

## Notice of Meeting and Agenda Communities, Housing & Planning Policy Board

Date	Time	Venue
Tuesday, 30 October 2018	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillor Bill Binks: Councillor Stephen Burns: Councillor Andy Doig: Councillor Natalie Don:  
Councillor John Hood: Councillor James MacLaren: Councillor Kenny MacLaren: Councillor Mags  
MacLaren: Councillor Colin McCulloch: Councillor Kevin Montgomery: Councillor Iain Nicolson:  
Councillor Emma Rodden: Councillor Jane Strang:  
Councillor Marie McGurk (Convener): Councillor John McNaughtan (Depute Convener):

### Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at <http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx>

For further information, please either email [democratic-services@renfrewshire.gov.uk](mailto:democratic-services@renfrewshire.gov.uk) or telephone 0141 618 7112.

### Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

## Items of business

### Apologies

Apologies from members.

### Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

- |          |  |              |
|----------|--|--------------|
| <b>1</b> | <b>Minute of Police and Fire &amp; Rescue Scrutiny Sub-Committee Meeting</b> | <b>5 - 8</b> |
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Minute of meeting of Police and Fire & Rescue Scrutiny Sub-Committee held on 21 August 2018.

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### BUDGET REPORTS

- |          |   |               |
|----------|---|---------------|
| <b>2</b> | <b>Revenue Budget Monitoring Report</b> | <b>9 - 16</b> |
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Joint report by Director of Finance & Resources, Director of Communities, Housing & Planning Services, Director of Children's Services and Director of Environment & Infrastructure.

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|----------|---|----------------|
| <b>3</b> | <b>Capital Budget Monitoring Report</b> | <b>17 - 22</b> |
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Report by Director of Finance & Resources.

- |          |                                   |                |
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| <b>4</b> | <b>Community Empowerment Fund</b> | <b>23 - 30</b> |
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Report by Chief Executive.

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### SERVICE IMPROVEMENT PLANS

- |             |  |                |
|-------------|--|----------------|
| <b>5(a)</b> | <b>Children's Services: Service Improvement Plan 2018/21</b> | <b>31 - 62</b> |
|-------------|--|----------------|

#### Mid-Year Monitoring Report

Report by Director of Children's Services.

- |             |  |                 |
|-------------|--|-----------------|
| <b>5(b)</b> | <b>Communities, Housing &amp; Planning Services: Service Improvement Plan 2018/21 Mid-Year Monitoring Report</b> | <b>63 - 104</b> |
|-------------|--|-----------------|

Report by Director of Communities, Housing & Planning Services.

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### HOUSING

- |          |   |                  |
|----------|---|------------------|
| <b>6</b> | <b>Annual Housing Performance Benchmarking Report 2017/18</b> | <b>105 - 114</b> |
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Report by Director of Communities, Housing & Planning Services.

- 7     **Housing Customer Engagement Annual Report 2017/18**     115 - 130

Report by Director of Communities, Housing & Planning Services.

- 8     **Scottish Social Housing Charter Performance 2018/19**     131 - 148

Report by Director of Communities, Housing & Planning Services.

- 9     **Rapid Re-housing Transition Plan for Renfrewshire**     149 - 152

Report by Director of Communities, Housing & Planning Services.

- 10    **Digital Support for Council Tenants**     153 - 156

Report by Director of Communities, Housing & Planning Services.

- 11    **Renfrewshire Local Housing Strategy 2016/21: Annual Update**     157 - 216

Report by Director of Communities, Housing & Planning Services.

- 12    **Renfrewshire Strategic Housing Investment Plan 2019/24**     217 - 256

Report by Director of Communities, Housing & Planning Services.

- 13    **Housing Investment Strategy for the Tannahill Area, Ferguslie Park**     257 - 264

Report by Director of Communities, Housing & Planning Services.

- 14    **Housing Energy Efficiency and Carbon Reduction Programme - Update**     265 - 268

Report by Director of Communities, Housing & Planning Services.

- 15    **Energy Efficient Scotland De-carbonisation Fund - Award of Funding 2018/19**     269 - 272

Report by Director of Communities, Housing & Planning Services.

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## **COMMUNITY SAFETY AND PROTECTION**

- 16    **Counter Terrorism and Frauds and Scams within Renfrewshire**     273 - 286

Report by Director of Communities, Housing & Planning Services.

- 17    **External Scrutiny of Community Justice and Criminal Justice Social Work**     287 - 292

Report by Director of Communities, Housing & Planning Services.

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## **LAND AND PROPERTY**

- 18 Disposal of Land adjacent to 44 Glentyan Avenue, Kilbarchan** **293 - 296**

Report by Director of Finance & Resources.

- 19 Proposed Disposal of Commercial Property at 16 High Street, Johnstone** **297 - 300**

Director of Finance & Resources.

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## **DEVELOPMENT PLANNING**

- 20 Planning Appeal Decisions 2018** **301 - 304**

Report by Director of Communities, Housing & Planning Services.

- 21 Making Places Initiative - Foxbar Place Plan** **305 - 344**

Report by Director of Communities, Housing & Planning Services.

### **Proposal of Application Notices**

Proposal of Application Notices are included for members information only. Members should note that the Notices may subsequently come before them for determination as planning applications and as such should consider the guidance contained in the Scottish Government Guidance on the Role of Councillors in Pre-Application Procedures and the Councillors Code of Conduct.

- 22 Proposal of Application Notices** **345 - 350**

Report by Director of Communities, Housing & Planning Services.

### **Planning Applications**

Members must deal with planning applications in an objective manner to ensure that they cannot be challenged with accusations of bias or predetermination. Votes on planning applications must be seen to be impartial and not influenced by party political issues.

- 23 Planning Applications** **351 - 374**

Reports by Director of Communities, Housing & Planning Services.

## Minute of Meeting

### Police and Fire & Rescue Scrutiny Sub-Committee

Date	Time	Venue
Tuesday, 21 August 2018	15:00	Corporate Meeting Room 1, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

#### Present

Councillors Hood, McGurk, McNaughtan, Nicolson and Strang.

#### Chair

Councillor McGurk, Convener, presided.

#### In Attendance

M Crearie, Director of Communities, Housing & Planning Services; C Grainger, Planning and Performance Manager (Chief Executive's); O Reid, Head of Communities & Public Protection and C Dalrymple, Communities and Regulatory Manager (both Communities, Housing and Planning Services); R Devine, Senior Committee Services Officer and K O'Neill, Assistant Democratic Services Officer (both Finance & Resources).

#### Also in Attendance

G Crossan, Divisional Commander; S Carle, Chief Superintendent, Head of Road Policing and S Wright, Superintendent (all Police Scotland); and G Binning, Local Senior Officer and M Gallacher, Group Manager (both Scottish Fire and Rescue Service).

#### Declarations of Interest

There were no declarations of interest intimated prior to the commencement of the meeting.

## 1 Police Scotland - Scrutiny Report

There was submitted a report by the Chief Superintendent, Police Scotland, relative to service performance and activities in the Renfrewshire area.

The report summarised the key performance indicators and provided statistics for the period 1 April to June 2018, relating to the specific key objectives detailed in the Renfrewshire Local Policing Plan 2017/21, together with comparative data. The report also provided in an infographics format local updates in relation to the Police Scotland priorities of violence and anti-social behaviour; public protection; major crime & terrorism; acquisitive crime and road safety & road crime. An update was also provided on progress made on a number of local high profile cases.

**DECIDED:** That the information be noted.

## 2 Scottish Fire & Rescue Service - Scrutiny Report

There was submitted a report by the Local Senior Officer, Scottish Fire and Rescue Service (SFRS) relative to SFRS performance and activities in the Renfrewshire area during the reporting period Quarter 1 – 2018/2019. It was further advised that future reports would be on a quarterly basis, be presented in an infographics format and align with the local Fire and Rescue Plan.

The report provided a summary across a range of performance indicators. Over the period there had been an increase in the number of accidental dwelling fires from 42 in the same period in 2017/18 to 51 in the current reporting period; the total number of all non-fatal fire casualties had increased from 9 to 14; the total number of incidents involving deliberate fire raising had decreased from 213 to 200 during the comparative periods; the total number of fires in non-domestic premises had increased from 14 to 21 in the current reporting period; the number of unwanted fire alarm signal incidents had increased from 204 to 207; the total number of non-fatal road traffic collisions attended by the Service had decreased from 24 to 16. The appendix to the report provided an analysis of performance and activities.

The report also detailed a number of priorities and interventions, specifically highlighting the Local Area Liaison Officer's attendance at the daily tasking meeting within Renfrewshire Safety Hub; the Community Action Team (CAT) engagement with a number of key partners to promote fire safety; information/awareness events that had been conducted by the CAT to support the work of the SFRS Spring/Summer Thematic Action Plan which included talks on deliberate fires; a Fireskills event held for pupils from two local secondary schools; and the number of Home Fire Safety Visits (HFSV) carried out in Renfrewshire during the reporting period.

A commitment was made to work in partnership with Community Planning partners in the public, private and voluntary sectors for a safer Scotland, strengthened working added value to communities which was critical to the success of the strategy.

**DECIDED:**

- (a) That the report be noted; and
- (b) That it be noted that infographic reports would be submitted to future meetings

of the Sub Committee.

### **3 Reforming the Scottish Fire & Rescue Service - An Audit Scotland Update**

There was submitted a report by the Director of Communities, Housing & Planning Services relative to an update report by Audit Scotland on reforming the Scottish Fire & Rescue Service.

The report stated that Audit Scotland had published its report, 'The Scottish Fire & Rescue Service', during May 2015, which provided an overview of the proposed merger of the eight former fire and rescue services to form a single Scottish Fire and Rescue Service.

An update report by Audit Scotland on reforming the Scottish Fire & Rescue Service had been published in May 2018. The update report assessed progress made by the Service, since 2015, on creating a single national organisation and the ongoing process of integration and transformation and advised that slow but steady progress was being made. The report had concluded that the Scottish Fire & Rescue Service continued to deliver emergency and prevention services while progressing a complex and ambitious programme of reform.

**DECIDED:** That the content of the Audit Scotland report "Reforming the Scottish Fire & Rescue Service" – an Audit Scotland Update be noted.

### **4 Commemoration of Firefighter - 7 October 2018**

The Local Senior Officer, Scottish Fire & Rescue Services advised that arrangements were in place to commemorate the 50th anniversary of the death of Edmund Burt a serving Firefighter who had lost his life while attending a fire at R & W Paper Mill, Napier Street, Linwood on 7 October 1968.

The commemorative service would be held in Tweedie Halls, Linwood on Sunday 7 October 2018 at 2.00pm. A stone memorial plinth would be put in place on the ground as near as possible to where the firefighter had fallen. Details of those invited to attend were provided and it was noted that civic hospitality would be provided by the Council.

The Local Senior Office, Scottish Fire & Rescue advised that similar arrangements would be made to commemorate James Mair, a firefighter who had lost his life while attending a fire at Ferguslie Fireclay Works, Paisley in 1899.

**DECIDED:** That the information provided be noted.

### **5 Local Incidents and Events - Update**

The Local Senior Officer, Scottish Fire & Rescue Service provided a summary of Partnership involvement at the recent Johnstone Fire Engine Rally held on 11 August 2018.

The Chief Superintendent made a presentation relative to the County Grand Lodge Parade held in Johnstone on 30 June 2018. Details of the numbers attending the

event, aims and objectives of the multi-agency team established, planning and operational arrangements made and the strategy deployed were provided.

The Local Senior Officer, Scottish Fire & Rescue Service and the Chief Superintendent made reference to the close partnership working undertaken by their respective organisations which had resulted in an arrest and charges being made in respect of wilful fire raising.

**DECIDED:** That the information provided be noted.

## **6 Road Policing Unit**

The Chief Superintendent, Head of Road Policing for Police Scotland gave a presentation relative to the Police Scotland Road Policing Unit (RPU).

The role, responsibility and aims and objections of the Unit were outlined. The Sub-Committee was also informed of the proposal to re-locate the RPU from 'K' division to Glasgow. Data analysis had indicated there would be no detrimental impact on response times. It was the consensus that the proposed relocation of the RPU to the Helen Street complex would result in more gains than losses but that the situation should be monitored.

**DECIDED:** That the presentation be noted.




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**To:** Communities, Housing and Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Finance and Resources, Director of Communities, Housing and Planning Services and Director of Children's Services

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**Heading:** Revenue Budget Monitoring to 14 September 2018

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## 1. Summary

1.1 Gross expenditure is £515,000 (1.2%) over budget and income is £78,000 (0.2%) over-recovered which results in a net overspend of £437,000 for the services reporting to this Policy Board. The summary position for services reporting to this Policy Board is summarised in the table below.

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
HRA	£437,000 overspent	3.4%	Breakeven	-
Other Housing	Breakeven	-	Breakeven	-
Criminal Justice	Breakeven	-	Breakeven	-
Renfrewshire Wardens	Breakeven	-	Breakeven	-
Civil Contingencies Service	Breakeven	-	Breakeven	-
Policy and Regeneration	Breakeven	-	Breakeven	-
Development Standards	Breakeven	-	Breakeven	-
Community Learning and Development	Breakeven	-	Breakeven	-

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## 2. **Recommendations**

- 2.1 Members are requested to note the budget position.

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## 3. **Budget Adjustments**

- 3.1 Members are requested to note that since the last Board report, there have been several budget adjustments resulting in a small decrease in the budget of £8,000 for those services reporting to this Board.

The Other Housing budget has been increased by £14,000 as a result of a budget transfer from Adult Services for the Care and Repair Service and a corporate realignment of Rates budgets.

Planning Policy and Development Standards budgets were reduced by a total of £22,000 to reflect additional income targets as a result of the review of fees and charges across these services.

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## 4. **Housing Revenue Account**

<b>Current Position:</b>	<b>Net overspend of £437,000</b>
<b><i>Previously Reported:</i></b>	<b><i>Breakeven</i></b>

- 4.1 The HRA is showing an overspend to date of £437k which relates to increased demand and additional pressures (e.g. smoke detectors and carbon monoxide detector replacement) on the maintenance of houses budget. Management action is being taken to mitigate this overspend although it is currently projected that repairs will still overspend by around £200k by the year end.
- 4.2 This overspend will be funded by an underspend on loan charges which allows an overall breakeven position to be projected for the HRA. The loan charges underspend reflects the current profile of borrowing on the previously approved Housing Capital Investment Plan following a revision to the operational workflow on externals and new build. The repairs budget continues to be closely monitored to ensure any pressures are identified as soon as possible and appropriate mitigation can be agreed.



#### 4.1 **Projected Year End Position**

At this stage in the financial year, it is projected that the HRA will achieve a breakeven position at the year end.

#### 5. **Communities, Housing and Planning Services (excl HRA)**

<b>Current Position:</b>	<b>Breakeven</b>
<b><i>Previously Reported:</i></b>	<b><i>Breakeven</i></b>

At this stage in the financial year, a breakeven position is being reported for those services reporting to the Communities, Housing and Planning Policy Board.

#### 5.1 **Projected Year End Position**

It is also projected that a breakeven position will be achieved at the year end for these services

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### **Implications of the Report**

1. **Financial** – Net revenue expenditure will be contained within available resources.
2. **HR & Organisational Development** - none
3. **Community Planning** – none
4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** - none.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

- 8. **Health & Safety** – none
  - 9. **Procurement** – none
  - 10. **Risk** – none
  - 11. **Privacy Impact** - none
  - 12. **Cosla Policy Position** - none
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**Author:** Valerie Howie, Ext 7796  
Lisa Dickie, Ext 7384

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2018/2019**  
**1st April 2018 to 14 September 2018**

**POLICY BOARD : COMMUNITIES, HOUSING AND PLANNING**

Description	Revised Annual Budget	Revised Period Budget	Actual	Adjustments	Revised Actual	Budget Variance		
(1)	(2)	(3)	(4)	(5)	(6) = (4 + 5)	(7)		
£000's	£000's	£000's	£000's	£000's	£000's	£000's	%	
Employee Costs	17,512	6,610	6,656	(58)	6,598	12	0.2%	underspend
Property Costs	78,636	35,676	34,498	1,681	36,179	(503)	-1.4%	overspend
Supplies & Services	784	288	338	(8)	330	(42)	-14.6%	overspend
Contractors and Others	70	27	69	(30)	39	(12)	-44.4%	overspend
Transport & Plant Costs	150	68	83	0	83	(15)	-22.1%	overspend
Administration Costs	7,366	510	479	(1)	478	32	6.3%	underspend
Payments to Other Bodies	6,224	1,176	1,426	(263)	1,163	13	1.1%	underspend
CFCR	0	0	0	0	0	0	0.0%	breakeven
Capital Charges	22,677	0	0	0	0	0	0.0%	breakeven
<b>GROSS EXPENDITURE</b>	<b>133,419</b>	<b>44,355</b>	<b>43,549</b>	<b>1,321</b>	<b>44,870</b>	<b>(515)</b>	<b>-1.2%</b>	<b>overspend</b>
<b>Income</b>	<b>(122,542)</b>	<b>(47,153)</b>	<b>(47,687)</b>	<b>456</b>	<b>(47,231)</b>	<b>78</b>	<b>0.2%</b>	<b>over-recovery</b>
<b>NET EXPENDITURE</b>	<b>10,877</b>	<b>(2,798)</b>	<b>(4,138)</b>	<b>1,777</b>	<b>(2,361)</b>	<b>(437)</b>	<b>-15.6%</b>	<b>overspend</b>

	£000's	
Bottom Line Position to 14 September 2018 is an overspend of	<u>(437)</u>	-15.6%
Anticipated Year End Budget Position is breakeven of	<u>(0)</u>	0.0%

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2018/2019**  
**1st April 2018 to 14 September 2018**

**POLICY BOARD : COMMUNITIES, HOUSING AND PLANNING**

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)		
£000's	£000's	£000's	£000's	£000's	£000's	£000's	%	
Housing Revenue Account	0	(12,649)	(13,826)	1,614	(12,212)	(437)	-3.5%	under-recovery
Other Housing	4,771	7,193	7,021	172	7,193	0	0.0%	breakeven
Criminal Justice	107	1,001	1,001	0	1,001	0	0.0%	breakeven
Renfrewshire Wardens	2,829	1,136	1,128	8	1,136	0	0.0%	breakeven
Civil Contingencies Service	115	(83)	(79)	(4)	(83)	0	0.0%	breakeven
Planning Policy	2,283	553	566	(13)	553	0	0.0%	breakeven
Development Standards	(212)	(375)	(375)	0	(375)	0	0.0%	breakeven
Community Learning and Development	984	426	426	0	426	0	0.0%	breakeven
<b>NET EXPENDITURE</b>	<b>10,877</b>	<b>(2,798)</b>	<b>(4,138)</b>	<b>1,777</b>	<b>(2,361)</b>	<b>(437)</b>	<b>-15.6%</b>	<b>overspend</b>

	£000's	
Bottom Line Position to 14 September 2018 is an overspend of	<u>(437)</u>	<u>-15.6%</u>
Anticipated Year End Budget Position is breakeven of	<u><u>(0)</u></u>	<u><u>0.0%</u></u>

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2018/2019**  
**1st April 2018 to 14 September 2018**

**POLICY BOARD : COMMUNITIES, HOUSING AND PLANNING : HOUSING REVENUE ACCOUNT**

Description	Revised Annual Budget	Revised Period Budget	Actual	Adjustments	Revised Actual	Budget Variance		
(1)	(2)	(3)	(4)	(5)	(6) = (4 + 5)	(7)		
£000's	£000's	£000's	£000's	£000's	£000's	£000's	%	
Employee Costs	7,769	2,979	2,940	0	2,940	39	1.3%	underspend
Property Costs	13,772	6,226	5,001	1,721	6,722	(496)	-8.0%	overspend
Supplies & Services	323	104	102	2	104	0	0.0%	breakeven
Contractors and Others	23	9	9	0	9	0	0.0%	breakeven
Transport & Plant Costs	4	2	2	0	2	0	0.0%	breakeven
Administration Costs	3,112	286	281	0	281	5	1.7%	underspend
Payments to Other Bodies	3,618	463	430	29	459	4	0.9%	underspend
CFCR	0	0	0	0	0	0	0.0%	breakeven
Capital Charges	21,852	0	0	0	0	0	0.0%	breakeven
<b>GROSS EXPENDITURE</b>	<b>50,473</b>	<b>10,069</b>	<b>8,765</b>	<b>1,752</b>	<b>10,517</b>	<b>(448)</b>	<b>-4.4%</b>	<b>overspend</b>
<b>Income</b>	<b>(50,473)</b>	<b>(22,718)</b>	<b>(22,591)</b>	<b>(138)</b>	<b>(22,729)</b>	<b>11</b>	<b>0.0%</b>	<b>over-recovery</b>
<b>NET EXPENDITURE</b>	<b>0</b>	<b>(12,649)</b>	<b>(13,826)</b>	<b>1,614</b>	<b>(12,212)</b>	<b>(437)</b>	<b>-3.5%</b>	<b>overspend</b>

£000's

Bottom Line Position to 14 September 2018 is an overspend of (437) -3.4%

Anticipated Year End Budget Position is breakeven of 0 0.0%






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**To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD**

**On: 30 OCTOBER 2018**

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**Report by: Director of Finance and Resources**

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**Heading: Capital Budget Monitoring Report**

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**1. Summary**

- 1.1 Capital expenditure to 14<sup>th</sup> September 2018 totals £4.921m compared to anticipated expenditure of £4.918m for this time of year. This results in an over-spend position of £0.003m for those services reporting to this board, and is summarised in the table below:

<b>Division</b>	<b>Current Reported Position</b>	<b>% Variance</b>	<b>Previously Reported Position</b>	<b>% Variance</b>
Housing (HRA)	£0.007m <i>o/spend</i>	0% <i>o/spend</i>	£0.005m <i>o/spend</i>	0% <i>o/spend</i>
Housing (PSHG)	£0.001m <i>o/spend</i>	0% <i>o/spend</i>	£0.000m breakeven	0%
Development & Housing Services	£0.005m <i>u/spend</i>	3% <i>u/spend</i>	£0.000m breakeven	0%
<b>Total</b>	<b>£0.005m <i>o/spend</i></b>	<b>0% <i>o/spend</i></b>	<b>£0.005m <i>o/spend</i></b>	<b>0% <i>o/spend</i></b>

- 1.2 The expenditure total of £4.921m represents 28% of the resources available to fund the projects being reported to this board. Appendix 1 provides further information on the budget monitoring position of the projects within the remit of this board.

