and Partnerships is Renfrewshire's Food Champion, and chairs the Steering Group, which is made up of members from Renfrewshire Council, Renfrewshire HSCP, Engage Renfrewshire, NHSGGC and Renfrewshire Foodbank, as well as local business Barnhill Farm, with engagement ongoing to obtain further input from food businesses. Nourish Scotland continues to support this work in Renfrewshire, which is based on the Sustainable Food Places Toolkit.</p>













Delivering the Plan – Fair

Action	Due	Status	Progress update
Carry out deep dive (planned for early 2023) focusing on child poverty, which will inform delivery of local child poverty action plans (CF)	31 Dec 23		The Fairer Renfrewshire Programme is currently being developed, and as part of that programme, officers are undertaking a 'deep dive' child poverty exercise in order to fully understand child poverty across Renfrewshire and across different communities. This will inform the Fairer Renfrewshire programme as well as local child poverty action plans, helping the Council and partners understand the areas of greatest need. Initial data has been gathered the 'deep dive' data exercise as a Community Planning Partnership, focussing on the six priority family groups, with officers progressing this over the winter period.
Carry out an evaluation of the Tackling Poverty programme and develop a transition plan for mainstreaming this work.	31 Sep 23		Work has been progressing with partners and internal services to evaluate existing Tackling Poverty funded initiatives, and this expected to be completed by end of calendar year.
Bring forward actions to reduce health inequalities, improving economic participation, more secure earnings and greater earning power	31 Mar 24		This action is complete, and the team will continue to deliver on it.
Deliver services in line with the CLD strategy 2021-24, such as Youth Voice programme and Street Stuff (CF)	31 Mar 24		<p>Youth Voice Programme:</p> <ul style="list-style-type: none"> • Renfrewshire Youth Voice (RYV) is planning its 11th Positive About Youth Awards that will be held in November • Delivered a summer Youth Voice Roadshow around 9 communities in Renfrewshire, encouraging young people to take part in stalls along themes of youth rights, gender-based violence, youth voice and democracy, LGBT+, and mental health and wellbeing • A RYV Residential is being planned for the October School Holidays including a variety of youth voice groups. • The Youth Survey continued to be used during the summer, and follow-up consultations and discussions with young people • Learning activities have been designed to be delivered in youth clubs and groups about a Fair and Just Transition to Net Zero • Young and Equally Safe continues to work on Gender based violence campaigns with Mentors in Violence Prevention in community and school bases. • Working with LGBT+ young people in a weekly safe space group programme covering activities around health and wellbeing. <p>Street Stuff</p> <ul style="list-style-type: none"> • Have continued to deliver core activities in antisocial behaviour hotspot areas identified by the Partnership Analyst in the evenings and weekends with the provision of healthy food supported by Fairer Renfrewshire. • Work continues with High Schools to deliver the Street to School programme supporting young people who are disengaged from mainstream schooling.


Delivering the Plan – Fair

Action	Due	Status	Progress update
Deliver targeted programmes of community-based adult literacy and numeracy, ESOL, digital, personal and social development, and family learning activities in response to identified need and as set out in Renfrewshire's CLD Strategy 2021-24 (CF)	31 Mar 26		<p>Summer Fun family sessions ran in 6 venues throughout July with 47 families participating in the 4-week programme of play centred activities and with lunch provided for all.</p> <p>The new programme for the autumn term has more than 50 courses and groups underway across the six community learning centres and partner venues. This includes delivering a numeracy package for parents in six ELCs and nurseries as part of a new partnership initiative with early years providers.</p>
Continue to deliver new approaches to Building Communities and identify further new opportunities for locality area-based support which builds community capacity.	31 Mar 26		<p>“Take the Lead” was launched in May 2023 to promote responsible dog walking behaviours and reduce instances of dog fouling. Dog owners who sign the pledge agree to good practices such as picking up after their dog, and receive a free lead, bag dispenser and bags, and bandana promoting the Campaign. A sign up to the pledge drive was held in Robertson Park on Saturday 23rd September in conjunction with a local dog agility trainer.</p> <p>The Big Spring Clean (May) and Spotless September events increase volunteer litterpicking activity each year. Volunteers are invited to take part through social media, bus stop advertising, promotion of activity through schools, local Business Gateway advertising and local newspaper activity. The months are closed with encouragement and gratitude to all participants, along with updates of what was achieved.</p> <p>A lunchtime litter campaign coincides with Spotless September to encourage secondary school children to dispose of their waste responsibly. This incorporates increased bin provision across the route to frequented take-away premises, and stencilling of templates “The Sea Starts Here” around school gullies to raise awareness of plastic pollution. Presentations to pupils, focusing on litter's impact on climate change, wildlife and the local community, are also delivered.</p> <p>The Green Spaces, Play Parks and Villages Investment Fund has supported 114 community projects since its launch in 2018. In 2023, 24 projects have been supported including gala days, community gardening projects and community murals. Feedback from communities demonstrates the Team's support is appreciated and the funds bring neighbourhoods together, as well as deliver physical improvements.</p>