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2.           **Recommendations**

- 2.1           It is recommended that Members note this report.
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3.           **Background**

- 3.1           This report has been prepared by the Director of Finance and Resources in conjunction with the Chief Executive and the Director of Development & Housing Services.
- 3.2           This capital budget monitoring report details the performance of the Capital Programme to 14<sup>th</sup> September 2018, and is based on the Housing Capital Investment Plan and the Private Sector Housing Investment Programme approved by the board on 2<sup>nd</sup> March 2018, adjusted for movements since its approval.
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4.           **Budget Changes**

- 4.1           Since the last report budget changes totalling £0.965m have arisen which reflects the following:-

- **Development & Housing**

Budget carried forward from 2018/19 to 2019/20 (£0.965m):

- Townscape Heritage CARS 2 (£0.965m) reflecting updated cash flows received for the project.



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## Implications of the Report

1. **Financial** – The programme will be continually monitored, in conjunction with other programmes, to ensure that the available resources are fully utilised and that approved limits are achieved.
2. **HR & Organisational Development** – none.
3. **Community Planning** –  
  
**Creating a sustainable Renfrewshire for all to enjoy** – Capital investment in new and existing assets will ensure Renfrewshire is more energy efficient.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.
12. **Cosla Policy Position** – none.

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### **List of Background Papers**

- (a). Non-Housing Capital Investment Programme 2018/19 to 2020/21 – Council, 2<sup>nd</sup> March 2018.
- (b). Housing Revenue Account Budget and Rent Levels 2018/19 and Housing Capital Investment Plan 2018/19 to 2020/21 – Council, 2<sup>nd</sup> March 2018.

The contact officers within the service are:

- Geoff Borland, Extension 4786
- Louise Feely, Extension 6049
- Ian MacKinnon, Extension 5842
- Fraser Carlin, Extension 7933

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**Communities, Housing & Planning - Appendix 1**

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES

**BUDGET MONITORING REPORT**

**BOARD: COMMUNITIES, HOUSING & PLANNING**

Project Title	Approved Programme @02/03/18	Current Programme MR 6	Year To Date Budget to 14-Sep-18	Cash Spent to 14-Sep-18	Variance to 14-Sep-18	% Variance	Cash to be Spent by 31-Mar-19	% Cash Spent
<b>HOUSING(HRA)</b>								
Improvements To Existing Properties	5,191	5,888	2,648	2,656	-8	0%	3,232	45%
Regeneration	805	885	420	417	3	1%	468	47%
Other Assets	2,880	2,940	965	965	0	0%	1,975	33%
Non Property Expenditure	10	10	10	10	0	0%	0	100%
Council House New Build	4,735	4,955	10	8	2	16%	4,947	0%
Professional Fees	1,818	1,050	365	368	-3	-1%	682	35%
<b>Total Housing(HRA) Programme</b>	<b>15,439</b>	<b>15,728</b>	<b>4,418</b>	<b>4,425</b>	<b>-7</b>	<b>0%</b>	<b>11,303</b>	<b>28%</b>
<b>HOUSING(PSHG)</b>								
Private Sector Housing Grant Programme	1,320	1,366	350	351	-1	0%	1,015	26%
<b>Total Housing(PSHG) Programme</b>	<b>1,320</b>	<b>1,366</b>	<b>350</b>	<b>351</b>	<b>-1</b>	<b>0%</b>	<b>1,015</b>	<b>26%</b>
<b>DEVELOPMENT &amp; HOUSING SERVICES(THI/LGAN)</b>								
Townscape Heritage CARS 2	1,255	388	145	143	2	1%	245	37%
Local Green Area Networks Projects	0	34	5	2	3	60%	32	6%
<b>Total Development &amp; Housing(THI/LGAN)</b>	<b>1,255</b>	<b>422</b>	<b>150</b>	<b>145</b>	<b>5</b>	<b>3%</b>	<b>277</b>	<b>34%</b>
<b>TOTAL COMMUNITIES, HOUSING &amp; PLANNING BOARD</b>	<b>18,014</b>	<b>17,516</b>	<b>4,918</b>	<b>4,921</b>	<b>-3</b>	<b>0%</b>	<b>12,595</b>	<b>28%</b>





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**To:** Communities, Housing and Planning Board

**On:** 30<sup>th</sup> October 2018

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**Report by:** Chief Executive

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**Heading:** Community Empowerment Fund

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## 1. Summary

- 1.1 The purpose of this report is to seek approval from the Communities, Housing and Planning Board for the award of grants in the second round of the Community Empowerment Fund.
  - 1.2 The key objective of the fund would be to support community organisations to acquire and develop community assets. The fund aims to support and develop community organisations with a specific focus on assisting those organisations that wish to acquire and develop community assets.
  - 1.2 One new application was received, with another two decisions deferred from the previous board. Three applications are being recommended for grant award, with a total award value of £59,250.
  - 1.3 The next deadline for applications is 20<sup>th</sup> November 2018.
- 

## 2. Recommendations

- 2.1 It is recommended that the board approves the recommended grant awards, as detailed in Section 4 and Appendix 1 of the report to the total value of £59,250
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### 3. **Background**

- 3.1 At its meeting on 2 March 2018, Council agreed to commit £1.5million (£0.5mil in revenue and £1mil in capital) to establish a Community Empowerment Fund that will be used to support community asset transfers by providing up-front investment in the condition of assets prior to transfer. It should noted the £1.5million is a one-off investment.
- 3.2 On 20th June 2018, Leadership Board agreed the key objectives of the fund, and agreed that allocations of the Community Empowerment Fund be made my Communities, Housing and Planning Board.
- 3.3 The key objectives of the fund are to support and develop community organisations with a specific focus on assisting those organisations that wish to acquire and develop community assets in three ways:
- **Project:** Support the development of the Business Plan for an asset
  - **Organisation:** Develop the organisational capacity to manage and develop an asset
  - **Property:** Upfront investment in assets prior to or after transfer
- 3.3 The fund is comprised of £0.5mil in revenue funding and £1m in capital funding. As such, it is anticipated that revenue funding will support applications to develop the project or organisation, and the capital funding will be used to support property costs.
- 3.4 It will be important applicants to the fund will be able to demonstrate the following:
- Able to demonstrate positive impact for local communities
  - The community are involved in the design and delivery of the project
  - Good working relationships and partnership with others
  - The project is financially sustainable
  - Strategic fit with the fund objectives and criteria
  - Value for money and leverage of additional funding and/or resources
- 3.5 The award of funding from the Community Empowerment fund does not commit the Council to a particular outcome as part of the Asset

Transfer process, which will be subject to a separate decision making process through relevant governance arrangements.

#### 4. **Summary of applications**

- 4.1 One application was received by the deadline date of 14<sup>th</sup> September 2018, and another two applications were deferred for decision making at the previous board. The total value of requested grants was £133,639.50.
- 4.2 A cross-service panel of officers have been established to review and assess the applications against the agreed objectives and criteria outlined at Section 3.2 and 3.3 of this report.
- 4.3 Three applications are recommended for approval at this Board, one partial award and one full award in principle with the condition that match-funding is secured before the award is made. In addition, it is recommended that an additional award is made associated with a previous application. It is recommended officers continue to work with the organisation with the remaining proposal for potential consideration at a future board.
- 4.4 A summary of the applications can be found at Appendix 1.

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### **Implications of the Report**

- 1. **Financial** - Council approved the allocation of £1.5million to establish the Community Empowerment Fund in March 2018.
- 2. **HR & Organisational Development** – Not applicable
- 3. **Community/Council Planning** –  

The Renfrewshire Community Plan 2017-2027 states “There are new opportunities for communities to use, manage or take ownership of public sector assets and also to participate in the planning and delivery of services through the Community Empowerment Act. Over the last few years, there are over a dozen examples of community groups that have taken over public sector buildings or land in Renfrewshire, and more community groups are now thinking about assets and participation requests. As a partnership, we are committed to supporting this wherever we can.”

The Renfrewshire Council Plan also has a number of relevant priorities as part of the 'Building strong, safe and resilient communities' outcome. These include:

- Strengthening existing community networks and empowering local people to become more involved in their area and the services delivered there.
- Working with communities to support the regeneration of some of our most disadvantaged areas.
- Ensuring all towns and villages in Renfrewshire are better connected and able to participate in social, cultural or economic activities across the Renfrewshire area.

4. **Legal-** The establishment of this fund supports the delivery of a number of the Council's obligations as part of the Community Empowerment Act 2015.
5. **Property/Assets** - The development of this fund will support Asset Transfer, and support the Council to meet its obligations as part of the Community Empowerment Act.
6. **Information Technology** – None
7. **Equality & Human Rights** - It is anticipated that the fund will have a positive impact on equality and human rights, and applications for the fund will be assessed to ensure they take relevant equalities implications into account.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None
12. **Cosla Policy Position** – None

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## List of Background Papers

- (a) Background Paper 1 – None
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**Author:** Annabelle Armstrong-Walter, Strategic Partnerships and Inequalities  
Manager, 0141 618 5968



**Appendix 1: Community Empowerment Fund – Round Two – Recommendations for Communities, Housing and Planning Board**

Applicant	Project description	Requested	Recommendation	Reason	Geographical Area
Kustom Kruizers (New application)	Seeking £50k to refurbish former toilet block in Robertson Park. The project aims to engage young people in bike maintenance in Renfrew, and are seeking funding to refurbish former toilet block and turn it into bicycle workspace, hub and training centre.	£50,000	Proposals require further development	Proposal requires some further assessment and development against a number of the funding criteria. Asset transfer process still at early stage.	Renfrew
West End Growing Grounds Association (Application deferred from last Communities Housing and Planning Board)	Seeking £30k funding for early stages of Community Garden project in Carbrook Street. Asset transferred in 2017. Funding sought for soil and ground tests and connecting utilities.	£30,000	Award £30,000 in principle, on the condition that match funding of £30,000 is secured before funding is awarded	Decision previously deferred to allow further assessment and development against funding criteria.  Recommendation to award in principle with a condition of match funding in recognition that the in-principle award will support the organisation to leverage other funding in, and that other funding will be required to make the project viable.	Paisley
Linwood Community Development Trust (Application deferred from last Communities Housing and Planning Board)	Seeking funding to upgrade the Janitors House (formerly of Clippens School). This asset has already been transferred to Linwood Community Development Trust. This would include costs for full upgrade of Janitors House to support the Woodland Nursery with small classroom, kitchen and toilet facilities.	£49,389.50	Award £25,000 contribution towards costs of full refurbishment	Decision previously deferred to allow further assessment and development against funding criteria.  Woodland Nursery is now a live project, with significant other funding from Scottish Government. Asset Transfer has already been progressed.  Recommendation to award £25,000 contribution towards costs of full refurbishment of Janitors House.	Linwood
West End Growing Grounds Association	At the last Communities, Housing and Planning Board, £20,000 of funding was agreed to support the relocation of growing grounds from Sutherland Street to Underwood Road.	£4,250	Award further £4,250 to previous grant	Following the last Board, West End Growing Grounds have incurred additional costs associated with this project. They have secured additional in-kind support from Sanctuary Housing, and are seeking a small additional award to contribute towards the arising costs	Paisley






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**To: Communities, Housing and Planning Services Policy Board**

**On: 30 October 2018**

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**Report by: Director of Children's Services**

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**Heading: Children's Services Service Improvement Plan 2018/21: Mid-Year Monitoring Report**

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## Summary

- 1.1 The Children's Services Service Improvement Plan 2018-21 was approved by the Education and Children's Services Policy Board in May 2018. The plan sets out the priorities for the development of the service over a three year period and details the actions which will contribute to the priorities of both the Council and the Community Planning Partnership. It also sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. Actions and indicators reflect the five priority themes of the Council Plan.
- 1.2 This report contains details of Children's Services performance over the period 1 April 2018 to 30 September 2018. 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 2018-19 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 key achievements for the service have included:
  - a very positive set of National Qualifications results by the young people in Renfrewshire schools;

- strong early evidence demonstrating that the poverty-related attainment gap in the broad general education is closing;
- progressing plans for the expansion of early years provision;
- continuing to put in place innovative recruitment practices to support schools in getting the best teachers in front of pupils;
- publishing a revised anti-bullying policy which was developed in consultation with pupils, parents and school staff;
- supporting the development of a Gender-Based Violence Strategy for Renfrewshire, to be launched during this year's 16 Days of Action;
- introduction of the 'Just Learning' programme to support increased access to employment and training for those with convictions;
- enhancement of the support available to young carers, with a dedicated social worker for young carers now in post;
- introduction of additional supports in education settings to support health and wellbeing, including a dedicated Health and Wellbeing Development Officer and the Place2Be counselling service;
- delivery of vocational courses in schools provided by West College Scotland;
- continuing the roll-out of tracking systems and data literacy support to help schools track pupil progress;
- winning a COSLA Silver Award for the Renfrewshire Literacy Development Programme;
- continuing to deliver on the Scottish Attainment Challenge (a full report is provided separately to this Board);
- delivery of an extensive programme of leadership training for head teachers; and
- the completion of new build campus for Bargarran/St John Bosco Primary Schools and St Paul's Primary School/Foxlea Pre-5 Centre.

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## 2. Recommendations

2.1 The Communities, Housing and Planning Services Policy Board is asked to note:

- the content of this report;
  - the progress that has been made on service performance;
  - the progress made on actions and performance in the action plan;
  - that an out-turn report will be provided to this Board in Spring 2019; and
  - that this mid-year report has also been presented to the Education and Children's Services Policy Board which has the remit for approving actions relating to children and families social work and education.
-

### **3. Background**

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
  - 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendices to the plan contain an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2018-21 Plan.
  - 3.3 Section 4 of this report provides details of the service's achievements, aligned to Council Plan priorities, over the period April to September 2018. It highlights areas of significant progress and details of action to be taken to address any areas where performance has not reached target. Further detail is provided in the action plan and performance scorecard included as Appendix 1.
  - 3.4 An outturn report detailing full-year performance will be brought before this Board in summer 2019.
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### **4. Changes to Reporting Arrangements**

- 4.1 In April 2018, the Leadership Board agreed new management arrangements for some services. As a result, the management of Community Learning and Development (CLAD) (which includes Youth Services) transferred from Children's Services to Communities, Housing and Planning Services on 1 July 2018. A number of actions and indicators relating to CLAD were included in the Children's Services Service Improvement Plan 2018-21, approved by this Policy Board in March 2018. These actions and indicators will now be reported in the Communities, Housing and Planning Service Improvement Plan, which falls within the remit of the Communities, Housing, and Planning Policy Board.
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### **5. Service Update**

- 5.1 Elected members will be aware from previous reports that the service is actively working to address a range of demand and financial pressures. For

Children's Services, these include high numbers of children requiring care and protection due to the significant issue of parental alcohol or substance misuse and increasing school rolls in some catchment areas. In addition, the service is preparing for the expansion of the free early years entitlement from 600 hours to 1140 hours by 2021. Criminal justice social work services have experienced several years of growing demand as the use of community sentences has expanded. The recruitment and retention of staff continues to be a challenge across the service, as it is for many other local authorities.

- 5.2 Children's Services is committed to delivering high-quality services. In addition to internal self-evaluation activity, social work services and educational establishments are subject to considerable, robust, external scrutiny from the Care Inspectorate and Education Scotland. Reports on every school inspection are provided to this Policy Board, as are reports on any social work service which receives a grading of Weak or Unsatisfactory. The service also contributes to multi-agency self-evaluation work (including case file audits) on adult protection and child protection.
- 5.3 Whilst Children's Services works in collaboration with other services to ensure the delivery of all Council Plan priorities, it does not currently have any actions or performance indicators under Outcome 4: Creating a sustainable Renfrewshire for all to enjoy. More detail on the progress against planned actions and performance in relation to key indicators are given in Appendix 1 to this report.
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## **6. Actions which have been reviewed or delayed**

- 6.1 As noted above, a small number of actions relating to Community Learning and Development have transferred from Children's Services to Communities, Housing and Planning Services.
- 6.2 The service is not one of the pilot areas for the council's new self-evaluation approach but is undertaking other self-evaluation activity. Further progress to prepare for the expanded Presumption against Short Sentences and the national reviews of child protection and care services requires further action at a national level. Children's Services continues to engage with national developments in these areas.
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## **7. Performance Indicators**

- 7.1 Children's Services reports against 35 indicators in the Service Improvement Plan. Of these, 27 have targets and 8 are for information only. One is a new indicator for which data is not yet available.



- 7.2 There are currently 9 indicators which are not meeting the target set, of which 5 are within 10% of target. Indicators relating to satisfaction with schools all have a target of 100%, and performance below this level does not necessarily reflect a high level of dissatisfaction with local schools. Data for these indicators is collected by other agencies and is based on a small sample size. Further, figures from the Scottish Household Survey include respondents who do not use local schools.
- 7.3 The target time for responding to complaints was not met in all cases. A revised complaints policy makes clear the approach to be taken in handling and recording complaints from 1 October 2018 and should contribute to improved performance on that indicator.
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## **8. Priorities over the next six months**

- 8.1 The service has a number of priorities for the next six months and beyond. Significant detail is described within a range of planning documents including the Renfrewshire Children's Services Partnership Plan and the Education Improvement Plan. The following is a summary of key priorities.
- 8.2 The service is progressing plans for the expansion of Early Years' provision to 1140 hours by 2020. A rolling programme of recruitment, to ensure sufficient staff, is in place, and staff on term-time contracts are being offered the opportunity to convert these to 52-week contracts. A programme of new builds and refurbishments to the existing estate has been outlined. The expansion plan will result in an increase in the number of local authority establishments operating over a longer day/year, an increase in the number of commissioned places available, and a blended childcare model which will allow places to be split between a childminder and a nursery.
- 8.3 A review of provision in relation to children and young people with additional support needs is underway and is the subject of a separate paper to Education and Children's Services Policy Board on 1 November 2018. The service is currently developing plans to progress this agenda.
- 8.4 Parental engagement in a broader sense will be considered in the context of new national guidance on parental involvement in learning. Children's Services already delivers programmes to support parental involvement, such as Parents in Partnership, and will refresh the parental involvement strategy to reflect national guidance and ensure that every opportunity to engage parents in their child's learning is being taken.
- 8.5 Children's Services works with partners across the Glasgow City Region as part of the Regional Improvement Collaborative. The Regional Education

Committee has recently approved the collaborative's Phase 2 plan, which sets out the workstreams and actions that partners will deliver over the next three years. A separate update on the collaborative will be presented to the Education and Children's Services Policy Board on 1 November 2018. The service also continues to contribute to the national debate in relation to education governance.

- 8.6 In September 2018, the Director of Finance and Resources submitted a report to full Council on the financial outlook for 2019-2021. The report noted that whilst the Council's current financial position remains stable, it is recognised that the Council will continue to face significant medium term financial challenges to maintain its financial stability and sustainability going forward. The scale of this challenge remains subject to a significant degree of uncertainty in relation to the local government settlement and also factors such as Brexit and pay inflation. The report noted that each service is involved in an ongoing programme to identify existing resources which can be used to offset new emerging pressures, as well as new opportunities for change and transformation. Children's Services will continue to support these areas of activity.
- 8.7 As part of a commitment to innovative approaches which seek to provide the best possible support, and consequently the best possible outcomes, for vulnerable children in Renfrewshire, Children & Families Social Work recently joined a randomised control trial led by the University of Glasgow. The trial compares a multi-disciplinary approach, called 'GIFT', with practice as usual (i.e. the usual parenting capacity assessment undertaken by social workers). This work is the subject of a separate paper to Education and Children's Services Policy Board on 1 November 2018.
- 8.8 Self-evaluation and external scrutiny are a constant feature in Children's Services, with schools and registered services subject to regular external scrutiny from Education Scotland and the Care Inspectorate respectively. Education services commenced two strategic-level inspections in October 2018; one on School Empowerment and one on the Attainment Challenge. Criminal Justice Social Work will take part in a supported self-evaluation of community justice arrangements in Renfrewshire later in the year.
- 8.9 Around £500,000 will be available to Children's Services from 2019/20 through the Care Experienced Fund, with part-year funding available for 2018/19. The service has already identified several areas for development, which include expansion of the Imagination Library programme, a pilot project with fathers in HMP Low Moss, and the development of a new service to support families.
- 8.10 The service will continue to focus on raising attainment for all children, whilst closing the poverty related attainment gap through the work of the Attainment Challenge, Pupil Equity Fund, and the Care Experienced Fund, as well as

everyday service provision. In addition to continuing the service's focus on literacy, there is now an increased focus on numeracy and mathematics with work being developed on a possible partnership with a new academic partner.