Delivering the Plan – Fair

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Community Asset Transfer - number of months from receipt of an application to a determination being issued from the Council				4	6	Annual only				<p>During 2022/23, two full CAT requests were approved and one application was rejected. At May 2023 one new application was awaiting final determination and three were ongoing awaiting validation. There were nine new Expressions of Interest.</p> <p>On average it takes 3-4 months from acknowledgement (validation) of a full application to a determination being issued from the Council. This timescale has been reduced significantly from over 6 months in the previous period.</p>
Number of people engaged with Adult and Family learning team (snapshot)				New	New	338	220	287	220	Numbers include everyone attending summer programmes, one-off events and current learners.
Number of people engaged with Youth Services (snapshot)				New	New	1594	Data only	1476	Data only	<p>New at Midyear</p> <p>Figures reflect regular attendance at groups/ projects/ awards/ learning programmes as well as one-off non-registered attendees .</p> <p>1683 young people in Renfrewshire Council used the Young Scot online voting platform to vote in local Participatory Budgeting exercises in the last two years – an early experience of local participatory democracy</p>
Number of school visits undertaken to raise awareness of environmental action and the impact of anti-social behaviours.				New	New	18	25	13	25	Presentations were delivered in the first 6 months by the Building Communities Team Up to Clean Up staff. The Youth Team have reinstated their relationships with Renfrewshire Schools post-pandemic and ASB presentations have been adapted with more of an emphasis on the local environment. School visits, with a focus on preventing anti-social behaviour, will increase from October 2023.

Delivering the Plan – Fair

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of young people who hold a valid Young Scot NEC card		New	New	New	New	23,359	Data only	29,159	Data only	<p>Using NRS 2021 estimated stats for those eligible put it around 89.5% (aged 5-21 year olds). This figure does not include number of replacement cards checked and re-issued.</p> <p>99 young people in Renfrewshire are registered with the Young Scot Young Carers Package, accessing free items and other support with their role</p> <p>14,656 young people aged 12-22 in Renfrewshire have the Under-22 Free Bus Travel entitlement on their Young Scot NECs.</p> <p>Over 2,256,686 free bus journeys have been taken in Renfrewshire using the Young Scot NEC card.</p>





Delivering the Plan – Green

Action	Due	Status	Progress update
Provide strategic and policy support for the Council's Plan for Net Zero	31 Mar 26		This is an ongoing action. Recent progress includes working closely with stakeholders on phase 2 of the Plan for Net Zero (the route map) with a series of engagement events. Following the Community Climate Conversation in June, an online stakeholder event was held in September with local, regional and national organisations such as many of our CPPs, local housing associations, Scottish Power, Scottish Gas, Scottish Water, Transport Scotland, UWS and all 8 GCR local and neighbouring authorities (57 attendees in total) to understand their influence and their role in progressing to net zero as well as partnership working opportunities. And on 11th October, the internal workshop was held in the Lagoon Leisure Centre, with 70 officers from across all Services to identify opportunities and collaborate in the development of the road map and action matrix. These events delivered with colleagues developing Renfrewshire's Local Heat and Energy Efficiency Strategy, to maximise the engagement opportunity.
Review opportunities within the Council's infrastructure pipeline projects to align with the skills transition and green skills development for local people	31 Dec 24		This action is new this year and will be developed following phase 2 of the Plan for Net Zero which sets out the phased road map and costed, area-based delivery plans. Phase 2 is currently underway and the infrastructure pipeline of projects and the identification of skills gaps will follow on once the outcomes and the phasing are known.
Explore opportunities to extend the District Heating Network beyond AMIDS	31 Mar 25		A strategy/options appraisal for expansion of District Heating Network is being drafted with a view of presenting to board for a decision by the end of 2023.
Investigate options for a sustainable transport plan for AMIDS.	31 Sep 24		Work has commenced to consider options. Preliminary work is considering the expected site occupancy to determine potential options.
Develop a new Sustainable Communities Fund.	31 Mar 24		<p>In March 2023, Council agreed to combine the remaining monies from the Community Empowerment Fund and Climate Change Action Fund to create a single, easy-to-access Sustainable Communities Fund. Available funding has been boosted by an allocation of £650,000 from the UK Shared Prosperity Fund, giving total overall funding of £1.596m. The September Leadership Board approved the small, intermediate and large grant tiered system, and guidance for the fund.</p> <p>The Sustainable Communities Fund will be an open fund, with applications evaluated quarterly, and will welcome projects focused on community capacity building, natural spaces supporting health and wellbeing, community wealth building, place-based investments to improve community spaces, and small-scale energy projects.</p>




Delivering the Plan – Green

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of local businesses working with the Council to progress the Net Zero agenda	✅	⬆️	⬆️	48	40	14	10	24	10	Work is ongoing to raise awareness of the Net Zero agenda amongst the business community and we are continuing to engage with colleagues at Renfrewshire Chamber of Commerce, Business Gateway, Engage Renfrewshire, Invest in Renfrewshire & Scottish Enterprise. We are also collaborating with Strathclyde University and the City Region to expand green business support. This has enabled a range of businesses and third sector organisations to begin their Net Zero journey. We continue to expand our engagement.
Number of local businesses securing Net Zero growth grants from Renfrewshire Council Business Grants	✅	⬆️	⬆️	2	4	2	1	7	1	Currently supporting a number of businesses through the application process to ensure compliance with funding requirements.
Number of visits by Environmental Taskforce to flytipping hotspots	✅	⬆️	⬆️	559	520	315	375	1,645	375	The Environmental Taskforce, created specifically to reduce flytipping in Renfrewshire, have issued 43 Fixed Penalty Notices in the first 6 months of 2023, an increase of 975% on the previous year. Engagement with communities, businesses, private landowners and housing associations has increased significantly, ensuring flytipping is removed quickly by the responsible organisation.
Number of members of the Team Up to Clean Up Facebook Community	⚠️	➡️	➡️	New	New	4,600	5,000	4,900	5,000	Team Up to Clean Up member numbers continue to grow with 4,900 current members actively engage on the group, discussing environmental issues and work alongside Renfrewshire Council to deliver improvements to their neighbourhoods.