- 8.11 Other areas of focus for the service over the coming months include contributing to the work of the drug and alcohol commission, the completion of the new residential children's house, the development of a training programme for school staff in relation to health and wellbeing, and continuing support for schools in the best use of the Pupil Equity Fund.

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## Implications of the Report

1. **Financial** – The report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR & Organisational Development** - none
3. **Community Planning** – the report details a range of activities which reflect local community planning themes.
4. **Legal** - none
5. **Property/Assets** – none
6. **Information Technology** – None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** – the report details the activities being undertaken to promote more efficient and effective commissioning and procurement
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in the Children's Services Risk Register.
11. **Privacy Impact** – none

12. **COSLA Policy Position** - none

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**List of Background Papers:**     None

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## Appendix 1:


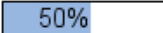

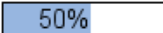

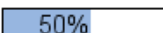
### Service Improvement Plan 2018-2021 Action Plan and Performance Indicators










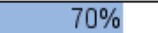

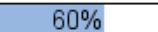
Action Status	
	Overdue;
	In Progress
	Completed




#### Council Priority 1: Reshaping our place, our economy and our future

Status	Code	Title	Due Date	Status Progress Bar	Latest status update
	CHS.SIP.18.01.01	Develop and implement a strategic vision for learning and teaching within and across Early, Primary and Secondary sectors.	31-Aug-2018	<div><div>100%</div></div>	<p><b>Early Years</b> A range of training to support with teaching and learning has been made available to management and staff across early years and childcare. This includes the Leaders of Learning programme, Frobelian Childhood Practice, pedagogical leadership, and assessment and moderation. These have had a positive impact on teaching approaches and staff confidence in assessing children's progress and planning learning. Training and development opportunities will continue to be planned and made available to staff this session.</p> <p><b>Primary</b> Our partnership with University of Strathclyde continues. The 'Dive into Writing' programme has been very successful and several classroom assistants have been trained in approaches to support children in literacy and numeracy activities. In relation to numeracy the 3 Domain model is being implemented. The numeracy champion network was created to ensure opportunities for dissemination and cascading of information, training, development and best practice in teaching, learning and assessment to ensure consistency of vision</p>

Status	Code	Title	Due Date	Status Progress Bar	Latest status update
					<p>across establishments.</p> <p><b>Secondary</b>  Subject forums meet at regular intervals to share practice and develop new resources. These are attended by SQA representatives and by the Development Officers for Literacy, Numeracy, and Assessment, as appropriate. Secondary schools are improving the recording of wider achievement (rather than just attainment) and using this information to celebrate the successes of young people.</p>
	CHS.SIP.18.01.02	Support and improve approaches and planning to assessment and moderation.	31-Mar-2021		<p>A programme of training in assessment and moderation has been delivered and feedback has been positive; the programme supports practitioners in planning for assessment and to raise confidence in teacher judgement regarding pupil's achievement of a level.</p> <p>Some Secondary schools have been involved in cluster moderation activities though work in the secondary sector is at an earlier stage. Subject forums will continue to meet in session 2018/19 with an increased focus on assessment and moderation.</p>
	CHS.SIP.18.01.03	Support all establishments in developing data literacy to improve learning and teaching.	31-Mar-2021		<p>Establishments are supported to improve data literacy skills through training and individual support from the central team. There are 47 primary schools being supported to develop effective tracking systems which allow schools to track individual pupil attainment and measure progress towards closing the attainment gap. One-to-one support has been provided to 5 secondary schools to support them in analysing and using tracking data. Data management systems are being developed with 3 schools to help them better understand and analyse the data that they gather. These systems will be shared with all schools.</p> <p>A range of attainment information is shared with schools to assist them in understanding trends. Training is provided to both primary and secondary staff to assist them in analysing and interpreting data.</p> <p>A range of work has been undertaken by the secondary data network group, including devising a data handbook for each school. The role of the Principal Teacher Raising Attainment has been refined and the members of staff in these roles continue to work closely with the central team.</p>
	CHS.SIP.18.01.04	Develop high quality learning and teaching that leads to improved levels of attainment and achievement in all of our establishments.	31-Mar-2021		<p>Attainment in literacy and numeracy is showing consistent improvement. In Broad General Education (BGE), in 2017/18 the percentage of pupils achieving the expected level for their stage rose from 77% to 80% for literacy and from 83% to 85% for numeracy. Renfrewshire has performed above the national average at all stages. Senior phase results for 2016/17 show that 86% of pupils achieved SCQF Level 5 or above for literacy and 76% achieved Level 5 or above</p>

Status	Code	Title	Due Date	Status Progress Bar	Latest status update
					for numeracy. Over 5 years, the number of Renfrewshire pupils receiving these levels increased by 15 percentage points and 16 percentage points in literacy and numeracy respectively. The gap between pupils living in the 30% most deprived areas and all other pupils has decreased marginally. Whilst attainment has improved for those in the 30% most deprived areas, it has also improved for those in less deprived areas.
	CHS.SIP.18.01.05	Further develop the curriculum, and the opportunities for personal achievement, to maximise school leavers' skills to meet the needs of employers.	31-Mar-2021		Schools seek opportunities to increase the range of accreditation opportunities for young people, including Saltire and John Muir awards. There has been an increase in the number of vocational courses available for senior pupils at West College Scotland and 2 vocational courses in session 2018/19 will be hosted in secondary schools to support increased partnership working with the college and to encourage more vulnerable young people, who may be reluctant to travel to college, to engage as appropriate. A short life working group will be established in session 2018/19 to review and revise the current work experience model with a view to providing more relevant opportunities for work experience across the senior phase.
	CHS.SIP.18.01.06	Support schools to deliver a Senior Phase which ensures appropriate pathways and provides the best possible opportunities for them to achieve a range of qualifications.	31-Mar-2021		Through an increased and more robust use of data, schools are more effectively tracking the progress of young people in the broad general education and the senior phase. This is allowing earlier intervention and targeted support for more young people leading to improved attainment. There has been a slight increase in the number of girls undertaking STEM subjects and partnership work will continue in session 2018/19 with the national Primary Engineer Programme which supports training for primary staff to deliver engineering in the primary sector.
	CHS.SIP.18.01.07	Continue to develop partnership links and collaborative arrangements with the Further Education sector, employers and commerce in line with the Commission for Developing Scotland's Young Workforce Report.	31-Mar-2020		A review of school/college partnership provision has been undertaken to ensure that opportunities for young people to follow appropriate courses is maximised. As a result, the number of college courses on offer has increased and more young people are able to be offered these opportunities. Schools are also looking to increase the range of vocational courses which can be undertaken in-house by appropriately trained teachers. In partnership with West College., vocational provision is being offered for S4 pupils as appropriate. Additionally, Trinity High will pilot the delivery of a vocational programme by a college lecturer within the school. Schools are also increasingly being supported to build links with local businesses as potential employers. The S2 taster sessions were very positively evaluated by the young people who participated and many of them indicated that they were likely to continue into S3 and beyond.




Status	Code	Title	Due Date	Status Progress Bar	Latest status update
					Schools, Children's Services staff and West College Scotland will progress vocational opportunities for S4 pupils in 2019/20 as agreed.
	CHS.SIP.18.01.08	Evaluate the 'Family Firm' pilot and identify options for sustainability	31-Mar-2019		Family Firm is showing promise as an approach to support care experienced young people (CEYP) into sustained positive destinations. The approach is resource-intensive and our reach is limited. A bid for funding (c.£450k over 3 years) has been submitted to Life Changes Trust (LCT) to enable further development of Family Firm and evaluation of impact. The team is currently awaiting a decision from LCT.
	CHS.SIP.18.01.09	Support high numbers of our young people to enter positive and sustained post-school destinations.	31-Mar-2019		<p>There has been an increased focus this session on how schools are supporting pupils at risk of not moving into positive destinations post school, and the impact of this will be closely monitored. Schools have been asked to provide specific detail on what they are doing to support individual young people, and this will form part of the discussion with school senior leaders at the quality improvement visits by education managers. It has also been a regular agenda item at secondary head teachers' meetings this session to ensure it remains a priority. Regular meetings with Skills Development Scotland (SDS) senior staff has supported strong partnership working and consistent approaches to supporting all young people to move into positive destinations.</p> <p>The growing number of personal achievement awards and opportunities being offered across schools is further developing the confidence and skills for learning life and work in young people.</p> <p>Training was provided by SDS for school senior managers on data input regarding leaver information. As a result, the quarterly figures received from SDS on this are evidencing improvement and more robust approaches by schools which in turn is allowing schools to target vulnerable young people more effectively.</p> <p>Schools are also working more closely with economic development colleagues to support post school transitions into sustained positive destinations.</p>


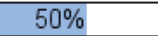

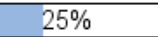

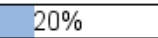
Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
CHS/P	% of School leavers in a positive destination				92.8%	Data not yet available	Not measured	95%	The most recent leavers destinations data (2016/17) has shown that the percentage of school leavers in Renfrewshire who have












Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
D/01							for Quarters		gone on to a positive destination has increased marginally to 92.8%. The figure was slightly behind the national average of 93.7%. This is an academic year PI. Data for 2017/18 school leavers will be available during March 2019.







## Council Priority 2: Building strong, safe and resilient communities




Status	Code	Title	Due Date	Status Progress Bar	Latest status update
	CHS.SIP.18.02.01	Continue to develop residential provision in childcare.	31-Mar-2020	<div><div>50%</div></div>	Work continues on the new purpose designed and built Children's House, which should be available within the next 6 months.
	CHS.SIP.18.02.02	Extend the whole-school Nurturing Relationships Strategy (RNRA) in schools across Renfrewshire.	31-Mar-2021	<div><div>50%</div></div>	Training evaluations indicate that prior to training all staff report an understanding of attachment theory and nurturing practices to help children develop socially and emotionally. Following training, 87% reported a gain in knowledge of attachment theory and 71% reported a gain in knowledge of the importance of relationship.
	CHS.SIP.18.02.03	Continue to modernise our school estate, maximising opportunities for communities to benefit from new facilities.	31-Mar-2022	<div><div>50%</div></div>	<p>Work on the new Bargarran/St John Bosco campus was completed and handed over ahead of schedule. St Paul's and Foxlea are complete and in use. The first phase of the St Anthony's refurbishment was completed on time and there is a short delay in the completion of Phase 2.</p> <p>A new build Spateston Early Learning and Childcare Centre was approved by the Education and Children Policy Board in January 2016. A report on this will be presented to the Education and Children's Services Policy Board in November 2018.</p> <p>The expansion of early years' provision necessitates a review of existing early years accommodation. A feasibility study has been undertaken to determine the property investment required and a budget of circa £14m has been identified. Governance for the delivery of 11 new and extended facilities and 17 refurbished and adapted facilities will be undertaken by an infrastructure implementation</p>

Status	Code	Title	Due Date	Status Progress Bar	Latest status update
					group.
	CHS.SIP.18.02.04	Embed a consistent approach to supporting children and families affected by domestic violence informed by a strength-based model of intervention.	31-Mar-2020		We continue to embed the 'Safe and Together' model of practice. Social work, health and police managers attended training specifically designed for child protection supervisors in May 2018.
	CHS.SIP.18.02.05	Implement recommendations flowing from the national reviews of child protection and the care system.	31-Mar-2020		The Independent Care Review and the Scottish Government Child Protection Improvement Programme have not yet provided specific actions for local delivery. However, Renfrewshire Children's Services have supported the development of national learning through direct representation and in contributions to discussion within Social Work Scotland. Our contributions have helped shape the national recommendations made by the Child Protection System Review and the outcome of the first phase of the Care Review. Learning from national activity continues to be collated and used to inform the review of local policy and support for children and families. Most recently, the Chief Officers Group participated in the national Child Protection Leadership events in Spring 2018, the learning from which is being taken forward by the Renfrewshire Child Protection Committee. The Committee has also supported the development of a national shared dataset which will inform future self-assessment and inspection activity. Progress reflects the long-term nature of this action.
	CHS.SIP.18.02.06	We will respond to the planned presumption against short sentences (PASS).	31-Mar-2019		Presumption Against Short Sentences (PASS) is likely to result in increased community sentences, in place of custodial sentences of up to 12 months. Temporary posts have been extended within fieldwork social work services, and permanent posts have been created within unpaid work to increase service capacity in preparation for increased demand. There remains no exact timescale for the presumption to come into force.


Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	


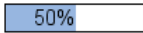

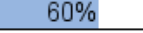

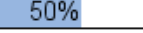
Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
CHS/CJ /CPO/ 02	% of NEW unpaid work orders/requirement complete by the required date				New indicator for 2017/18	69%	83%	72%	Performance exceeds target set and is a significant improvement on 2017/18. All attempts are made to complete orders within the timescale. Hours imposed have increased by 100% since 2011/12 and timescales for completion have reduced significantly. Where timescales cannot be met due to service user issues, or service capacity then extensions are sought from the court to enable completion of orders.
CHS/CJ /CPO/ 01	The percentage of NEW clients subject to a new supervision order seen by a supervising officer within 1 week				69%	74%	78%	92%	Performance does not meet the target set. Appointments are arranged at the point of the court assessment and are included within the court report. They are set for within 7 working days unless there are unusual circumstances e.g. client in custody. Attendance is then dependent upon service user compliance; of the 13 people not seen within target in quarter 1, 10 failed to attend and 1 was in custody.
CHS/CJ /CPO/ 04	Percentage of NEW unpaid work clients seen within 1 working day of the order				73%	76%	69%	65%	Performance continues to exceed target set reflecting s a new system and focus on this initial engagement. All attempts are made to engage with those individuals where CJSWRs are undertaken and thus the service is aware of the possibility of an order. Growing numbers of individuals have no assessment prior to their court appearance and are thus unaware of reporting timescales. Also 71% of those who were not seen within 1 day were sentenced at another court (20 out of 28 people), thus resulting in delays as our court service cannot


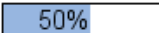

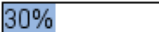

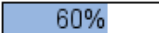

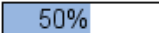
Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
									attempt to engage with them.
CHS/CJ /CPO/ 05	Percentage of NEW unpaid work clients receiving an induction within 5 working days of the order				66%	73%	70%	70%	Performance meets the target set, processes ensure that new unpaid work service users, that we are aware of, are scheduled to meet their supervising officers within 24 hours of court and receive their initial induction, they then attend for a more in-depth health and safety induction within 5 working days of court. 44% pf those not meeting the target failed to attend appointments and 30% attended external courts which can delay initial contact and thus appointments being set. Increasing numbers of service users receive orders without court reports being undertaken, thus meeting deadlines is dependent upon the timescales of orders from court and the ability to engage with the individual as early as possible.
CHS/CJ /CPO/ 06	Percentage of NEW unpaid work clients beginning work placement within 7 working days of the order				32%	53%	63%	50%	Performance exceeds target set. All attempts are made to engage with individuals and ensure that they commence work which is safe for the community, themselves and staff supervising them. A new and more intensive health and safety induction process has been created, which is the first day that the individual is attending work. These occur twice weekly to ensure that service users attend within 7 days. Where orders are imposed without social work reports, and there are delays with information being passed to Renfrewshire, delays can occur in initial contact which then impact upon the range of initial contacts. This is also reliant


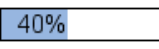

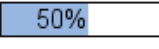

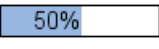
Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
									upon client compliance. Non-compliance related to 52% of non-attendance.
CHS/C PR/01	Percentage of children registered in this period who have previously been on the Child Protection Register				12%	23%	36%	Not applicable	The percentage of children registered this quarter who have been previously placed on the Child Protection Register has decreased from 39% in Q4 of 2017/18 to 36% in Q1 of 2018/19. In Q1 of 18/19, there were 28 children placed on the Child Protection Register, of which 10 children from 6 families had previously been registered. This is similar to Q4 of 17/18, when there were also 28 children placed on the Child Protection Register, of which 11 children from 6 families had previously been registered. Of the children re-registered this quarter, 1 child was placed on the Register between 1-2 years of their previous registration ending and 9 children were placed on the Register after 2 years or more of their previous registration ending. We will continue to closely monitor re-registrations.

### Council Priority 3: Tackling inequality, ensuring opportunities for all













Status	Code	Title	Due Date	Status Progress Bar	Latest status update
	CHS.SIP.18.03.01	Provide high quality education throughout the Broad General Education and Senior Phase to narrow the outcomes gap for disadvantaged groups.	31-Mar-2021	<div><div>50%</div></div>	Our growing bank of qualitative and quantitative evidence indicates that the outcomes for disadvantaged young people are improving due to Attainment Challenge interventions, approaches and resources, and that the poverty-related attainment gap is narrowing. This is detailed in our most recent Highlights and Challenges report and End of Year which was submitted in September 2018.











Status	Code	Title	Due Date	Status Progress Bar	Latest status update
	CHS.SIP.18.03.02	Further develop our Early Years curriculum and support new legislation.	31-Mar-2021		A final plan has been developed to support the expansion of early learning and childcare from 600 hours to 1,140 by 2020 was presented to the Education and Children's Services Policy Board in August 2018. Governance arrangements to support the planning and implementation of the expansion are being refined and operate to progress workforce, infrastructure and policy developments. Quality continues to be at the heart of Renfrewshire's 1,140 expansion to ensure that children receive a quality early learning and childcare experience and thus provide them with the best start and reach their potential. Renfrewshire continues to be an active member of the Glasgow City Region Improvement Collaborative to plan and progress effective development opportunities for staff, ensure a key focus on learning and teaching, and quality indoor and outdoor learning environments.
	CHS.SIP.18.03.03	Encourage and support active collaboration and engagement with parents and families in supporting their child's learning.	31-Mar-2021		Nine Inclusion Support Assistants (ISAs) work with targeted groups of young people from S1-3 in 9 of our Secondary schools. Almost all young people fall into SIMD deciles 1-3 and have been referred due to concerns related to attendance, behaviour and/or lack of parental engagement. Quantitative and qualitative data will be collected to measure the impact of ISA support. ISAs have worked closely with transition teachers and Pupil Support staff to identify young people at the transition stage to ensure that supports and interventions are provided as early as possible and to avoid duplication of support to families. Expected outcomes for young people are to improve attendance, reduce exclusions and improve parental engagement. This should ultimately lead to improved attainment and achievement.  Parents in Partnership is being implemented in secondary schools to close the link between home and school. Initial data supports that the programme is having a positive impact on parental engagement and their understanding of the secondary curriculum. As a result, parents are better able to support their children with the transition from primary to secondary school.  Pizza Learning programmes encourage parents to learn with their children after school. Participation in the programme has increased confidence and self-esteem in both parent and child. Parents have reported that the programme has encouraged them to read more at home with their children. As a result, parents have noted that this positive engagement has had an impact on their children's attainment.
	CHS.SIP.18.03.04	Support targeted children and young people at key transitions to close the attainment and achievement gaps.	31-Mar-2021		Transition teachers have been very successful in supporting targeted children across our primary and secondary sector. In particular, there has been: <ul style="list-style-type: none"> <li>• Increased pupil participation and engagement in the secondary classroom;</li> <li>• Improved attainment of targeted pupils in literacy and numeracy; and</li> </ul>







Status	Code	Title	Due Date	Status Progress Bar	Latest status update
					<ul style="list-style-type: none"> <li>Improved cluster relationships, dialogue, collaborative working and professional learning opportunities.</li> </ul> <p>Data is being used to:</p> <ul style="list-style-type: none"> <li>Target pupils for transition teacher support;</li> <li>Track target pupils' progress across transition;</li> <li>Understand pupils' learning; and</li> <li>Understand where curricular transition processes need to be reviewed and developed.</li> </ul> <p>Impact to date: Pupils - early evidence shows that there was impact in pupil confidence and sense of achievement. Staff - survey evidence shows that secondary staff are benefitting from transition teacher support; engaging in professional dialogue and changing mindset towards curricular transition due to having the opportunity to work with a primary colleague.</p>
	CHS.SIP.18.03.05	Support inclusion of vulnerable pupils including those ASN through improving key processes.	31-Mar-2021		Staged intervention processes have been reviewed to ensure a focus on inclusion in relation to moving from stage one to stage two. This means more children receiving support in mainstream as opposed to accessing alternative provision.
	CHS.SIP.18.03.08	Ensure Renfrewshire is a 'Child Friendly' place where children are nurtured and thrive.	31-Mar-2022		Work has commenced with the Life Chances Community Planning Group to agree the priorities in this area.
	CHS.SIP.18.03.09	Review support for young carers, identifying opportunities to improve life chances.	31-Mar-2022		A Young Carer Social Worker is in post. Over 40 Young Carer Statements have been completed. The contract with Carers Centre has been refreshed and new activities are coming on stream. Work is ongoing to strengthen partnerships with Renfrewshire Leisure and Renfrewshire Health & Social Care Partnership to deliver bespoke support to young carers. Mentoring has been identified as a key gap for young carers. A proposal for new local service has been developed and funding is being sought.
	CHS.SIP.18.03.10	Deliver approaches in educational establishments which support the reduction of inequality and support	31-Mar-2021		In line with the Scottish Government's Mental Health Strategy 2017-2027, Renfrewshire's findings from the Dartington ChildrenCount survey and the recent Youth symposium, our focus moving forward is to improve the mental, social and emotional wellbeing of children and young people.