Delivering the Plan – Living Our Values

Action	Due	Status	Progress update
Lead engagement with services to embed the new Council Plan as the framework for delivering the Council's priorities	31 Mar 24		Recent progress includes developing a more accessible progress report to meet the needs of a range of audiences. A designed version of the Council Plan has been developed and will be shared with colleagues and on the relevant platforms. All Service Improvement Plans were approved by the relevant Boards in the May/June cycle, reflecting the new Council Plan priorities and with a new, more accessible format. Midterm updates have also been updated to reflect this new format.
Undertake a corporate self-assessment exercise in line with revised best value audit methodology	31 Dec 23		Approach and model were agreed by the Corporate Management Team and the survey element of the corporate self-assessment has been completed by the extended Corporate Management Team. Follow up workshops took place over the summer and the Corporate Management Team agreed a range of actions which align with key priorities. The Corporate Management Team also agreed that a further self-assessment should be carried out with the 'Our Leaders Forum' senior management cohort, and this activity will be targeted for November 2023.
Review and refresh the Council's performance management framework	31 Dec 23		All services have been supported by the policy team to update their performance indicators and targets as required. This work also fed into the development of a new Council Plan scorecard, which was approved at Leadership Board in November 2022. Sitting alongside this, a new CMT scorecard has been developed, with a new quarterly performance focus at CMT, followed by 'deep dives' on a specific area - the first deep dive was on complaints and the second on planning and building standards. We are also reviewing how we present performance data to ensure this is accessible for all audiences – elected members, employees, citizens and partners. A refreshed format for the Council Plan performance update was presented to the June Leadership Board. This format was also tailored for the SIP mid-term progress updates due to go to the relevant Policy Boards during this cycle.
Support engagement opportunities to influence national policy direction and align the focus of the organisation in response to national legislation	31 Mar 27		The Council continues to respond to national consultations and calls for views, either directly, via COSLA, or through participation in the wide range of professional bodies of which our officers are members. Officers continue to closely monitor emerging national legislation and consider any implications for the organisation.

Delivering the Plan – Living Our Values

Action	Due	Status	Progress update
Lead implementation of the Council brand, prioritising tone of voice, inclusive communications and audience insights	31 Mar 25		<p>The following has been completed in Q2:</p> <ul style="list-style-type: none"> • An independent agency has been commissioned to deliver an audience segmentation model to inform ongoing corporate marketing and communications activities, which will be completed in Q3. This has included audience research with residents, tenants, and businesses in Renfrewshire. • Accessible Communications Guide has been completed for use. This includes advice and support on accessible and inclusive language, accessible web content, digital content, interpretation, and translation. This will be promoted across the organisation in Q3. • A key objective within the implementation plan is to deliver a new council website, which is part of the Digital Experience Strategy, and progress on this is monitored separately and reported below. • A review of the implementation of the revised Social Media Strategy has demonstrated an increase in positive engagement with residents with content performing higher than public sector industry averages. In addition, as part of improving the council's reach locally, the marketing team have concluded a review of the council's paid-for social media approach, with new processes tested and introduced across several campaigns. <p>A new council marketing and communications strategy will be developed for implementation in Q3.</p>
Lead implementation of strategic communications to support the Council's financial strategy	31 Mar 24		<p>The Head of Service attends Budget Strategy Group to provide communications support and advice as required. Ongoing media handling is in place as and when reports are presented to Council explaining the council's financial position, with updates provided to staff. Communication plans are developed to support the implementation of budget decisions on a rolling basis. Refreshed key messages are being developed for internal communications to ensure council staff are aware of the steps the council is taking to manage its future sustainability.</p>
Launch a new Council website – Renfrewshire.gov.uk – and implement the digital experience strategy, transforming how citizens interact with the Council across digital platforms.	31 Mar 27		<p>The Alpha phase of development is complete. The priority for Quarter 2 has been to identify a delivery timeline and revised cost for delivery of the Live phase – the build of a new renfrewshire.gov.uk and the migration of re-designed content to the website. This has been developed and approved. Three tender exercises are currently being progressed to produce a first delivery partner and the required technology, to enable the web build to begin in March/April 2024, with the partial launch of a new Renfrewshire.gov.uk between September and December 2024. In addition, the DXP team has been providing support to colleagues to review and maintain information on the existing web estate. The team has completed 118 requests since the beginning of the year, with 43 live requests. Current requests include a review of the children and adult protection sections and anti-social behaviour information.</p>










Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
% of investigation complaints responded to within timescales agreed with customer (Chief Executive's)				62.5	85	66	85	80	85	In Q2, the Chief Executive's Service received 5 investigation complaints. 4 were completed within timescale and one is still being followed up outwith timescale. Target has not been met for this quarter.
% of frontline resolution complaints responded to within timescales agreed with customer (Chief Executive's)				54	85	25	85	25	85	In Q2, the Chief Executive's Service received 8 Frontline complaints, 2 of which were completed within timescale, 3 completed outwith timescale and 3 are still being followed up outwith timescale. Target has not been achieved for this quarter.
Average number of work days lost through sickness absence per employee (Chief Executive's) (FTE)				4.82	6.5	1.14	1.3	-	1.2	It has been noted that absence is within target for Q1. Service absence monitoring continues, and absent statistics are reported to both CMT and Board.
% of FOI requests in a quarter completed within timescale in the Chief Executive's Department				97	100	93	100	95	100	During Q2, the Chief Executive's Service received 21 single service FOIs. 20 were completed within timescale.




Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of people engaging with the Council's digital channels (not including website).	✓	↑	↑	69,287	54,000	70,044	72,000	71,240	72,000	<p>Social media followers have been rising steadily since the introduction of a seven-day content plan and a new Social Media Content Strategy in August 2021. X (Twitter) followers began to drop Q1 after changes to the platform and its ownership but rose again in Q2. Followers on the council's other channels (Facebook, Instagram, LinkedIn and YouTube) have continued to rise steadily. We launched a Threads account (Meta) in Q2 which already has almost 500 followers. Renfrewshire Council is a member of the majority of the most popular local community Facebook groups (120 groups).</p> <p>In addition, and not measured within the SIP, are 28,360 subscribers to the council's seven digital newsletters.</p>
Opportunities to see or hear something (OTSH) positive about Renfrewshire Council activity	✓	↑	↑	316,560,958	200m	80,551,458	62.5m	83,291,544	62.5m	56% of media coverage in Q2 was positive. Highlights include coverage of the summer events programme, launch of winter events programme, summer of fun programme, Spotless September and AMIDS updates.
% of staff who feel that the information they receive from internal communications is helpful	✓	↑	↑	85	85	88	85	Not Quarterly		An employee Pulse survey was conducted in May 2023. 438 responded (6% of workforce). 88% of employees found the information from internal communications channels (Take 5, staff info, Chief Executive's blog) was very helpful or helpful with council news, learning and development and information/guides on how to do their job, the most preferred topics of interest. 90% of employees found the staff info section of renfrewshire.gov.uk very helpful or helpful.



Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2022/23		Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Time to issue a building warrant or amendment to warrant from receipt of application (days)				95.5	60	100.8	60	97	60	The internal target has been set at 60 days and measures the overall time it takes from receipt of a valid building warrant application to issuing the building warrant approval. This KPO measures both building standards officers and external agents response times and, as a result, there are aspects of this KPO that are out with our control. The KPO stems from the Building Standards Performance Framework - KPO1, which places a responsibility on LA verifiers to constantly seek to reduce and minimise turnaround times for building warrant applications. Given current performance and that elements of this KPO are out with our control, consideration should be given to reviewing this target and setting it at 90 days.
Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information				80.5	90	80.2	90	88	90	Performance has improved but is still lower than target and this primarily stems from carrying two vacancies. Recent recruitment campaigns have been successful to attract new officers to the team, but the level of training and mentoring required is resource intensive, which can have an impact upon performance although this should continue ease over the course of the year.
Average Time for processing Planning Applications (Householder) (weeks)				12.3	8	*	8	*	8	*Data for this indicator is verified biannually by the Scottish Government