Status	Code	Title	Due Date	Status Progress Bar	Latest status update
		improvements in health and wellbeing for children and young people.			<p>A Health and Wellbeing Development Officer has been recruited to:</p> <ul style="list-style-type: none"> <li>• Scope and map existing mental health training experiences of teachers and support staff across establishments;</li> <li>• Develop a Renfrewshire training model which will address the gaps in relation to staff skills. This will involve organising and commissioning trainers, developing a training programme, engaging appropriate partners and evaluating the impact of the training;</li> <li>• Develop 'Progression Planners' to show health and wellbeing progression aligned to the national benchmarks from Early to Third Level; and</li> <li>• Co-ordinate the introduction of 'Place2Be' Counselling service into 5 of our most deprived primary schools and 2 secondary schools.</li> </ul>
	CHS.SIP.18.03.11	Reinvigorate and refine existing high-quality approaches with partners to ensure we are Getting it Right for Every Child.	30-Jun-2019		<p>The SEEMIS wellbeing application has been introduced to all education establishments. There is a continued focus on improving assessment of wellbeing to secure high quality plans for children who need them. Liaison with partners across agencies to ensure high quality assessment and planning was tested through a case file audit in May 2018.</p> <p>A focus for the new school session is the review of the staged intervention framework as part of the ASN review. This involves liaising with partners regarding multi-agency responses to meeting need. The RCPC case file audit and ongoing work in relation to the provision of integrated assessments has highlighted that more training is required on a multi-agency basis around wellbeing assessment and planning, particularly to ensure effective long-term planning, contingency planning and to ensure that all plans are SMART. The RCPC case file audit did evidence that overall the quality of wellbeing plans are improving.</p>
	CHS.SIP.18.03.13	Work with schools to improve awareness of the needs of Looked After Children.	31-Mar-2020		Through the family firm approach and improved routes to employability, looked after young people have had more opportunities to access employment and training.
	CHS.SIP.18.03.14	Work with a range of partners to ensure that skills and training for employment are a part of the rehabilitation journey and that access to the job market is fair for people with convictions.	30-Apr-2019		Renfrewshire's success in the Employability, Innovation and Integration Fund, led by employability services, has led to the creation of 'Just Learning', a programme to support increased access to employment and training for those with convictions. Over 40 service users have now been supported, individuals have completed the 'Keys to Learn' initiative resulting in applications for training and employment, and a range of staff have been provided with a session on legislation and disclosure by 'Recruit with Conviction' to assist them to support service users.

































Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
CHS/A TT/04	No. of opportunities for young people to achieve through accredited awards				1,004	1,193	Not measured for Quarters	1,130	Planning and delivery of opportunities is consistent over the year and offers voluntary participation in a range of wider achievement awards.
CHS/EY /02	% of entitled 2 year olds accessing 600 hours of early learning and childcare				New indicator for 2017/18	56%	47%	Not applicable	This figure is representative of a national trend. We will continue to make every effort to increase the uptake of 2 year olds in early learning and childcare establishments
CHS/L GBF/01	Percentage of Looked After Children cared for in the community				94%	93%	92%	Not applicable	The percentage of looked after children cared for in the community has remained relatively stable at 92% in Q1 of 2018/19. Please note, this indicator is also reported annually and the figure for the annual figure is derived from the Local Government Benchmarking Framework indicator CHN9 'Balance of care for 'looked after children': % of children being looked after in the community'. The percentage of looked after children cared for in the community in Renfrewshire in 2016/17 was 94% and above the Scotland average of 90%.
CHS/A TT/01a	% of Leavers attaining literacy SCQF Level 4				97%	Data not yet available	Not measured for Quarters	97%	The percentage of school leavers attaining SCQF level 4 literacy has marginally increased in 2016/17 to 97%. The figure has remained constant over the past 4 years. Renfrewshire is marginally above its virtual comparator in this indicator, which this year was 96%. The 2017/18 academic year information will be available during February 2019.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
CHS/A TT/01b	% of Leavers attaining numeracy SCQF Level 4				92%	Data not yet available	Not measured for Quarters	93.5%	The percentage of school leavers attaining SCQF level 4 numeracy is unchanged since 2015/16 at 92%, however has increased over a 5-year period. Renfrewshire is marginally below its virtual comparator in this indicator, which is 93%. The 2017/18 academic year information will be available during February 2019
CHS/A TT/01c	% of Leavers attaining literacy SCQF Level 5				86%	Data not yet available	Not measured for Quarters	84%	The percentage of school leavers achieved SCQF level 5 in literacy has increased in 2016/17 to 86%. Over 5 years, Renfrewshire has increased the percentage of pupils achieving literacy at SCQF level 5 by 15 percentage points. This increase has meant that Renfrewshire is now in line with the virtual comparator for this indicator. The 2017/18 academic year information will be available during February 2019.
CHS/A TT/01d	% of Leavers attaining numeracy SCQF Level 5				76%	Data not yet available	Not measured for Quarters	73%	The percentage of school leavers achieved SCQF level 5 in numeracy has increased in 2016/17 to 76%. This is an increase of 5 percentage points since 2015/16, and an increase of 15 percentage points over 5 years. Renfrewshire is above the virtual comparator in this indicator, which is 75%. The 2017/18 academic year information will be available during February 2019
CHS/A TT/05	Average total tariff score of all school leavers in Renfrewshire				943	Data not yet available	Not measured for Quarters	931.5	The total average total tariff from 2016/17 school leavers has improved on 2015/16 and over a 5year period. The average total tariff had declined over the previous 3 years, however the 2016/17 figures represents a

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
									considerable improvement. The average total tariff in Renfrewshire was higher than the national figure, which was 906, but behind our virtual comparator. Renfrewshire's results in the 2017 exam diet saw levels of National 5 and Higher awards being maintained, with an increase in the number of Advanced Higher awards. Advanced Highers are allocated a very high number of tariff points and therefore having more pupils reaching this level of attainment will have been a key factor in increasing the average total tariff for school leavers. The 2017/18 academic year information will be available during February 2019.
CHS/A TT/06	Average total tariff score of pupils living in SIMD 30% most deprived areas				684	Data not yet available	Not measured for Quarters	690	The total average total tariff for school leavers living in 30% most deprived areas has improved, both compared with 2015/16 leavers and over a 5-year period. This positive trend suggests that although pupils in the most deprived areas do not yet perform as well as those from the least deprived areas, the number and level of qualifications gained by these pupils are consistently increasing. However, within Renfrewshire there has been improvement across all deprivation groups which means that the attainment gap between most and least deprived pupils is unchanged since 2015/16. The 2017/18 academic year information will be available during February 2019.
CHS/A	Percentage gap in average total tariff score of school				37%	Data not yet	Not measured	34%	The percentage gap in the average total tariff of school leavers from the 30% most and



Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
TT/07	leavers resident in SIMD 30% most deprived and those from the 70% least SIMD deprived Renfrewshire areas.					available	for Quarters		70% least deprived areas is unchanged at 37%. Attainment vs Deprivation measures show that within Renfrewshire, school leavers outperform the national average in all deciles except 10. Although the attainment gap is unchanged, the attainment of school leavers in Renfrewshire has increased within all SIMD deciles except for 10. The largest increase in average tariff since 2015/16 is within the middle 40% (SIMD 4-7), which may account for the lack of change within this year's attainment gap. The 2017/18 academic year information will be available during February 2019
CHS/A TT/08	Average Total Tariff Score of Looked After Children (school leavers)	✓	↑	↑	289	Data not yet available	Not measured for Quarters	302	The average total tariff of LAC leavers increased in 2016/17 to 289 against a target of 249. This is an improvement since 2015/16 when the average tariff was 237, and an increase over 5 years. Due to the small number of looked after pupils in each leavers cohort there is considerable variation in the average tariff from year to year. The 2017/18 academic year information will be available during February 2019.
CHS/A TT/09	Gap between the Average Total Tariff Score of Looked After Children (school leavers) and that of the total Renfrewshire leavers cohort	✓	↑	▬	70%	Data not yet available	Not measured for Quarters	67.2%	The percentage gap in the average total tariff of school leavers between looked after pupils and pupils not looked after has decreased slightly this year to 70%. As both cohorts increased their average tariff in 2016/17 this represents a decrease within the attainment gap. The 2017/18 academic year information will be available during February 2019.







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
CHS/EY/01	% of 3 and 4 year olds accessing 600 hours of early learning and childcare				New indicator for 2017/18	86%	97%	Not applicable	Every child who applied was allocated a placement in early learning and childcare establishments
CHS/LAC/01	The percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days				86%	82%	100%	100%	There were 26 new home supervision requirements in Q1 of 2018/19. All first visits were carried out within the 15 days timescale.
CHS/LAC/02	Percentage of accommodated Looked After Children placed with families				85%	81%	80%	83%	The percentage of children looked after and accommodated with families has decreased slightly from 81% in Q4 of 2017/18 to 80% in Q1 of 2018/19; and is below the target of 83%. We will always aim to place children within families where it is appropriate to do so.
CHS/LAC/CL/01	Percentage of care leavers participating in employment, training or education				New indicator for 2017/18	49%	47%	47%	The number of care leavers who are education, employment or training is 47%, which meets the target set. This reflects the commitment of staff and services to ensure the best outcomes for our vulnerable young people.
CHS/LAC/CL/02	Percentage of care leavers who have had a period of homelessness in the last 6 months				New indicator for 2017/18	11%	7%	Not applicable	The figure of 7% equates to 8 young people. Throughcare and Communities & Housing continue to work together to reduce homelessness and support young people in sustaining tenancies. Targets will be developed once more data is available.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
CHS/S CH/07	% of children attending school (Primary)				95.3%	95%	Not measured for Quarters	Not applicable	Renfrewshire continues to maintain a high level of attendance in the primary sector, reaching 95.0% in 2017/18. This figure is consistent with attendance levels in previous years, which have been above the national average. Comparator information for 2017/18 data will not be available until December 2018, as part of the Scottish Government's 'Summary Statistics for Schools in Scotland' publication.
CHS/S CH/08	% of children attending school (Secondary)				90.6%	90.3%	Not measured for Quarters	Not applicable	Attendance levels in secondary schools have been maintained at 90.3% in 2017/18. This figure is in line with previous years data which been consistent over the past 5 years, remaining above the national average where data is available.  Comparator information for 2017/18 data will not be available until December 2018. A more accurate comparison will be provided when the information becomes available.
CHS/S CH/09	% of young people choosing to stay onto S5 after January (as % of S4 roll at September previous year)				New indicator for 2017/18	86.1%	Not measured for Quarters	90%	This is a new PI, and no baseline data was available to assist with target setting. Targets will be reviewed for suitability when more data is available.
CHS/S CH/10	% of young people choosing to stay onto S6 (as % of S4 roll at September two years before)				New indicator for 2017/18	65.1%	Not measured for Quarters	67%	This is a new PI, and no baseline data was available to assist with target setting. Targets will be reviewed for suitability when more data is available.
RCPC/	Number of children on the Child Protection Register at				106	96	91	Not	There were 91 children on the Child Protection Register as at the reporting period




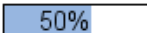

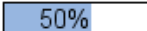
Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
01	quarter end date							applicable	end date in Q1 of 2018/19, compared to 96 children as at the reporting end period date in Q4 of 2017/18. During Q1, there were 28 children newly registered and 33 children de-registered.



### Council Priority 5: Working together to improve outcomes




Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update
	CHS.SIP.18.04.01	Develop and implement a quality improvement framework to ensure consistency and rigour which will support the ongoing cycle of self-evaluation and improvement planning.	A robust Quality Improvement Framework with clear procedures and guidance.	31-Mar-2021	<div><div>50%</div></div>	Renfrewshire's Quality Improvement Framework is delivered through a range of quality improvement activities and resources which focus on delivery of the National Improvement Framework priorities. The framework is robust and includes 3 focused visits to all establishments each session in addition to a programme of establishment reviews. The visits have allowed robust discussion with staff, scrutiny of school data and observation of learning and teaching which contributes to a robust evaluation of our establishments. A revised establishment review programme has been developed for the 2018/19 session using a proportionate approach based on earlier scrutiny visits. Establishment heads have been consulted on the framework, which has had minor revision for 2018/19 in response to feedback received. During the new session, we will also be seeking more effective ways to disseminate good practice across establishments.
	CHS.SIP.18.04.02	Provide high quality professional learning for	Senior leaders look outwards and use experiences gleaned	31-Mar-2021	<div><div>60%</div></div>	All Head Teachers (HTs) have been provided with time and space to reflect on their leadership







Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update
		establishment leaders.	to improve practice and quality in their own establishments.			<p>approaches, develop skills in the co-coaching approach and strengthen relationships with colleagues across the authority. A broad range of leadership development opportunities for senior school leaders includes:</p> <ul style="list-style-type: none"> <li>• Attendance at the Columba 1400 Head Teacher Leadership Academy</li> <li>• Excellence in Headship programme from the Scottish College for Educational Leadership</li> <li>• "Into Headship" qualification at University of Strathclyde</li> <li>• Bespoke coaching programme to develop leadership capacity</li> </ul> <p>Several HTs have also formed a working group and planned three further development sessions for colleagues in session 2018/19.</p>
	CHS.SIP.18.04.03	Support and challenge establishments in more effective use of data to assess children's progress and improve learning and teaching.	There is rigour in the monitoring of school performance which leads to improvements in monitoring and tracking at a school level.	31-Mar-2021		Support and challenge on the use of data is a key area of focus for Education Manager meetings with Head Teachers. Professional dialogue takes place which has a focus on the monitoring and tracking of individual pupils' progress in learning, careful analysis of assessment data and identification of interventions to support targeted pupils.
	CHS.SIP.18.04.04	Engage with proposed changes to education governance and local democracy, maximising opportunities for the organisation and communities.	Renfrewshire Council makes use of the opportunity to discuss and influence national policy.	31-Dec-2018		The directorate has been involved in local, collaborative and national discussions throughout the session ensuring we are contributing fully to the national agenda. We are working collaboratively with the West Partnership to support a continuous improvement in educational outcomes for all children and young people.
	CHS.SIP.18.04.05	Support and strengthen the professional capacity of staff through leadership and professional development.	Staff at all levels recognise their individual responsibility to facilitate improved outcomes for children and young people. Succession planning is embedded in the service's practice.	31-Mar-2020		The Aspiring Leaders programme offers training for those aspiring to Head Teacher, Depute Head Teacher, and Principal Teacher roles. The programmes focus on understanding leadership strategies and styles, prioritising change which will have the greatest impact, and leading and managing change. Depute Heads took part in two "Step Back" sessions in May and June 2018, giving












Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update
			Provide high quality care on a consistent basis to improve the outcomes for children and young people.			time and space to reflect on leadership approaches. Through the West Partnership, 11 members of staff have been funded for Masters-level courses.
	CHS.SIP.18.04.06	Further develop reporting of management information to inform educational policy and practice including meeting the needs of the National Improvement Framework.	Robust information is being reported to relevant stakeholders in line council and service priorities and within the reporting mechanisms of National Improvement.	31-Aug-2018		In addition to improving the use of data in and across our schools, reports are provided to the Education and Children's Services Policy Board every six months; these contain a range of management information relating to the broad general education and national qualifications. Through feedback from those who use our data, we continue to develop and improve the quality and frequency of management information across the service and within schools.
	CHS.SIP.18.04.07	Ensure there is an appropriate level of staffing to deliver on the requirements of emerging policy developments relating to for example the Attainment Challenge, Pupil Equity Fund, and increasing early years provisions.	High quality workforce in place to deliver agreed levels of service.	31-Mar-2020		Staffing levels across Children's Services are monitored at regular management meetings. Through workforce planning, positive promotion and publicity, and effective proactive recruitment processes, we have carried out extensive internal and external recruitment across all sectors. This has led to the appointment of a high number of substantive, as well as several temporary, staff to support the implementation of the Scottish Attainment Challenge and Pupil Equity Fund. Workforce planning exercises have been undertaken in respect of early years' provision.
	CHS.SIP.18.04.08	Implement the service's workforce plan.	The service will have the right mix of staff, in sufficient numbers, and with the knowledge and skills to do their job effectively.	31-Mar-2020		Challenges remain across Scotland in respect of the availability of adequate teacher numbers in both the primary sector and in many subject areas within the secondary sector, leading to continual challenges in relation to staffing in schools. Vacant positions are advertised promptly and where possible on a permanent contractual basis, in order to attract an adequate number of high quality candidates. We continue to participate in the student placement system and the teacher induction scheme, so that we can contribute to the initial professional development of teaching staff. A range of high

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update
						quality continuing professional learning opportunities is offered to maximise teacher capacity, as well as a highly rated well subscribed aspiring leadership programme to develop high quality leadership skills and to support succession planning. Planning in underway for a series of briefing sessions for temporary supply staff to ensure full awareness of rights and responsibilities as teaching staff employees of Renfrewshire Council.
	CHS.SIP.18.04.09	Implement the council's new approach to self-evaluation	The service maintains a focus on continuous improvement. Staff have an opportunity to identify areas for improvement and contribute to the process.	31-Mar-2019	<div><div>0%</div></div>	The Council's new approach to self-evaluation will be piloted in the second half of 2018/19. Pilot areas are still to be identified.
	CHS.SIP.18.04.10	Through Community Justice Renfrewshire take forward national and local priorities, including housing for prison leavers, improved mental health and employability for persons with convictions.	By addressing some of the factors which lead to offending behaviour, the rate of reoffending can be reduced. People with convictions can be supported to make positive changes.	31-Mar-2021	<div><div>50%</div></div>	Work is ongoing to reduce homelessness for those being released from custody, ensure full awareness of referral routes to mental health support, and 'Just Learning' has been established to increase access to training and employment.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
CHS/S CH/04	Percentage of parents satisfied with establishments Education Scotland Survey				91.1%	88.8%	Not measured for Quarters	100%	Figures for this indicator are taken from parental responses to surveys sent out by inspectors. As such, they relate to a proportion of parents in a small number of schools. Schools included in 2017/18 are

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
									Renfrew High, St Andrew's Academy, Fordbank Primary School, Gallowhill Primary School, St Anthony's Primary School, St Fillan's Primary School and St John Ogilvie Primary School. During 2017/18, 27 parents reported from these 7 schools (which have a combined role in excess of 3,200 pupils) indicated that they were not satisfied,
CHS/S CH/05	Percentage of pupils satisfied with establishments Education Scotland Survey				84.1%	83.4%	Not measured for Quarters	100%	Figures for this indicator are taken from pupil responses to surveys sent out by inspectors; in this case, it is the proportion responding positively to the statement "I enjoy learning at my school". As such, they relate to a proportion of parents in a small number of schools. Schools included in 2017/18 are Renfrew High, St Andrew's Academy, Fordbank Primary School, Gallowhill Primary School, St Anthony's Primary School, St Fillan's Primary School and St John Ogilvie Primary School. This measure does not take into account other statements which cover the broader aspects of school life, such as pastoral care, extracurricular activities, and the relationships between pupils and staff.
CHS/S CH/06	Percentage of adults satisfied with local schools				86%	Data not yet available	Not measured for Quarters	100%	The percentage of adults satisfied with local schools increased from 80% in 2015/16 to 86% in 2016/17. A national average of 73% was recorded for 2016. The figure is taken from the annual Scottish Household Survey; local authority data for 2017 is expected by December 2018. The figure includes responses from people who do not use the

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17	2017/18	Q1 2018/19	2018/19	Explanation of Performance
					Value	Value	Value	Target	
									services in question.
CHS/C ORP/0 1	% of complaints responded to within timescales agreed with customers				Not available	74%	95%	100%	20 complaints were received by Children's Services in the first quarter of 2018/19. Four related to social work services and the remainder to education services. All social work complaints were responded to within timescale. One education complaint was dealt with outwith required timescales.
CHS/C ORP/0 2	% of Children's Services employees having completed IDPs				Not available	Not available	Not available	100%	Information on IDPs is not easily reportable given that different systems exist for the former Education and Social Work services. In addition, supervision and professional development for some groups of staff is specific to their profession. Some information is held centrally and some is held within individual schools/units/services.
CHS/C ORP/0 3	% of FOI requests completed within timescale by Children's Services				Not available	Not available	98%	100%	Only partial data is available for 2017/18 due to a change in the way FOIs are tracked. Performance in Children's Services for the period Aug-March was 97%. The service is working with Information Governance colleagues to provide retrospective data.  In Q1 2018/19, the service responded to 98% of FOI requests within the 20 day timescale. This equates to one late response.