Delivering the Plan – Improving Outcomes for Children and Families

Action	Due	Status	Progress update
Contribute to the Council's commitment to The Promise for all care experienced people	31 Mar 27		<p>As part of the recent review of the Service Improvement Plan, midterm and outturn formats, all SIPs include an action about keeping the Promise in Renfrewshire. A total of 6 Promise Champions amongst Chief Exec's staff have been recruited.</p> <p>Youth Services has been participating in the Promise Keepers training and committing to providing support in programme delivery and fulfilling responsibilities as corporate parents. The Promise Champions ("Champs") participated in a peer-led summer activity programme and planning an autumn Camps Youth Club.</p> <p>Arts and Cultural Participation programme has supported care experienced young people to take part in a range of arts programmes and experiences, including trips to Banksy exhibition and Yardworks workshop in Glasgow; a community based mural painting on Gallowhill Community Centre involving primary school children, continuing to offer creative projects with Children's Houses, and delivering animation project with Kinship and Who Cares? Scotland.</p>
Deliver targeted activities for children and young people including Street Stuff	31 Mar 26		<p>Supported Duke of Edinburgh Programme delivered to young people with ASN in Mary Russell, and group of Ukrainian young people working towards Bronze and Silver Awards.</p> <p>A pilot project was run in partnership with Riverbrae School providing a Junior and Senior Youth club programme with a variety of youth work activities. Evaluations show it is having a positive impact on young people who were able to experience socialising out of school with their peers and enjoying playing and being creative together. Evaluation completed and plans to revisit and deliver another programme in partnership with the Riverbrae Inclusion Team.</p> <p>StreetStuff links in with Team Up to Clean Up and participating young people improve and litterpick the area they are attending. CLD delivered a summer camp for children and young people aged 5-14 over the summer holiday period. There were over 4000 attendances with each attended being offered a hot meal and free activities across 6 areas.</p>
Linking in with the National Youth Work Strategy	31 Mar 26		<p>The Scottish Government is due to publish a new National Youth Work Strategy (2023-2028) which will recognise the significant impact on improving the life chances of Scotland's young people. Renfrewshire Youth Services will continue the dialogue with youth work providers and young people in our local authority to ensure a local youth work plan will help to address the priorities on a local level, which will support the work to improve outcomes for young people.</p> <p>*The strategy is not yet published therefore status quo.</p>

Delivering the Plan – Improving Outcomes for Children and Families

Action	Due	Status	Progress update
Support youth participation and engagement through projects such as Celebrating Renfrewshire and support for the Scottish Youth Parliament.	31 Mar 25		<p>Follow-up to the “Welcome to Your Vote” event, a partnership with RYV, Young Scot and the Electoral Commission to promote youth democracy and empowerment. Schools re-contacted to continue working with S3 school pupils who attended to support them to put their ideas into action; priority areas included cost of living and poverty, vaping and mental health and wellbeing, places for young people to meet and make friends, combatting bullying, opportunities for youth culture and arts, raising awareness of drugs and alcohol misuse, reducing violence.</p> <p>Launch of the Scottish Youth Parliament Election process, and the call out for candidates to stand in the SYP elections; 5 candidates are standing unopposed and therefore this year there will be no voting process to the election. The voting period will be used to outreach to schools and colleges, to promote them and democracy.</p> <p>The Celebrating Renfrewshire Fund 23/24 was delivered. 6 Young people from a range of backgrounds designed the funding themes, vetted the applications and delivered the funding award presentation event. 126 project applications submitted, 1683 individual young people voted in total, 5043 choices were made in total</p>
Through Future Paisley, facilitate improved access to cultural activity for children and families.	31 Mar 27		<p>Significant engagement with children and young people takes place through the delivery of Paisley Halloween Festival and Paisley Book Festival, through event co-design and through targeted programming, delivered through schools.</p> <p>Sculpture House Collective is completing the pilot year of activity including a partnership with Pals of the Privies, working with local children once a week to introduce sculpture. The artists have developed programmes with schools and early learning centres and 1,502 children and young people have participated in workshop and engagement sessions between October 22 and July 23.</p> <p>Cultural Champions - a network of named champions in all nurseries and primary schools in Renfrewshire is being developed, supported by a Network Co-ordinator, connecting children, families, early years settings and primary schools with an accessible and co-ordinated cultural offer.</p> <p>The Promise Arts and Cultural engagement programme – strategically connected to delivery of The Promise and the council’s role as a corporate parent, the programme is designed to build social and cultural capital amongst local care experience young people and young carers, ultimately improving outcomes for this group.</p> <p>ArtBoss Young Creative Producers - supporting care experienced young people and young carers to design and programme cultural events and activities for their peers, develop new skills, promote positive wellbeing and offer young people an opportunity to gain bronze/silver arts award. The Art Bossers most recently supported the Chimes project as part of the Paisley Town Hall opening.</p>



Chief Executive's Service

Service Improvement Plan 2023 - 26
Mid-Year Report
November 2023

For more information, please contact:
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We are **fair**, We are **helpful**, We are great **collaborators**, We value **learning**