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**To: Communities, Housing & Planning Policy Board**

**On: 30 October 2018**

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**Report by: Director of Communities, Housing and Planning Services**

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**Heading: Communities, Housing and Planning Services - Service Improvement Plan 2018/19 to 2020/21: Mid-Year Monitoring Report**

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## **1. SUMMARY**

- 1.1 The Development and Housing Services Service Improvement Plan 2018/19 to 2020/21 was approved by the Communities, Housing and Planning Policy Board in March 2018. The plan set out the priorities for the development of the service over a three year period and detailed the actions contributing to the priorities of both the Council and the Community Planning Partnership. It also highlighted the actions which will ensure continuous improvement across the service and the performance indicators which ensure progress can be measured.
- 1.2 At the 25 April 2018 Leadership Board, new management arrangements were agreed for the Council, creating a new service – Communities, Housing and Planning – and aligning services more closely with their board remits. This new Communities, Housing and Planning Service is responsible for housing services, planning, regulation and enforcement, public protection and civil contingencies, community empowerment, community learning and development and the 2021 Bid Legacy delivery. The remit for economic development, regeneration and City Deal has moved to the Chief Executive's service. The reporting on Service Improvement Plans will reflect this new structure. This report acts as an interim report as the approved Service Improvement Plans were based on the previous service arrangements. New Service Improvement Plans will reflect the new service structure next year.
- 1.3 This report contains details of Communities, Housing and Planning Services' performance over the period 1 April 2018 to 30 September 2018. The main purpose of the report is to provide:

- Details of the key achievements of the service
- A progress update on implementing the action plan
- Details of how the work of the service contributes to the priorities set out in the Council Plan
- An assessment of performance in relation to the service scorecard of core performance indicators
- An overview of priorities for the service over the next six months

1.4 Over the past six months, the key achievements for the service have included:

- Developing a Bid Legacy Plan to deliver the vision from Paisley's Bid to become UK City of Culture 2021. Significant progress is already evident particularly around building new partnerships, the development of a volunteer strategy, the establishment of a research centre with University of West of Scotland, the development of a creative sector business support programme, and the support of 100 individual creative projects to date through the Culture, Heritage and Events Fund (CHEF) programme. A post of Paisley Partnership Strategic Lead, reporting to the Director of Communities, Housing and Planning, has recently been recruited to lead on this workstream.
- Developing revised plans for the Tannahill area of Ferguslie Park to regenerate the area. This significant piece of work follows previous consultation with the local community and these new proposals are currently being consulted on. Another key strand of the regeneration programme reached a milestone in August 2018 with the start of the construction phase in Johnstone Castle where 95 new replacement Council houses are being built.
- Expanding the Community Safety Hub with the Renfrewshire Wardens now being based at the Hub, significantly improving partnership working with closer working relationships with partners. The Briefcam technology within the CCTV operations room is now completely operational to allow quicker analysis of CCTV footage. Work continues on expanding the Radio Link and other key priorities allowing the Hub to develop.
- Delivering the very successful Street Stuff programme of diversionary activities, with over 6,000 recorded attendances during the summer at core evening activities and summer camps. The summer programme also provided more than 3,000 healthy meals to children and young people in Renfrewshire.

- Delivering a vibrant and engaging ‘Celebrating Youth’ programme designed by and for our young people as part of the Year of Young People. A youth events panel has been recruited and supported by youth services to help plan for a key Year of Young People funded Halloween festival event. The Year of Young People calendar of events is being delivered and on track to engage young people in central and neighbourhood events that follow the co-design blueprint. Links have been made between youth services and the museum re-envisioning team and work has started to facilitate youth engagement in the planning for museum and cultural learning. The Annual Positive About Youth Awards are due to take place in November – celebrating achievements of young people.
- Establishing the Team Up to Clean Up campaign, delivered in partnership with Environment and Infrastructure. The campaign has been hugely successful with community clean ups increasing by over 130% in the past year. The Big Spring Clean and Spotless September Challenge were very successful and demonstrated a real appetite for this type of engagement with our communities.
- Completing the draft Renfrewshire Air Quality Action plan covering the 3 air quality management areas in Renfrewshire. This has now been passed to the Scottish Government and SEPA for review as per the requirements of legislation. Once that has been returned with comments it will be subject to wider consultation.
- With the establishment of a Housing Revenue Account funded Digital Participation Officer post in late 2017, we have developed and implemented a strategy which is ensuring that - digital skills training is being provided for our 400 older tenants at all 12 sheltered and amenity housing complexes; there is 1-2-1 training for tenants to assist them with on-line applications for universal credit; we support homeless applicants with digital learning and are improving access to wifi at our temporary accommodation; and we develop our use of social media for engaging with tenants.
- The service has been working in close partnership with the Scottish Fire and Rescue Service to ensure that appropriate fire safety arrangements are in place in our 14 high rise housing blocks across Renfrewshire. There has been a programme of ongoing engagement with tenants and residents in these properties, outlining the range of measures and investment made to ensure the ongoing safety of everyone living in our high rise properties.

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## 2. RECOMMENDATIONS

2.1 The Communities, Housing and Planning Policy Board is asked to:

- (i) note that this report reflects the new service structure and covers the service areas for Communities, Housing and Planning Services;

- (ii) note the progress that has been made on service performance;
  - (iii) note the progress made on actions and performance in the action plan;
  - (iv) approve change to existing target for one performance indicator, see paragraph 5.5; and
  - (v) Note that an out-turn report will be provided to this board in mid 2019.
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### **3. BACKGROUND**

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to deliver and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendix to the plan contains an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2018-19 plan.
- 3.3 Service improvement plans are aligned to reflect the Council Plan's five priority themes:
- Priority 1: Reshaping our place, our economy and our future
  - Priority 2: Building strong, safe and resilient communities
  - Priority 3: Tackling inequality, ensuring opportunities for all
  - Priority 4: Creating a sustainable Renfrewshire for all to enjoy
  - Priority 5: Working together to improve outcomes
- 3.4 Section 5 of this report provides an overview of performance with action to be taken to address areas where performance is below target. Further detail is provided in the action plan and performance scorecard which forms appendix 1.
- 3.5 An outturn report will be brought before Board in mid 2019.



#### **4. SERVICE UPDATE**

- 4.1 Communities, Housing and Planning Services provides the planning, housing, community learning and development and community safety and public protection functions of the Council. This includes helping to deliver sustainable physical regeneration in Renfrewshire, managing the Council's stock of approximately 12,200 houses, providing housing advice and assistance to vulnerable people, and through our statutory enforcement role safeguarding public health, the protection of the environment, consumers, workers and local communities. Also now sitting within the service is Community Learning and Development who work to build capacity in individuals, families, groups and communities. Communities, Housing and Planning Services is also responsible for overseeing the delivery of the Bid Legacy programme and contributing to the Council's new approach to community empowerment.
- 4.2 These services are delivered by approximately 450 employees employed on a full-time or part-time basis, with a gross expenditure budget of £18.5 million for general fund activities and just over £50 million budget for the Housing Revenue Account which is ring fenced for the provision of social housing.
- 4.3 Elected members may be aware from previous reports that the Council is actively working to address a range of demand and financial pressures. For Communities, Housing and Planning Services, this includes managing the existing Council housing stock while keeping rents affordable. The roll out of universal credit is also being managed to support tenants in sustaining their tenancies and to protect the service's largest income stream. The service also experiences demand pressures on services to Renfrewshire's most vulnerable people.
- 4.4 The UK's exit from the European Union (Brexit) is also a consideration for the service, beyond the potential financial uncertainty, we also anticipate implications for a number of areas of our work which are governed by European legislative frameworks around our environmental, health, safety and technical policies and standards, for example, air quality, food regulation and product safety via Glasgow Airport.
- 4.5 Following the restructure of the service, we have engaged with the newly shaped workforce, supporting them through the change and also maximising the opportunities arising from working closer together across a range of common areas. All staff received a special edition of the staff newsletter 'In the Loop' introducing the new senior management team and describing the different service areas which make up Communities, Housing and Planning Services. The staff panel membership was refreshed to reflect the new service and met shortly after the restructure. The Director attended the meeting to welcome the new staff and to hear views about how we can best work together. The extended management team also met for a development session to identify common priorities and explore opportunities through closer working arrangements. Plans are in place for further staff engagement with events for a wider staff group which will also feed into the service planning process for next year's improvement plan.

## **5 PROGRESS AGAINST SERVICE SCORECARD**

### **5.1 Arrangements for performance reporting/monitoring/review**

The service scorecard (attached as appendix 1) contains 31 indicators including the 5 CMT scorecard indicators for Communities, Housing and Planning. In terms of when data is available for these indicators, 15 are annual and 16 are quarterly. The scorecard is reported to the Communities, Housing and Planning Policy Board on a six-monthly basis, and within the service, to the SMT and 3<sup>rd</sup> Tier Managers on a quarterly basis to scrutinise performance.

### **5.2 Overview of performance (red/amber/green)**

Of the 31 indicators, 3 are data only and have no target set. Of the indicators with targets, 16 are performing well, 5 require monitoring and 7 are below target.

### **5.3 Areas of strong performance**

5.3.1 Our new indicator measuring the amount of vacant and derelict land brought back into use is significantly above the target set out in the recent strategy with 65 hectares against a target of 20 hectares. Local development planning continues to focus on bringing brownfield sites into use across Renfrewshire to help meet the housing needs of our communities, concentrating development in the right places, protecting resources for future generations.

5.3.2 A wide range of community safety activities contribute to an improved sense of security in our communities across Renfrewshire as evident in the indicator measuring the percentage of adults who agree that Renfrewshire is a safe place to live. Over 84% of respondents agreed with that statement in the 2017/18 Public Services Panel, an increase from 82% in 2016/17 and meeting the target for this indicator.

5.3.3 The success of the work of the Community Learning and Development team with young people in Renfrewshire is reflected in their performance indicator measuring the number of opportunities for young people to achieve through accredited awards which reached 1,193 in 2017/18, exceeding the target of 1,130 and improving on the previous year's performance by 10%.

5.3.4 Air quality in Renfrewshire is closely monitored by the service and for the level of particulate matter which are 10 micro-meters or less in diameter (PM10) across Renfrewshire's 4 automatic monitoring sites it has shown an improvement from 13.7 to 13.1 which is well within the target value of 18 (a nationally set target based on the legislation in this area).

- 5.3.5 Renfrewshire Council's food hygiene information scheme continues to perform consistently well, meeting the target of 97% of premises currently achieving a Pass or Pass with Eatsafe. This is an excellent level of performance and represents the good working relationships between officers and business owners, with the team working proactively and adopting a risk based approach to inspections.
- 5.3.6 Many of the housing related performance indicators are showing consistently positive performance year on year and a half yearly progress report on the Charter indicators is also being presented to this Board. Of particular note, the average length of time taken to complete a non-emergency repair (in days) has improved from an already strong position of 7.1 days in 2017/18 to 6.8 days for the first quarter of this year. It represents consistent performance significantly within the target of 15 days.
- 5.4 **Areas requiring improvement and/or review**
- 5.4.1 Number of adults participating in literacy and numeracy classes – this is an annual indicator which at 340 for 2017/18 did not meet the target of 450. Following a service review last year, changes were made to the literacy programme and the target will be reviewed for 2019/20 in light of the resources available. There has been a drop in the number of individual adult learners participating in traditional adult literacy classes reflected in these figures; however there are other opportunities for adult learning which are not included in this particular indicator and where numbers are currently growing. For example, efforts have been targeted towards groups in need, such as the provision of English for Speakers of Other Languages (ESOL) courses for the Syrian refugee families who have settled in Renfrewshire. The intention is to review both the indicator and the target to ensure that the full range of learning opportunities are reflected and recorded in future.
- 5.4.2 Average time to relet properties in the last year – quarter 1 performance has shown our average time was 42 days against a target of 38 days. In the first quarter of the year we were able to let a high number of low demand properties which had sat within the 9-16 and 17-32 week period - this then impacts our overall figures, although it shows good progress to get these properties let. We continue to work closely with other services to reduce our overall time to relet properties and have seen a reduction since quarter 1 – by the end of August it had already dropped to 41 days.

5.4.3 There are three indicators relating to Building Standards and all three are red for quarter 1 – time to issue a building warrant or amendment to warrant from receipt of application; time to issue a first report; and time to issue a building warrant or amendment from receipt of satisfactory information. These are statutory performance indicators and although performance has shown a slight improvement in quarter 1 of this year, it is below the nationally set targets and our performance continues to be below our peers. To address this, a process mapping exercise is planned, and following that and researching best practice, a performance improvement plan will be put in place. These performance indicators will be scrutinised by the Director of Communities, Housing and Planning and the Head of Planning and Housing on a monthly basis. These indicators will also be reported in the outturn report and members will have the opportunity to review performance.

5.4.4 Although the target for affordable housing completions in 2017/18 wasn't met, this should be considered as part of a five year programme and good progress continues to be made towards the delivery of 1000 new affordable homes across Renfrewshire by 2021. This indicator reports the homes completed through our Strategic Housing Investment Plan (SHIP). Last year the number of new affordable homes delivered was lower than anticipated – 77 against a target of 144, however a number of new affordable housing developments are now on site with others expected to start over the coming year. The figure of 77 reflects fully completed sites, which is how we report our progress to the Scottish Government, but according to this year's land audit there were 107 completed properties across SHIP sites.

The number of affordable homes delivered will significantly increase next year in line with the Renfrewshire SHIP. The target for 2018/19 has been adjusted accordingly (see paragraph 5.5).

5.4.5 Our performance on investigation stage complaints is showing as red, as we missed our target of 95% with our performance reaching 80% of investigations completed in time. 5 investigation complaints were received in quarter 1 and one was late which then has a disproportionate impact on our percentage. Good quality complaints handling is a key focus and Communities, Housing and Planning will continue to support ongoing improvement work and developments at corporate level

## 5.5 **Changes to measures or targets since last report**

Two targets have been changed following review:

- HPCHARTER34 measures the percentage of rent lost to voids. The performance in this area has been consistently strong and as a result the target has been revised down from 1.8% to 1.5% (for this indicator the aim is to reduce). Current performance meets this target at 1.3% for quarter 1.
- HPSIP01 measures the affordable housing completions each year. The target has changed from 99 to 127 for 2018/19 to reflect the updated development programme within the Strategic Housing Investment Plan.

- 5.6 Development work continues to ensure all the activity of the service is captured in the scorecard and best reflects our vision and purpose as a new service. A refreshed scorecard will be presented in the new service improvement plan for 2019/20.

## **6. PRIORITIES OVER THE NEXT SIX MONTHS**

- 6.1 A key priority for Communities, Housing and Planning services is to continue the engagement with staff at all levels across the service to explore the common areas of work and find new ways of working across the service to benefit our workforce and the people we serve. We are at the early planning stage of a staff conference to engage with a wide staff cohort. The staff panel will continue to be a vital connection between the SMT and the broader workforce as we embed our new ways of working. Within the restructure, integrating Community Learning and Development and Communities and Public Protection allows us to fully maximise the opportunities of aligning these teams to better support the community empowerment agenda.
- 6.2 Delivering the step changes described in Paisley's Bid for UK City of Culture 2021 remains a key priority for Renfrewshire Council and partners, and Communities, Housing and Planning continues to lead the coordination of the Bid Legacy Plan as agreed by the Partnership Board in April this year.
- 6.3 The Scottish Government have accepted a recommendation from the national Homelessness and Rough Sleeping Action Group that all local authorities are to submit fully costed five year Rapid Rehousing Transition Plans by 31 December 2018.

These plans are to detail how local authorities will move to a situation where those who are homeless:

- are provided with settled accommodation more quickly
- spend reduced time in temporary accommodation
- have more access to up-scaled support

Extensive consultation has been taking place since June 2018 when the Guidance on Rapid Rehousing Transition Plans was published by the Scottish Government, and local and national Registered Social Landlords, the Renfrewshire Health and Social Care Partnership, Community Justice Steering Group and Adult Protection Committee and a range of 3rd sector organisations have all been briefed and consulted on the content of a Rapid Rehousing Plan for Renfrewshire.

The timescale for the production of this 5 year plan is tight, and it is likely that it will be subject to regular review and amendment over the period it covers. A report is being presented to the Communities, Housing and Planning Policy Board on Renfrewshire's current position as regards the development of a plan for Renfrewshire. The Scottish Government have advised that once local authorities have submitted their plans and they have been evaluated, funding may be allocated from the Ending Homelessness Together Fund to support their implementation.

- 6.4 Following the consultation in Ferguslie Park on housing regeneration proposals and the revision of the plans, a programme of consultation with tenants and residents is being carried out, with the outcome reported back to the Communities, Housing and Planning Board.
- 6.5 Universal credit rolled out across Renfrewshire in September 2018. We recognise the impact on our communities, particularly our tenants, and the ongoing support that will be required from our services, as well as acknowledge the potential impact on the Housing Revenue Account. A significant programme of preparatory work has been undertaken in the lead up to the roll out and will continue. We will continue to monitor closely the impact of universal credit on our tenants and our level of rent arrears and this remains a main priority for our service over the next six months.
- 6.6 Helping to develop the Council's approach to community empowerment is a key priority for Communities, Housing and Planning. Research visits to East Ayrshire and Wigan took place and to inform the development of this area. Work is ongoing to support the delivery of the £1.87m funding programme for communities for green spaces, parks, play areas and villages.
- 6.7 Responding to the risks posed by serious organised crime and terrorism remains a high priority for the service and the Council and over the next 6 months work will continue on updating the Counter Terrorism Strategy to align with the recently published National 2018 CONTEST Strategy. This will also include the establishment of a Renfrewshire Prevent Divert local group to direct activities aimed at ensuring vulnerable people are not drawn into terrorism or serious organised crime. The Integrity Group is currently being reviewed to ensure that internal issues are reviewed and monitored and in future will be chaired by the Chief Auditor.
- 6.8 Discussions are progressing with a number of youth groups to consider their views on the format of a youth and equalities forum, which would build on the strengths of current arrangements and form a key element of our approach to local engagement with young people. The Renfrewshire Youth Voice (RYV) groups and Youth Service organised the second Youth Assembly called "Young Generations" focused on key Year of Young People themes, and consistent with community planning and participation. The RYV and Members of the Scottish Youth Parliament are currently progressing youth rights campaigns tying local to national agendas and a programme of peer education is planned to deliver Youth Commission and youth rights.

- 6.9 In order to improve the performance of our Building Standards service (as outlined in section 5), over the next 6 months we will focus on implementing an improvement plan and closely monitor performance in order to deliver a better service for our customers.
  
- 6.10 Our Local Development Plan is a key strategy, shaping the future of Renfrewshire. The preparation of the Proposed Renfrewshire Local Development Plan is underway following extensive consultation and is due to be presented to the Communities, Housing and Planning Board in early 2019.
  
- 6.11 Earlier in 2018, Renfrewshire Community Planning Partnership agreed plans to work together to consider the impact of drug and alcohol misuse in Renfrewshire's communities. This will be progressed through an Alcohol and Drugs Commission, the development of which will be supported by the Head of Policy and Commissioning. Officers across Communities, Housing and Planning will support this work, particularly linking across specialist areas of housing and public protection.
  
- 6.12 Over the next 6 months and beyond, Communities, Housing and Planning will actively work to monitor the potential impacts arising from Brexit and ensure robust business continuity planning is in place covering all business critical areas.
  
- 6.13 In addition, business continuity planning will also be refreshed to ensure the service and, in a supporting role, the wider council, is fully prepared for winter 2018/19 and the challenges of the potential for disruption from extreme weather conditions.
  
- 6.14 In September 2018, the Director of Finance and Resources submitted a report to full Council on the financial outlook for 2019-2021. The report noted that whilst the Council's current financial position remains stable, it is recognised that the Council will continue to face significant medium term financial challenges to maintain its financial stability and sustainability going forward. The scale of this challenge remains subject to a significant degree of uncertainty in relation to the local government settlement and also factors such as Brexit and pay inflation.

The report noted that each service is involved in an ongoing programme to identify existing resources which can be used to offset new emerging pressures, as well as new opportunities for change and transformation. Communities, Housing and Planning Services will continue to support these areas of activity.

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## Implications of the Report

- 1. **Financial** - The report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
  
- 2. **HR & Organisational Development** - The Service Improvement Plan links closely with the Workforce Plan for Communities, Housing and Planning, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.

3. **Community Planning** – the report details a range of activities which reflect local community planning themes.
4. **Legal** - none
5. **Property/Assets** – none
6. **Information Technology** – none
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website. The Service Improvement Plan also links with the Council's Equality Outcomes and Mainstreaming Equality Report and includes actions to ensure the Service contributes positively to reducing inequality.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – The Service Improvement Plan links closely with Communities, Housing and Planning's Risk Register and key actions are shared across both plans.
11. **Privacy Impact** – none
12. **COSLA Policy Position** - none

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### List of Background Papers:

Development and Housing Services Service Improvement Plan 2018-21

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MC/PM  
10 October 2018


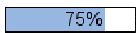

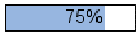
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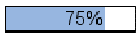




## Communities, Housing and Planning Service Improvement Plan – progress on actions and performance indicators

### Strategic Outcome 1: Reshaping our place, our economy and our future




Code	Action	Update	Status	Progress	Due Date
1.01	To develop and deliver a Bid Legacy Action Plan	<p>Implementation of the legacy action plan agreed by the Partnership Board in April 2018 is underway and progress is being made across a range of actions by the Council and our partners. These include</p> <ul style="list-style-type: none"> <li>A creative sector business support programme has been developed and work is underway for a cultural industries employability programme</li> <li>Skills Development Scotland are progressing the expansion of foundation apprenticeships in the creative industries</li> <li>University of the West of Scotland and the Council have established a research centre for Culture, Sports and Events</li> <li>A new Arts and Culture in Health Steering Group has been established and has secured funding for an expanded community connectors programme between GPs and local cultural organisations and programmes</li> <li>Glasgow School of Art and Castlehead High School have established a centre of excellence at the school for creative education</li> <li>West College Scotland are currently scoping the expansion of their creative industries related curriculum in line with the legacy programme and vision</li> <li>Scottish Enterprise are currently working with the Council to develop a proposition for the textile sector and maximising any opportunities from the commercialisation of the Paisley Pattern for the sector</li> </ul>			31-Mar-2021




Code	Action	Update	Status	Progress	Due Date
		<ul style="list-style-type: none"> <li>Implementation of the Renfrewshire Visitor Plan 2018-2021 is underway. A Strategic Tourism Leadership Group has been established and work is underway to expand and enhance the Council's events programme as well as working with local businesses for town readiness.</li> <li>100 individual creative projects have been supported to date through the CHEF programme with applications for the next round closing on 10 October 2018</li> <li>Work is underway to finalise the Renfrewshire Cultural Strategy</li> <li>Renfrewshire Leisure is progressing the development of new cultural programmes in line with the agreed vision and step change targets</li> <li>A volunteer strategy has been developed and we are working with Engage Renfrewshire on the implementation of the strategy</li> </ul>			
1.02	Deliver the Economic Strategy within the current Local Development Plan (LDP)	<p>Good progress continues to be made in assisting the implementation and successful delivery of the City Deal projects within the current framework and policies set out in the adopted Renfrewshire Local Development Plan.</p> <p>Significant investment and economic proposals continue to be supported across Renfrewshire including at Hillington Business Park, Westway and Inchinnan along with developments at various other Strategic Economic Investment Locations.</p> <p>A detailed update on the progress of the City Deal projects will be included in the Chief Executive's Service Improvement Plan mid-term update which will be presented to the Leadership Board.</p>			31-Mar-2019
1.03	Deliver the Centres Strategy within the current Local Development Plan (LDP)	<p>The Adopted Local Development Plan policies and guidance has assisted in setting a framework for the redevelopment and regeneration of key sites and areas across all of Renfrewshire's centres. It has assisted by setting high quality outcomes for new development in relation to the built environment and establishing the centres as vibrant, welcoming and active places that deliver key services and economic development opportunities for all of Renfrewshire.</p> <p>Work is currently underway to refresh all the existing Centres Strategies, updating the Action Plans for each centre and setting the key priorities for the short, medium and long term.</p>			31-Mar-2019


Code	Action	Update	Status	Progress	Due Date
1.04	Deliver the Infrastructure Strategy within the current Local Development Plan (LDP)	<p>As outlined above, the Renfrewshire Local Development Plan provides a flexible and ambitious spatial strategy to assist in maximising the potential economic and regenerative opportunities arising from the infrastructure investment of City Deal.</p> <p>The Guidance set out in the Local Development Plan has also promoted and assisted the management of drainage and flooding in and around Renfrewshire. With a strong policy focus in controlling the water environment in a sustainable way through the use of landscapes, green spaces and networks as well as engineering solutions. Many planning applications have Sustainable Urban Drainage Systems integral to the development.</p>			31-Mar-2019
1.05	Develop and adopt new LDP 2	<p>Consultation on the Main Issues Report ended on 30 May 2017.</p> <p>A range of methods of engagement and consultation took place over the consultation period and 240 responses were received from a range of stakeholders including local residents, local businesses and developers.</p> <p>The response generally supported the Main Issues identified for the next Local Development Plan and agreed that the principal strategy for development set out in the current Local Development Plan remains relevant.</p> <p>All the representations received to the Main Issues Report have been considered and summarised with the preparation of the Proposed Renfrewshire Local Development Plan well underway and due to be presented to the Communities, Housing and Planning Board.</p>			31-Aug-2019





Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
DHS.V DL.01	Amount of vacant and derelict land brought back in to use (hectares)				New indicator		65	20	Not measured for Quarters	20	<p>The Vacant and Derelict Land Audit is undertaken annually - the 2017/18 audit saw 65 hectares brought back into use. That covers both urban and rural sites. The total amount of vacant and derelict land in Renfrewshire for 2017/18 was 272 hectares.</p> <p>The 2018/19 audit is underway and will be completed shortly. The target of 20 has been set according to the Vacant and Derelict Land Strategy approved by CHAPS Policy Board in January 2018.</p>

## Strategic Outcome 2: Building strong, safe and resilient communities




Code	Action	Update	Status	Progress	Due Date
2.01	Implement revised Housing Asset Management Strategy	The Strategic Asset Management System (SAMS) outputs are being reviewed and will contribute to the development of the Housing Asset Management Strategy		<div><div>30%</div></div>	31-Mar-2021
2.02	Along with our key partners, we will monitor and review the impact of the range of services provided to homeless people, and those threatened with homelessness.	<p>The Renfrewshire Homelessness Partnership continues to meet quarterly, and allows Council services and a broad range of partners to review annual performance figures for homelessness and homeless prevention, as well as consider various new initiatives which have a positive impact on those who are homeless, such as Housing First (delivered in partnership with Turning Point Scotland), the Community Connectors project (RAMH and Linstone H.A), and the resettlement assistance provided by George Street service.</p> <p>Presentations have been given to local and national Registered Social Landlords who sit on the Housing Providers Forum, the HSCP, ADP and Community Justice Renfrewshire Steering Group on the new Scottish Government 'Rapid Rehousing' proposals and the services that will be required within this new programme to support those who are homeless.</p>		<div><div>100%</div></div>	31-Mar-2021
2.03	We will deliver key outcome 1 from the Local Housing Strategy (LHS) - <b>The supply of homes is increased.</b>	<p>During the period of current LHS ((2016-2021), a total of 185 affordable homes and 1,244 private sector homes have been completed to date:</p> <p>2016/17 completions: 108 affordable and 643 private sector</p> <p>2017/18 completions: 77 affordable and 601 private sector</p> <p>A further 166 affordable homes are due to complete in 18/19</p> <p>Draft Strategic Housing Investment Plan approved by Communities, Housing and Planning Board for consultation in August 2018. Final plan to be presented to Board for approval in October 2018.</p> <p>New Empty Homes Officer appointed in Spring 2018. The officer provides owners of empty homes with advice and assistance to help them to bring their properties back into use.</p>		<div><div>50%</div></div>	31-Mar-2021



Code	Action	Update	Status	Progress	Due Date
2.04	We will deliver key outcome 2 from the Local Housing Strategy (LHS) - <b>Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.</b>	<p>Construction of 96 new replacement Council houses in Johnstone Castle started in August 2018. Estimated completion date is early 2020.</p> <p>Officers have been working on revised regeneration plans for the Tannahill area of Ferguslie Park following feedback from earlier consultation and will consult with tenants and residents, reporting the outcome of this to the Communities, Housing and Planning Board.</p> <p>Tri-partite discussions continue between the Council, Scottish Government and Sanctuary Housing Association to progress the Regeneration Masterplan for Paisley West End.</p> <p>Utilising funding from the Scottish Government's Making Places Initiative, officers from Development and Housing Services are working with residents in Foxbar to create a Place Plan which will identify areas for potential change and enhancement.</p> <p>Design work has been completed and a contract awarded in relation to 80 new Council homes for rent in Bishopton.</p>		<div><div>50%</div></div>	31-Mar-2021
2.05	We will deliver key outcome 3 from the Local Housing Strategy (LHS) - <b>People live in high quality, well managed homes.</b>	<p>An updated Scheme of Assistance for private house owners approved by the Communities, Housing and Planning Policy Board in August 2018. Work is ongoing to develop a "Missing Shares" pilot which would assist responsible home owners of older tenement property who want to undertake essential repairs and maintenance but cannot do so due to the lack of co-operation from one or more property owners in the block.</p> <p>Officers continue to work closely with Paisley Housing Association and the Scottish Government to progress the Orchard Street Housing Renewal Area. Property inspections are being carried out in September and October 2018, prior to Works Notices being issued.</p>		<div><div>40%</div></div>	31-Mar-2021
2.06	We will deliver key outcome 5 from the Local Housing Strategy (LHS) - <b>Homelessness is prevented and vulnerable people get the advice and support they need.</b>	<p>Following a successful joint bid by Housing Services, Community Justice Renfrewshire and the Employability Service to the Scottish Government's Innovation and Integration Fund earlier this year, a new project, "Just Learning – Skills for Employment" was established. The project provides opportunities for those engaged with statutory Criminal Justice Services to gain accredited or vocational training and aims to help them to access sustainable employment and break the cycle of repeat convictions and homelessness. This project recognises the need to address wider social issues rather than focussing on housing provision alone in order to tackle homelessness.</p>		<div><div>50%</div></div>	31-Mar-2021







Code	Action	Update	Status	Progress	Due Date
		<p>Review of Section 5/nominations process undertaken in partnership with the Federation of Local Housing Associations in Renfrewshire (FLAIR). This will be finalised following Board approval of the new Common Housing Allocation Policy.</p> <p>The Housing First initiative continues to deliver intensive support to previously homeless people with complex needs. Turning Point Scotland provides support to up to 20 homeless applicants at any one time to help ensure they move into and sustain their tenancies, and avoid making further homeless applications</p> <p>A Resources Assistance post was established in Homeless Services to work exclusively with homeless clients to provide support and help with income and expenditure awareness, maximising Benefits, Universal credit issues and linking clients with the Scottish Welfare Fund.</p> <p>Following publication of national guidance after recommendations from the Homeless and Rough Sleeping Action Group, initial work started to prepare a Rapid Rehousing Transition Plan which is required by the end of the year. This plan will set out how homeless households can be provided with settled accommodation more quickly with intensive housing support provided.</p>			
2.07	<p>We will deliver key outcome 6 from the Local Housing Strategy (LHS) - <b>People are able to live independently for as long as possible in their own home.</b></p>	<p>Discussions are ongoing with Linstone Housing Association and partners including the Health and Social Care Partnership to develop Extra Care Housing at an existing site in Paisley.</p> <p>Two joint planning groups established to discuss cross cutting strategic and operational Housing and Health and Social Care related issues. The groups are the "Communities, Housing and Planning and Health and Social Care Partnership Liaison Group" (CHP/HSCP Strategic Liaison Group) and the Communities, Housing and Planning and Health and Social Care Partnership Operations Group" (CHP/HSCP Operations Group)</p> <p>Officers are participating in the short life working group reviewing Older Peoples Services, which is being led by the Health and Social Care partnership.</p> <p>Renfrewshire Digital Sessions are now being implemented via a new Digital Participation Officer across all twelve Renfrewshire Council sheltered and amenity housing complexes.</p>		<div>40%</div>	31-Mar-2021




Code	Action	Update	Status	Progress	Due Date
2.08	Deliver the Places Strategy within the current Local Development Plan (LDP)	<p>The Renfrewshire Local Development Plan Spatial Strategy aims to enhance and grow Renfrewshire's communities in a sustainable manner. Evidence of this policy being put into practice is the level of both affordable and private sector housing completions in the right locations, using previously used land, vacant land and derelict land across Renfrewshire. Over 700 new homes have been built across Renfrewshire in 2017/18 with 98% being built on previously used land.</p> <p>In support of the Local Development Plan, the Renfrewshire Residential Design Guidance helps to deliver high quality design in new homes which supports and enhances the character and amenity of places within Renfrewshire.</p>		<div><div>75%</div></div>	31-Mar-2019
2.09	Lead on the development of an Empowering Communities model for the Council	A visit to East Ayrshire Council took place with the Convener and Depute Convener for Communities Housing and Planning to learn about Vibrant Communities approach. A visit to Wigan Council took place with the Chief Executive and key officers to learn more about the Wigan Deal approach. Learning has led to development of expanded enabling approach with a number of strategic workstreams. Work is ongoing to support the delivery of the £1.87m funding programme for communities for green spaces, parks, play areas and villages and a cross service group has been established to review and allocate funding.		<div><div>50%</div></div>	31-Mar-2021
2.10	Lead on the public protection agenda incorporating requirements from national legislation	Communities and Public Protection continue to lead on and drive the Public Protection agenda for Renfrewshire Council. National legislation is reviewed, implemented and discussed with partners at the Community Protection Steering Group before being taken to the Community Protection Chief Officers Group. This includes initiatives including Building Safer Communities which has been rebranded "Your Home, Your Street, Our Community" to ensure buy in for Renfrewshire communities.		<div><div>50%</div></div>	31-Mar-2022
2.11	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub ( <b>Council Plan Action</b> )	The Renfrewshire Community Safety Hub has expanded as part of phase 2 with the Renfrewshire Wardens now being based from the Hub. This improves partnership working and closer relationships with partners. The Briefcam technology within the CCTV Operations room is now completely operational to allow quicker analysis of CCTV footage. Work continues on expanding Radio Link and other key priorities allowing the Hub to develop.		<div><div>80%</div></div>	31-Mar-2021















Code	Action	Update	Status	Progress	Due Date
2.12	Develop community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities	<p>The national Safer Communities programme has been rebranded in Renfrewshire “Your Home, Your Street, Our Community” and has moved into Shortroods, its 4th area of operation following Ferguslie, Gallowhill and Erskine. This initiative brings all partners together with the community to instigate an action plan for the area and reduce issues causing the communities concern.</p> <p>The Daily Tasking meeting with relevant partners continues to take place every weekday morning at 9.30am to review any incidents and deliver an early intervention approach through intelligence sharing to reduce harm and improve safety and the Community Safety Partnership continues to lead on the MARAC process and the development of strategies to combat domestic abuse.</p> <p>Communities and Public Protection has also been heavily involved in the Financial Harm Sub Group to reduce financial harm to vulnerable people within the communities.</p>		<div><div>60%</div></div>	31-Mar-2021
2.13	Develop and deliver strategies for how the Council will respond locally to the risks posed by serious organised crime and terrorism <b>(Council Plan Action)</b>	<p>The Council’s single point of contact (SPOC) chairs a multi-agency CONTEST / Serious Organised Crime group which now operates across Police K division Renfrewshire and Inverclyde. This group has good representation from all key partners (Scottish Prison Service, Police Scotland, Scottish Ambulance Service, local universities and colleges etc).</p> <p>This group is currently updating its local Counter Terrorism Strategy, to align with the recently published National 2018 CONTEST Strategy, this will include the establishment of a Renfrewshire Prevent Divert local group to direct activities aimed at ensuring vulnerable people are not drawn into terrorism or serious organised crime.</p> <p>The Integrity Group is currently being reviewed to ensure that internal issues are reviewed and monitored and in future will be chaired by the Chief Auditor.</p>		<div><div>75%</div></div>	31-Mar-2021
2.14	Develop the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) to support high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire	The Renfrewshire MARAC is now fully operational and seen as a model of best practice across Scotland. The MARAC Strategic Lead continues to deliver training with Safe Lives to partners to assist them in understanding and awareness of high risk victims of domestic abuse.		<div><div>100%</div></div>	31-Mar-2021

Code	Action	Update	Status	Progress	Due Date
2.15	Work with key partners to develop a multi-agency counter terrorism strategy	<p>The Council's single point of contact (SPOC) chairs a multi-agency CONTEST / Serious Organised Crime group which now operates across Police K division Renfrewshire and Inverclyde. This group has good representation from all key partners (Scottish Prison Service, Police Scotland, Scottish Ambulance Service, local universities and colleges etc).</p> <p>This group is currently updating its local Counter Terrorism Strategy, to align with the recently published National 2018 CONTEST Strategy, this will include the establishment of a Renfrewshire Prevent Divert local group to direct activities aimed at ensuring vulnerable people are not drawn into terrorism or serious organised crime.</p>		<div><div>50%</div></div>	31-Mar-2021
2.16	Expand the use of wireless technology across public space CCTV	<p>The possibility of working with the public space Wi-Fi project to use their infrastructure for Public Space CCTV cameras has been explored. Due to the need for secure encryption of camera signals and restrictions on the available bandwidth, it has been assessed that this will not be a viable option at this time. Progress has been made in using wireless technology to expand the public space CCTV network. So far CCTV cameras are successfully operating at 3 Household Waste Recycling Centre amenity sites using wireless technology and this approach will be continued where technically feasible.</p>		<div><div>80%</div></div>	31-Mar-2021

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CR.PP.07	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service				1,916	1,700	1,939	1,750	488	1,800 (450 per quarter)	The reported number of incidents of anti-social behaviour in 2017/18 was 1,939. This was in line with the 1,916 reported in 2016/17.
											Performance reflects the very challenging nature of the target and a drive to improve reporting and recording of all incidents of anti-social behaviour.
											Hot spot areas included Paisley Town Centre, Erskine and Shortroods. The national Building Safer Communities programme has been rebranded locally to "Your Home, Your Street, Our Community" and is moving into Shortroods to work with and assist the community on issues such as anti-social behaviour.
SOA08.09o	Percentage of adults who agree that Renfrewshire is a safe place to live.				82%	84%	84.6%	84%	Not measured for Quarters	85%	In quarter 1, Renfrewshire Wardens and Community Police worked together to tackle recurring issues.
											This is an annual indicator from the Council's Public Services Panel survey. This is a snapshot survey which takes place once a year. In the most recent survey there were 839 respondents (43% response rate).
											The percentage of adults who agree that Renfrewshire is a safe place to live has increased from 82% in 2016/17 to 84.6% in 2017/18 meeting the annual target of 84%.





Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
											Over the last five years performance for this indicator has fluctuated but overall performance has improved for this indicator since 2014/15.
											As with above, this is an annual indicator from the Council's Public Services Panel survey.
											The percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live" has increased from 81% in 2016/17 to 83.5% in 2017/18 but was below the target of 87%.
SOA09.1218a	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".				81%	86%	83.5%	87%	Not measured for Quarters	88%	Over the last five years performance for this indicator has also fluctuated but overall performance has improved since 2014/15.
											Within Housing Services a biennial tenants survey is conducted using telephone interviews by a research consultancy. Over 1,300 council tenants participated in the 2018 survey. They were also asked this question - 91% of tenants said they were very satisfied or satisfied compared to 7% who were very dissatisfied or dissatisfied. This is a marginal increase compared to 2015 when 88% stated that they were satisfied with their neighbourhood as a place to live.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CR.PP. 32	Number of complaints regarding youth disorder				747	750	358	740	88	740 (quarter target 185)	This indicator has seen a significant improvement from 2016/17 and Q1 of this year shows further improvement in comparison to Q1 of 2017/18 when the figure was 169. We believe this to be as a result on on-going good work by the Renfrewshire Community Safety Partnership, especially the Youth Team working in conjunction with Police Scotland.
CR.PP. 06c	Number of recorded attendances at Street Stuff activities				43,758	50,000	31,278	32,000	10,200	25,000 (quarter target 6250)	<p>Street Stuff continues to use statistical data and analysis to direct the programme and maximise resource.</p> <p>Analysis and current trends in anti-social behaviour are reviewed by the Renfrewshire Community Safety Partnership analyst with Street Stuff moving to the required areas to provide a diversionary activity.</p> <p>The attendances have remained consistently high for the first quarter and this included the Easter Camps which were well attended with attendees receiving a free hot meal.</p> <p>Access and availability can remain an issue in certain areas, however, every effort is made to get as close to the anti-social behaviour hotspots.</p> <p>Please note the 2016/17 figure and target cover an 18 month period.</p> <p>The 2018/19 target was set to reflect funding changes (Tackling Poverty Commission) and lowering numbers of attendees, however, the core number of sessions has remained the same with Street Stuff covering 6 days a week.</p>





Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
HPCMT 13a	% of Council housing stock which meets the Scottish Housing Quality Standard				91.4%	100%	93.51%	100%	Not measured for Quarters	100%	Last year the service brought a further 264 properties up to SHQS. At the end of 2017/18, 11,345 of the Council's stock of 12,220 properties met the SHQS. The Council has properties in abeyance where the current tenant has refused internal works/ the Council has been unable to secure owner participation to allow external works to be carried out to comply with SHQS.
HPCMT 05	Average time from household presenting themselves as homeless to completion of duty (number of weeks)				23.02	21	23.78	23	24.51	23	<p>An increase in the average time had been predicted as a consequence of our success in reducing repeat homelessness since 2015/6. However we continue to be considerably below the Scottish average of 34 weeks.</p> <p>The growing proportion of homeless applicants with complex needs including addiction, offending etc can make it challenging to reduce the average time to complete duty, however the new requirement for all local authorities to produce 5 year Rapid Rehousing Transition Plans (RRTP) from April 2019, provides an opportunity for the Council and our key partners to agree proposals for reducing the length of time that homeless applicants have to wait for settled accommodation.</p> <p>It is anticipated that the average length of time will reduce from 2019 onwards once a RRTP for Renfrewshire has been consulted on and agreed.</p>



Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
											Good progress continues to be made towards the delivery of 1000 new affordable homes across Renfrewshire by 2021. Last year the number of new affordable homes delivered was lower than anticipated, however, this should be viewed as part of a 5 year programme and a number of new affordable housing developments are now on site with others expected to start over the coming year.
HPSIPO1	Affordable housing completions				108	108	77	144	Not measured for Quarters	*127	<p>The figure of 77 reflects fully completed sites, which is how we report our progress to the Scottish Government, but according to this year's land audit there were 107 completed properties across SHIP sites. The number of affordable homes delivered will significantly increase next year in line with the Renfrewshire Strategic Housing Investment Plan.</p> <p>*note the target has been adjusted from 99 to 127 for 2018/19 to reflect the development programme within the SHIP which is updated each year.</p>
SOA10.10a	Private housing completions				643	500	601	500	Not measured for Quarters	500	Private completions remain high at over 600 units, with completions in the last few years reaching levels which have not been seen in Renfrewshire in around 10 years.

### Strategic Outcome 3: Tackling inequality, ensuring opportunities for all

Code	Action	Update	Status	Progress	Due Date
3.01	Monitor the impact of our Refugee resettlement programme.	<p>An Officer's Strategy Group was established in March 2018 to formally monitor and review the impact of the resettlement programme across a range of services and agencies.</p> <p>The Group consider and review the impact of the programme, including the number of refugees, the suitability of the temporary and settled accommodation, location of resettled families, availability of ESOL courses etc.</p>		<div><div>100%</div></div>	31-Mar-2019
3.02	We will deliver key outcome 7 from the Local Housing Strategy (LHS) - <b>Affordable housing is accessible to people who need it.</b>	<p>The Draft Common Allocation Policy for Renfrewshire Council and five local Registered Social Landlords was approved by the Communities, Housing and Planning Policy Board in August 2018 for a period of public consultation. It is anticipated the new policy will be in place in Spring 2019.</p> <p>HomeChoice@Renfrewshire – In 2017-2018 the Homexchange Shop helped 1,564 visiting customers and assisting 218 customers to register for a mutual exchange through the on-line service. In addition, the Council enabled 25 successful mutual exchanges in 2017/18.</p> <p>27 households were assisted through the Deposit Guarantee scheme to access privately rented accommodation in 2017/18.</p>		<div><div>50%</div></div>	31-Mar-2021
3.03	Development and Housing Services will review our approach to developing EQIAs	<p>Work was undertaken on an EQIA for the Paisley Library Project including meeting with Renfrewshire Access Panel and reviewing examples of best practice EQIAs. This project has now moved over to Chief Executive's Services as part of our restructure.</p>		<div><div>100%</div></div>	31-Mar-2019
3.04	Establish and deliver a digital participation programme for tenants	<p>A Digital Participation Officer post was established in March 2018, and a number of awareness and training sessions have been held for tenants at sheltered and amenity housing complexes.</p> <p>Group and 1-2-1 sessions are being held at the George Street service for tenants referred by Housing Officers etc., and scoping work on extension of free wi-fi to accommodation for those who are homeless, and the provision I.T. solutions at our offices to assist service users with the transfer to Universal Credit is underway.</p>		<div><div>75%</div></div>	31-Mar-2020




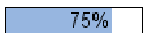

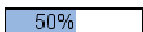

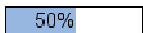
Code	Action	Update	Status	Progress	Due Date
3.05	Deliver the Street Stuff programme including activities and meals	The Street Stuff programme continues to deliver diversionary activities to the young people of Renfrewshire including a healthy meal during the school breaks. There were over 6,000 recorded attendances over the summer period (core evening activities and summer camps) for Street Stuff which included more than 3,000 healthy meals.		<div><div>50%</div></div>	31-Mar-2019
3.06	Provide employment and training opportunities for identified groups of young people in Renfrewshire	Communities and Public Protection continue to employ and develop young people through both Invest Trainees and Street Stuff coaches and volunteers. A core ethos for Street Stuff is to develop a pathway for the attendee to become a volunteer and then onto a coach within the programme.		<div><div>50%</div></div>	31-Mar-2019
3.07	Deliver enhanced enforcement activity in the private rented sector	An enhanced enforcement activity remains in place for landlords within the private rented sector. Work continues to trace unregistered landlords and where discovered, rent penalty notices applied. The enhanced enforcement activity also includes the inspection of properties to ensure they are meeting a relevant standard and where required passing details to the Housing and Property Chamber, First Tier Tribunal for action against the landlord.		<div><div>50%</div></div>	31-Mar-2019
3.08	Take forward a 'Celebrating Youth' programme, offering young people the chance to get involved and participate in various social, cultural, digital and sport activities	<p>Work has commenced with representatives of young people to plan and deliver activities for the Year of Young People (YoYP). These activities will be evaluated to explore impact and build future engagement processes. Links have been established with the Events Team to ensure that, where possible, the programme of activities in Renfrewshire have a youth element including opportunities to attend and volunteer.</p> <p>A Youth Events panel has been recruited and supported by Youth Services to help plan for a key YoYP funded Halloween Festival event. The Panel will be asked to look at forward planning for youth events and closer working with cultural development into 2019 and beyond. The YoYP calendar of events is still being delivered and on track to engage young people in central and neighbourhood events that follow the co-design blueprint. Content has been created on the Young Scot portal raising awareness of youth activity across the authority.</p>		<div><div>60%</div></div>	31-Mar-2021



Code	Action	Update	Status	Progress	Due Date
		Links have been made between Youth Services and the Museum Re-envisaging Team, work has started to facilitate youth engagement in the planning for museum and cultural learning. Youth Services also linking young people to the Creative Learning Plan The Annual Positive About Youth Awards are due to take place in November – celebrating achievements of young people. The Renfrewshire Youth Work Network will look at building on networks and promote partnership working on key theme, and work collaboratively on best practice.			
3.09	Introduce a youth and equalities forum as a key element of local engagement.	<p>Discussions are progressing with a number of youth groups to consider their views on the format of a youth and equalities forum. The forum would build on the strengths of current arrangements.</p> <p>The Renfrewshire Youth Voice groups and Youth Service organised the second Youth Assembly called “Young Generations”; focussed on key Year of Young People themes, and consistent with community planning and participation. The RYV and MSYP are currently progressing youth rights campaigns tying local to national agendas. Programme of peer education planned to deliver Youth Commission and youth rights.</p>		<div><div>60%</div></div>	31-Mar-2022
3.10	Provide children and young people with opportunities to participate in activities which provide a vehicle for wider achievement.	<p>Youth Services continue to provide targeted youth work programmes in schools and communities-based settings in support of the action. (e.g. Personal and Social Development, Family Learning, Forest Schools, Community Youth Clubs, Holiday Programmes).</p> <p>Youth Work activities linked to wider achievement help young people work towards accreditation through Youth Achievement Awards, Saltire Award, Junior Award Scheme for Schools (JASS), John Muir, Go Mountain Bike, Heart Start, and the Duke of Edinburgh (D of E) Award Programme. Effort is also being made to accredit youth leadership training to SQA recognised awards (e.g. D of E Leaders Programme, Certificate in Participative Democracy). Support given to partners through training and networking to promote wider achievement opportunities.</p> <p>Youth Voice programme continues to develop a Youth Symposium focussed on 'Mental Health and Young People' and aimed to raise this issue as the key driver for youth voice initiatives within Renfrewshire. The Positive About Youth (PAY) Awards received its highest ever number of nominations and attendance at its annual event in November 2017. The event which is organised and run by young people for young people celebrates young people's personal achievements in school and the wider community.</p>		<div><div>100%</div></div>	31-Jun-2018







Code	Action	Update	Status	Progress	Due Date
		<p>Youth Services is leading on Year of Young People and promotion of youth empowerment activities across council services and partners in authority. In addition, providing flexible work placements and volunteering opportunities and increasing awareness of wider achievement. Awards are open to all participants and significant support is provided to targeted groups who may experience disadvantage, barriers or access to learning opportunities.</p>			







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CHS/AT T/04	No. of opportunities for young people to achieve through accredited awards				1,004	1,030	1,193	1,130	Not measured for Quarters	1,130	Planning and delivery of opportunities is consistent over the year and offers voluntary participation in a range of wider achievement awards.
CHS/CL D/01	Number of adults participating in literacy and numeracy classes				408	315	340	450	Not measured for Quarters	450	Following a service review last year, changes were made to the literacy programme and the target will be reviewed for 2019/20 in light of the resources available. There has been a drop in the number of individual adult learners participating in traditional adult literacy classes reflected in these figures; however there are other opportunities for adult learning which are not included in this particular indicator and where numbers are currently growing. For example, efforts have been targeted towards groups in need, such as the provision of English for Speakers of Other Languages (ESOL) courses for the Syrian refugee families who have settled in Renfrewshire. The intention is to review both the indicator and the target to ensure that the full range of learning opportunities are reflected and recorded in future.

## Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy

Code	Action	Update	Status	Progress	Due Date
4.01	Deliver the Environment Strategy within the current Local Development Plan (LDP)	<p>The Renfrewshire Local Development Plan objective in relation to the environment is for enhancement of the natural environment and built and cultural heritage in Renfrewshire. These objectives and the strategy set out in the Plan has been the framework for other strategies that have been produced such as the Renfrewshire Biodiversity Action Plan 2018 – 2022, which was approved at Board in May 2018. The Biodiversity Action Plan sets out a collaborative action plan for the Council along with partners, stakeholders and the community to deliver enhancements along with protect across Renfrewshire.</p> <p>The Renfrewshire Vacant and Derelict Land Strategy 2018 which was approved by Board early in 2018 also stems from the framework and approach set out in the Local Development Plan which aims to concentrate development in the right places, protecting resources for future generations.</p> <p>The strong and clear approach set out in relation to green belt development in the Renfrewshire Local Development Plan has also allowed for Renfrewshire Council to successfully defend 6 planning appeals for housing development in the green belt.</p>			31-Mar-2019
4.02	We will deliver key outcome 4 from the Local Housing Strategy (LHS) - <b>Homes are Energy Efficient and Fuel Poverty is minimised.</b>	<p>An additional award of just over £97,000 was secured from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS: ABS) programme in May 2018. This followed a previous allocation of just over £1.5million. Funds are being used to progress external wall insulation programmes in Paisley and Erskine.</p> <p>Officers facilitated an Open Day information event in partnership with Home Energy Scotland for residents of wholly private blocks to discuss the range of financial support available to help with the installation of energy efficiency measures.</p> <p>Energy Advocates continue to provide residents with independent and expert advice on a wide range of energy issues to local people.</p>			31-Mar-2021
4.03	Deliver the Team Up, To Clean Up campaign throughout Renfrewshire, involving local communities (Council Plan Action)	<p>The Team Up to Clean Up campaign continues to grow from strength to strength with community clean ups increasing by over 130% in the past year. Support and equipment is offered to communities with the waste being removed. The Big Spring Clean and Spotless September Challenge were seen to be massive successes</p>			31-Mar-2022




Code	Action	Update	Status	Progress	Due Date
4.04	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently (Council Plan Action)	The Council's Integrated Enforcement Policy continues to align with the principles of Better Regulation and is monitored to ensure it is consistently applied across Communities and Public Protection.		<div><div>50%</div></div>	31-Mar-2022
4.05	Deliver a refreshed Air Quality Action Plan to improve air quality for Renfrewshire (Council Plan Action)	The draft Renfrewshire Air Quality Action plan has been completed for the 3 Air Quality Management Areas in Paisley, Johnstone and Renfrew. This has been passed to the Scottish Government and SEPA for review as per requirements under legislation and once returned with comments, will go out to wider consultation in due course. The Action Plan details actions to reduce air pollutants within these areas.		<div><div>100%</div></div>	30-Sept-2018





Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CR.PP.01	Air Quality - Annual average PM10 value across all continuous monitoring sites				13.7	18	13.1	18	Not measured for Quarters	18	<p>This performance indicator measures air quality across Renfrewshire's 4 automatic monitoring sites. It does this by measuring the average level of particulate matter (fine dust particles) which are 10 micro-meters or less in diameter (PM10). It is measured in micrograms per cubic meter (µg/m3).</p> <p>In 2017/18 the average of the PM10 values across the 3 automatic monitors in Renfrewshire at 13.1 was within the 2017/18 target value of 18.</p>
CR.PP.01b	Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits				0	45	41.6	44	Not measured for Quarters	43	<p>This performance indicator measures air quality across monitoring sites in Renfrewshire. It does this by measuring the average level of nitrogen dioxide (NO2) and is measured in micrograms per cubic meter (µg/m3).</p> <p>The 2017/18 target of 44µg/m3 will be reduced to 40µg/m3 by 2020 to meet the Scottish Government's target for this pollutant.</p> <p>During 2017/18, 2 monitoring sites within Air Quality Management Areas exceeded average nitrogen dioxide limits. Air quality is affected by a number of factors including weather conditions. Monitoring takes place at 27 sites in the 3 Air Quality Management Areas in Renfrewshire.</p>













Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CR.PP.03a	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating				96%	97%	98%	97%	97%	97%	At the end of Quarter 1 there were 1,272 premises within the Food Hygiene Information Scheme, of which 97% have a Pass or Pass with Eatsafe. This reflects a very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are ultimately required to make the improvements necessary to achieve the Pass rating.
HPCHA RTER08	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.				98.0%	100.0%	100.0%	100.0%	Not measured for Quarters	100.0%	All 12,220 council housing stock meets the NHER or SAP ratings.






























## Strategic Outcome 5: Working together to improve outcomes




Code	Action	Update	Status	Progress	Due Date
5.01	We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across housing services.	<p>Annual Return on the Charter was submitted to the SHR in May 2018. Generally, the return demonstrates positive growth and continued improvement. From the return actions were developed to oversee improvement in areas where the service to tenants could be improved.</p> <p>A detailed report outlining our performance in relation to the Annual Return on the Charter was presented to the Communities, Housing &amp; Planning Policy Board in August 2018.</p> <p>Our Annual Housing Performance Benchmarking Report 2017/18 which compares our performance against other social landlords in Scotland is being presented to the 30 October Communities, Housing and Planning Policy Board.</p>		<div><div>75%</div></div>	31-Mar-2021
5.02	We will use the Planning Performance Framework (PPF) process to drive improvements in the planning services we provide.	<p>The Seventh Renfrewshire Planning Performance Framework was presented to the Communities, Housing and Planning Policy Board on the 21 August 2018 and submitted to the Scottish Government.</p> <p>As well as setting out the performance of Planning over the year it also sets out an Improvement Plan for Planning to be achieved over the coming year. This set out 6 new areas for improvement along with providing an update on the current improvement plan.</p> <p>The areas of improvement will be collectively take forward in a Service Improvement Plan for the Planning Team at Renfrewshire Council and progress on this plan reported in the eighth edition of the Renfrewshire Planning Performance Framework.</p>		<div><div>50%</div></div>	31-Mar-2021
5.03	Promote development and safeguards through the delivery of regulatory services (within Development Standards).	<p>Renfrewshire Council continues to perform well in relation to the processing of planning applications with over 870 planning applications being determined by the Development Management Section over the year.</p> <p>97.2% of the applications were approved with small/household planning application being considered in just over 7 weeks and major applications also being dealt with well within the statutory timeframes.</p>		<div><div>100%</div></div>	31-Mar-2019

Code	Action	Update	Status	Progress	Due Date
		This efficient decision timeframe is due to the amount of pre-application discussions that take place before a planning application is submitted for determination as well as the clear advice and guidance given to applicants and developers over the phone, in emails and by face to face meetings by the Planning staff.			
5.04	Implement Development and Housing Services' workforce plan	The Director gave a progress update to the CMT on the then DHS workforce plan. Key priorities moving forward relate to the restructure – ensuring the workforce is well supported through this change and that synergies and opportunities are maximised across our new service.		<div><div>50%</div></div>	31-Mar-2020
5.05	Develop and implement a programme of self-assessment	'Improving Renfrewshire' the Council's new self evaluation model was approved by CMT earlier this year. The question set was then reviewed by the DHS staff panel and was simplified as a result. Pilot areas are currently being identified with the first pilot due to take place before the end of 2018.		<div><div>50%</div></div>	31-Mar-2019
5.06	Improve Tenant Participation by delivering the Customer Engagement Action Plan 2017/18.	Work is underway to revise and introduce a new Tenant Participation Strategy. This will be done in full consultation with tenants and take account of the Services' statutory responsibilities, regulatory guidance and good practice.		<div><div>30%</div></div>	31-Mar-2019
5.07	Ensure robust and up to date business continuity arrangements are in place	All services have current, up to date business continuity plans in place. Updating of the arrangements falls under the remit of the Council Resilience Management Team which has it as a standing item on its agenda. This group meets on a quarterly basis with members confirming the status of their arrangements at each meeting. These documents/arrangements are regarded as live and will continue to be updated whenever necessary, based on the adoption of best practice and learning from any exercises or incidents.		<div><div>100%</div></div>	31-Mar-2019

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
HPCHA RTER12	Average length of time taken to complete non emergency repairs (days)				7.4 days	15.0 days	7.1 days	15.0 days	6.8 days	15.0 days	Performance remains very consistent at 7 days, comparing well with Q1 position in 2017/18 which was 7.2 days.
HPCHA RTER13	% of reactive repairs carried out in the last year completed right first time				94.8%	91.0%	90.2%	92.0%	Not measured for Quarters	93.0%	More than 31,500 reactive repairs were completed 'right first time' last year. This represents 9 out of 10 repairs (90.17%) and shows very good performance in efficiently and effectively diagnosing repair problems and in planning for work to be completed.
HPCHA RTER30	Rent collected as percentage of total rent due in the reporting year.				100.1%	95.0%	100.1%	95.0%	98.0%	98.0%	In Q1 of this financial year, we collected £11,100,325 in rent. This is consistent with Q1 for 2017/18 where we collected 99% of rent due.
HPCHA RTER31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.				5.35%	8.00%	4.90%	6.00%	4.84%	5.70%	Rent arrears have reduced from the previous year and remain below target. With the roll out of universal credit we expect our rent arrears to increase as has been the case across the country. We will continue to monitor this closely and have a wide range of measures in place to support our tenants.
HPCHA RTER34	% of rent loss due to voids				1.53%	2.40%	1.31%	1.80%	1.30%	1.50%*	Performance continues to improve slightly, this is likely to be linked to a number of initiatives, such as proactive marketing, decentralisation of letting service to improve local knowledge, improvements in void management process and better cross service working.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
											*Target revised at mid-term due to continued improved performance
HPCMT 07	% Overall Repairs Completed Within Target				93.2%	95%	95.43%	91.5%	96%	95%	Performance has improved slightly on last year and on last year's quarter 1 which was also 95.4%.
HPCHA RTER3 5	Average length of time taken to re-let properties in the last year				38 days	40 days	38 days	38 days	42 days	38 days	We let a high number of low demand properties in the first quarter, a high number of which sat within the 9 – 16/ 17-32 week period to relet which has an adverse effect on the overall average. We continue to work closely with other services that will help to see a reduction on average days monthly. (The average figure to date at the end of August was 41 days)
PT.DS. PPF.C MT01	Average Time for processing Planning Applications (Householder)				7.6	Data only	7.6	Data only	Not measured for Quarters	Data only	The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2018, and expect the final figures to be published by the Scottish Government in January 2019, according to the provisional timetable.
PT.DS. PPF.C MT.06	Application Approval Rate				97.7%	Data only	97.2%	Data only	Not measured for Quarters	Data only	The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2018, and expect the final figures to be published by the Scottish Government in January 2019, according to the provisional timetable.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
PT.DS. PPF.C MT.07	Percentage of applications dealt with under delegated authority				96.3%	Data only	98.1%	Data only	Not measured for Quarters	Data only	The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2018, and expect the final figures to be published by the Scottish Government in January 2019, according to the provisional timetable.
DHS.B STAN.1 a	Time to issue a building warrant or amendment to warrant from receipt of application				66.0 days	60.0 days	87.4 days	60.0 days	81.2 days	60.0 days	This has improved since the previous quarter (87.4 days), but still over our target of 60 days.
DHS.B STAN.1 b	Time to issue a first report (95% issued within 20 days)				53.0%	90.0%	29.6%	95.0%	29.1%	95.0%	This has slightly decreased since the previous quarter (29.6%), and still under our target of 95%
DHS.B STAN.1 c	Time to issue a building warrant or amendment from receipt of satisfactory information (90% of all warrants and amendments issued within 10 days from receipt of all satisfactory information)				NA	NA	48.1%	90.0%	64.8%	90.0%	This has improved since the previous quarter (48.1%), but still under our target of 90%
DHS.C OMP.F RONT %	Total Percentage of frontline (stage 1) complaints responded to within 5 days by DHS				91%	95%	88.6%	95%	86.8%	95%	144 received and 125 answered within timescale. Complaints performance is closely monitored, with performance scrutinised by the extended management team on a regular basis. Please note these figures relate to Development and Housing Services only, based on our previous structure, as the new structure only came into place from Q2.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
DHS.C OMP.IN V%	Total Percentage of investigation (stage 2) complaints responded to within 20 days by DHS				86%	95%	85.7%	95%	80%	95%	5 received and 4 answered within timescale. The low number of investigation complaints received means that although only one was late, this significantly affects the percentage. Please note these figures relate to Development and Housing Services only, based on our previous structure as the new structure only came into place from Q2.




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**To: Communities, Housing & Planning Policy Board**

**On: 30 October 2018**

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**Report by: Director of Communities, Housing & Planning Services**

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**Heading: Annual Housing Performance Benchmarking Report 2017/18**

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## **1. Summary**

- 1.1 Renfrewshire Council submitted its fifth Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator in May 2018. This report provides information on the Council's performance in 2017/18 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
  - 1.2 A separate report to this meeting of the Policy Board provides a Half Year Update (2018/19) on performance against the Scottish Social Housing Charter indicators.
- 

## **2. Recommendations**

- 2.1 It is recommended that the Policy Board:
    - (i) notes the Council's performance in 2017/18 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
- 

## **3 Background and Summary Performance**

- 3.1 The Scottish Social Housing Charter enables each social housing provider to compare its performance against all social landlords in Scotland. The Annual Charter Return consists of 37 performance indicators and 32 contextual indicators and is submitted to the Scottish Housing Regulator (SHR) at the end of May each year. A report on Renfrewshire Council's performance against the Charter in 2017/18 was presented to the Policy Board in August 2018.

- 3.2 The Scottish Housing Regulator publishes a short report on every social landlord in August each year. It also publishes full details of social landlords' Charter Returns on its website. This report draws on that data. It also draws on benchmarking data from Scotland's Housing Network (SHN) which allows comparison with a peer group of 26 local authorities and Glasgow Housing Association (GHA). For many indicators, this SHN peer group is a more relevant comparison, given that the SHR's Scotland-wide average includes every RSL in Scotland regardless of size and location.
- 3.3 As reported to the Policy Board in August, Renfrewshire Council's 2017/18 Charter Return demonstrates strong ongoing improvement across most areas of the housing service. Benchmarking is designed to assist with service improvement planning through comparison with other organisations. Key benchmarking results are summarised below. This shows that Renfrewshire Council performs well compared to other social landlords across a number of service areas and several areas are highlighted where there is scope for further improvement.
- 3.4 A full list of the Charter performance indicators for 2017/18 along with the Scottish average and the SHN group average is provided in Appendix 1.
- 3.5 All social landlords are required to report on their performance to tenants each year. The next issue of Renfrewshire Council's tenant newsletter (The People's News) includes a special report on the Council's performance against the Charter. The special report is also available on the Council website.

## **4. Benchmarking Analysis 2017/2018**

### **4.1 Tenant Satisfaction**

Renfrewshire Council collects this information from a Tenant Satisfaction Survey which is carried out every two years by external consultants. A new survey was carried out in March 2018 and the results were presented to the Policy Board in August 2018. Appendix 1 shows that overall satisfaction rates in Renfrewshire have been stable or improving over the last five years.

- **88.0%** of Renfrewshire Council tenants were satisfied with the overall service provided by the Council compared with the Scottish average of 90.5% and the SHN group average of 89.7%.



## 4.2 Customer and Landlord Relationship

- **87.8%** of Renfrewshire Council tenants said they were satisfied with 'opportunities to participate' compared to the Scottish average of 85.9% and the SHN group average of 84.2%.

In 2017/18, 87.4% of all 1<sup>st</sup> stage complaints were responded to in full within SPSO timescales. This is a reduction in performance from last year but is still above both the Scottish average and the SHN average (86.3% and 85.6% respectively). 100% of all 2<sup>nd</sup> stage complaints were responded to in full within Renfrewshire which is well above the Scottish average (83.4%) and the SHN group average of 82.6%.

## 4.3 Housing Quality and Maintenance

- **93.5%** of Renfrewshire Council's housing met the SHQS standard which is slightly below both the Scottish average (94.2%) and the SHN group average (94.4%). However, after applying allowable exclusions and abeyances, the Council is 100% compliant with SHQS. Most of the abeyances are the result of refusal by the current tenant to allow internal works to be carried out. The Council has an ongoing programme to target these properties and carry out the necessary work with agreement of current tenants or when properties become void in the future.
- **88.6%** of tenants were satisfied with the standard of their home when moving in. This is marginally lower than 2016/17 figure of 89.5% and slightly below both the Scottish average and the SHN average (90.2% and 90.4% respectively).
- Renfrewshire Council's average time to complete emergency repairs was **5.1 hours**. Although this is a marked improvement in performance compared to 2016/17 (6.9 hours) it is still higher than the Scottish average of 4.0 hours and the SHN group average 4.1 hours. Measures are in place to ensure manual data input is robust and emergency repairs with long timescales are reviewed. A new mobile platform has been procured with implementation scheduled for early 2019. From quarter 4 of 2018/19 this should start to improve overall efficiency of service delivery and accuracy in recording completion times.
- **90.2%** of repairs were completed 'right first time' which is lower than the Scottish average of 92.2% and the SHN average of 93.6%. Due to severe winter weather in early 2018, a higher volume of jobs such as builder work and painter work were not completed within the target timescales.

- **98.9%** of repairs appointments were kept which is above the Scottish average of 95.5% and the SHN group average of 95.7%.
- Renfrewshire Council's performance was the second top in the peer group, with **98.3%** of tenants who had repairs carried out satisfied with the repairs service. This is well above both the Scottish average of 92.1% and the SHN group average of 92.1%.

#### 4.4 Estate Management, Anti-social Behaviour, Neighbourhood Nuisance, Tenant Disputes

- Renfrewshire Council's rate of refusal of tenancy offers has significantly improved over the last three years – reducing steadily from 61.3% in 2013/14 to **37.7%** in 2017/18. It is now only slightly above the Scottish average and the SHN group average (both 35.9%).
- 95.0% of anti social behaviour cases were resolved within the locally agreed target of 21 days. This rate was above both the Scottish average and the SHN group average (87.9%).

#### 4.5 Housing Options/Access to Housing

- With **9.2%** of lettable houses becoming vacant during the year, Renfrewshire Council's turnover rate is steadily reducing (down from 11.0% in 2013/14). It still remains slightly higher than the Scottish average (8.6%) and the SHN average (8.7%). This partly reflects Renfrewshire's Council stock profile and higher level of turnover in areas of low demand.
- It took an average of **38 days** to re-let properties during 2017/18. While this is still higher than both the Scottish average and the SHN group average (both 31 days), significant improvement has been made over the last 4 years (down from 56 days in 2013/14), and this improved level of performance was maintained within 2017/18.
- The average time to complete approved medical adaptations improved significantly in 2017/18 to **33.6 days** (an improvement of almost 11 days) which is significantly better than the Scottish average of 51.3 days and the SHN group average of 46 days.

- The Council's tenancy sustainment figures saw an overall improvement in 2017/18– with **88.5%** of new tenancies sustained for more than a year compared to 87.5% the previous year. Although the overall rate of tenancy sustainment is slightly below the Scottish average (88.7%) it is slightly above the SHN group average (88.4%). The rate of tenancy sustainment for new tenants who were formerly homeless (84.6%) is still below the Scottish average (88.2%) and SHN average (87.9%), this represents steady improvement from the previous year (78.1% in Renfrewshire) and reflects ongoing support from staff at the George Street service who work closely with new tenants to help them establish their tenancy and settle into their new home.
- It is noted that the rate of evictions and abandonments remain above the SHN group average. However, there has been an improvement compared to the previous year and further work will be undertaken to help understand the reasons for this and to inform continued improvement activity in this area.

#### 4.6 Homelessness

- There were **860** homeless applications in Renfrewshire in 2017/18. Renfrewshire still compares very well with the local authority average in terms of assessments carried out within 4 weeks (**96.0%** and 88.6 respectively) and time to close cases (**24 weeks** in Renfrewshire compared to 34 weeks across Scotland). The rate of repeat homelessness remains higher in Renfrewshire than the Scottish average (**7.2%** compared to the Scottish average 6.4%) but it has improved substantially from 10.1% in 2014/15.
- Satisfaction with temporary accommodation has improved considerably on last year (**89.0% in 2017/18** compared with 83.2% in 2016/17) and is higher than the Scottish average (87.9%).

#### 4.7 Good Value Rents & Service Charges

- The amount of rent collected as a proportion of the total rent due in the reporting year was **101.2%** comparing better than the Scottish average of 99.4% and the SHN group average of 99.3%.
- The gross value of rent arrears as a percentage of rent due improved in 2017/18 to **4.9%**. This was slightly lower than both the Scottish average of 5.2% and the SHN group average of 5.6% but demonstrates continuing improvement in Renfrewshire.

- At **1.3%**, the proportion of rent lost through empty properties is still above the national and SHN group average (0.7% and 0.9% respectively). However, this represents considerable and steady improvement over the last four years (from 2.6% in 2013/14). Through regeneration activity and local initiatives to tackle low demand and let empty properties as quickly as possible, minimising void periods and reducing rent loss remains a key priority for the housing service.

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## Implications of the Report

1. **Financial** - None
  2. **HR & Organisational Development** - None
  3. **Community Planning –**
    - **Community Care, Health & Well-being** - Improving and maintaining neighbourhoods and homes
    - **Safer and Stronger** - Increasing tenant satisfaction with neighbourhoods and communities
  4. **Legal** - None
  5. **Property/Assets** - None
  6. **Information Technology** - None
  7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report as it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety –** None
  9. **Procurement** - None
  10. **Risk** - None
  11. **Privacy Impact –** None
  12. **Cosla Policy Position –** N/A
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## Background Papers

- (a) Report to the Housing and Community Safety Policy Board on 7 November 2017, '*Annual Housing Performance Benchmarking Report 2016/17*'.

The foregoing background papers will be retained within Development & Housing Services for inspection by the public for the prescribed period of four years.

The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, Communities, Housing & Planning Services, 0141 618 6259, [lesley.murhead@renfrewshire.gov.uk](mailto:lesley.murhead@renfrewshire.gov.uk)

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FC/LM  
23 October 2018

**Author:** Lesley Muirhead, Planning and Housing Manager,  
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# Housing Charter Indicators

## Appendix 1

Indicator		Renfrewshire						SHN <sup>(1)</sup>	SHR <sup>(2)</sup>
		13/14	14/15	15/16	16/17	17/18	DoT	17/18	17/18
1	% satisfied with the overall service provided	82.0%	82.0%	82.2%	82.2%	88.0%	↑	89.7%	90.5
3	% satisfied with keeping tenants informed	79.2%	79.2%	79.5%	79.5%	82.2%	↑	90.9%	91.7
4&5	% of all 1 <sup>st</sup> stage complaints within SPSO timescales	94.9%	100.0%	93.3%	100.0%	87.4%	↓	85.6%	86.3
4&5	% of all 2 <sup>nd</sup> stage complaints within SPSO timescales	94.9%	100.0%	44.0%	100.0%	100.0%	↔	82.6%	83.4
6	% satisfied with opportunities to participate	69.0%	69.0%	84.2%	84.2%	87.8%	↑	84.2%	85.9
7	% meeting the SHQS % stock	62.1%	84.6%	85.9%	91.4%	93.5%	↑	94.4%	94.2
8	% At or above NHER	85.1%	97.4%	98.5%	98.0%	100.0%	↑	97.5%	87.6
9	% Satisfied with standard of home when moving in	61.4%	83.4%	92.3%	89.5%	88.6%	↓	90.4%	90.2
10	% Satisfied with quality of home	81.6%	81.6%	82.2%	82.2%	83.9%	↑	88.3%	87.9
11	Average length of time taken to complete emergency repairs (hours)	11.5	5.8	5.5	6.9	5.1	↑	4.1	4.0
12	Average length of time taken to complete non-emergency repairs (days)	8.5	8.5	8.4	7.4	7.1	↑	6.6	6.4
13	% of non-emergency repairs completed right first time	87.8%	87.5%	90.8%	94.8%	90.2%	↓	93.6%	92.2
14	% of repairs appointments kept	95.0%	98.9%	99.1%	99.0%	98.9%	↓	95.7%	95.5
15	Gas safety record renewed by anniversary date	100.0%	100.0%	99.5%	99.9%	99.9%	↔	99.8%	99.8
16	% Satisfaction with repairs service	78.0%	94.7%	96.6%	91.4%	98.3%	↑	92.1%	92.1
17	% Satisfaction with management of neighbourhood	81.2%	81.2%	82.5%	82.5%	83.2%	↑	87.6%	88.0
18	% of tenancy offers refused	61.3%	59.6%	46.1%	39.7%	37.7%	↑	35.9%	35.9
19	Anti Social Behaviour cases resolved within locally agreed targets	93.7%	91.6%	92.9%	96.4%	95.0%	↓	87.9%	87.9
20	% of new tenancies sustained - Overall	85.0%	87.0%	84.5%	87.5%	88.5%	↑	88.4%	88.7

# Housing Charter Indicators

## Appendix 1

Indicator		Renfrewshire						SHN <sup>(1)</sup>	SHR <sup>(2)</sup>
		13/14	14/15	15/16	16/17	17/18	DoT	17/18	17/18
21	% of lettable houses that became vacant during the year	11.0%	10%	10.2%	9.7%	9.2%	↑	8.7%	8.6
22	% of approved applications for medical adaptations completed during the reporting year	98.6%	87.8%	96.0%	97.0%	100.0%	↑	84.6%	84.3
23	Average time to complete approved applications for medical adaptations (days)	61	64	44	44	34	↑	46	51.3
24	% of court actions initiated which resulted in eviction - all reasons	26.1%	20.3%	23.1%	26.4%	25.0%	↑		18.7
25	Average length time in temporary /emergency accommodation (all types) (days)	47	57	79	87	94	↓		103.2
26	% of households requiring temporary accommodation to whom an offer was made	100.0%	99.1%	99.5%	100.0%	100.0%	↔		90.8
27	% offer refused (All)	2.9%	2.0%	2.1%	1.9%	0.8%	↑		9.0
28	% Satisfied with temporary accommodation	87.9%	92.3%	74.5%	83.2%	89.0%	↑		87.9
29	% tenants who feel rent represents value for money		75.0%	77.2%	77.2%	75.8%	↓	82.9%	83.2
30	Rent collected as % of total rent due in the reporting year	99.6%	100.2%	100.0%	100.1%	101.2%	↑	99.3%	99.4
31	Gross rent arrears percentage of rent due	5.6%	6.3%	6.0%	5.4%	4.9%	↑	5.6%	5.2
32	Average annual management fee per factored property	N/A	£ 90.00	£ 90.00	£ 90.00	£ 90.00	↔	£ 86.01	£ 86.79
33	Owners satisfied with factoring service	23.8%	45.4%	50.9%	57.6%	56.7%	↓	63.4%	66.2
34	% of rent due lost through empty properties	2.6%	2.0%	1.9%	1.5%	1.3%	↑	0.9%	0.7
35	Average time to re-let properties (days)	56	44	42	38	38	↔	31	30.7

Sources:(1) Scottish Housing Network website (Las +GHA) (2) Scottish Housing Regulator website







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**To: Communities, Housing & Planning Policy Board**

**On: 30 October 2018**

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**Report by: Director of Communities, Housing and Planning Services**

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**Heading: Housing Customer Engagement Annual Report 2017/18**

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## **1. Summary**

- 1.1. The Customer Engagement for Housing Annual Report for 2017/18 (Appendix1) reviews progress made in relation to the Council's Customer Engagement Strategy during the last year and outlines the resources made available by the Council to promote tenant involvement.
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## **2. Recommendations**

- 2.1. It is recommended that the Policy Board:
- (i) notes the Housing Customer Engagement Annual Report 2017/18 attached as Appendix 1.
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## **3. Background**

- 3.1. This Housing Customer Engagement Annual Report outlines how the Council, as Housing Authority, has engaged with tenants and other customer groups over the period April 2017 to March 2018. It also set out an action plan for the current financial year 2018/19. Key drivers for this are:

- Regulatory and statutory duties to consult with tenants and to involve tenants in the scrutiny of performance
- Consultation and engagement with tenants and customer groups to inform ongoing service development and continuous improvement
- The development of a new Customer Engagement Strategy which reflects current and future priorities and outcomes

- 3.2. The Annual Report will be circulated to Tenants' and Residents' Groups and partner organisations. Copies will be made available at the Council's Contact Centre in Paisley and the Johnstone and Renfrew Housing Neighbourhood offices. The outcomes and future and priorities will also be publicised in the next issue of the tenants' newsletter, 'The People's News'.
- 

### **Implications of the Report**

1. **Financial** – None
  2. **HR & Organisational Development** – None
  3. **Community Planning – Safer and Stronger** – Tenant/ resident involvement in service development can help create more stable communities.
  4. **Legal** – None
  5. **Property/Assets** – None
  6. **Information Technology** – None
  7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** – None
  9. **Procurement** – None
  10. **Risk** – None
  11. **Privacy Impact** – None.
  12. **Cosla Policy Position** – Not applicable
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### **Background Papers**

- (a) Report to the Housing and Community Safety Policy Board on 7 November 2017, '*Customer Engagement for Housing Annual Report 2016/17*'.

The foregoing background papers will be retained within Development and Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141618 6259, [lesley.muirhead@renfrewshire.gov.uk](mailto:lesley.muirhead@renfrewshire.gov.uk)

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# Customer Engagement Annual Report 2017 – 2018

Planning and Housing Team,  
Communities, Housing and Planning Services

## **1. Renfrewshire Council's Customer Engagement Strategy**

The Housing (Scotland) Act 2001 requires every social landlord to have a strategy on how they will involve tenants in shaping and monitoring services, including:

- housing management, repairs and maintenance policies;
- standards of service to be provided in relation to housing management, repairs and maintenance policies; and
- any proposal to change landlord.

Renfrewshire Council's Customer Engagement Strategy for Housing, was approved in August 2010. It recognises the importance of these issues, but also sets out plans for widening the scope of engagement across a broader range of customer groups.

## **2. 2017/18 Annual Report**

This Report outlines how the Council has engaged with tenants and customer groups over the period April 2017 to March 2018. Along with a continuing focus on tenant participation, the Council has also sought to engage with a broad group of customers on housing and housing related issues.

The 2018/19 Action Plan at the end of this report reflects a number of key drivers which influence the Council's approach to customer engagement, including:

- Regulatory and statutory duties to consult with tenants and to involve tenants in the scrutiny of performance.
- Consultation and engagement with tenants and customer groups to inform ongoing service development and continuous improvement.
- The development of a new Customer Engagement Strategy which reflects current and future priorities and outcomes.

## **3. Tenant Participation Arrangements**

The participation outcome for the Scottish Social Housing Charter requires landlords to 'manage their business so that: tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with'.

The results of the Tenant Satisfaction Survey (2018) indicated that 84% of tenants were 'very' or 'fairly' satisfied with the opportunities provided to them to participate in the Council's – as their landlord - decision making process.

Renfrewshire Council's tenant participation arrangements seek to support engagement at both local and Renfrewshire-wide levels.

### **Registered Tenants' Organisations (RTOs)**

The Council maintains a register of all Tenant Organisations in Renfrewshire. Tenant organisations which meet the Council's registration criteria (as agreed by the Housing and Community Safety Policy Board in August 2010) are included in Renfrewshire's Enhanced Register of Tenant Organisations.

Tenant groups who meet the registration criteria have full access to the Council's Tenant Participation Structures (including participation in the relevant Neighbourhood Housing Forum, Council Wide Forum and Council Wide Forum Executive) and are eligible for grant funding from the Housing Revenue Account.

The annual registration process for 2017/18 was carried out during July and August 2017. As at the end of March 2018, there were 14 tenant organisations on the Enhanced Register of Tenant Organisations in Renfrewshire. There are 5 other groups which are on the Register of Tenant Organisations but which do not currently meet the enhanced registration criteria.

Representatives of Registered Tenant Organisations are consulted by Council officers on a range of housing-related issues affecting their members and they are able to influence the development of housing policy and service delivery.

### **Council Wide Forum**

All Enhanced Registered Tenants' Organisations are invited to send delegates to the annual Council-wide Forum (CWF). Recent items on the Agenda for the CWF meetings include updates on Tenant Report on the Scottish Social Housing Charter; Tenant Scrutiny Panel activities; consultation on the annual rent increase; consultation on the housing repairs review.

### **Council Wide Forum Executive (CWFE)**

The Council Wide Forum Executive comprises of up to 18 tenant representatives, 2 owner occupier representatives and Council officers as required (with 2 tenants to be appointed from each Neighbourhood Housing Forum and 2 owner-occupiers appointed at the Council-wide Forum). The Executive meets quarterly. It has a more strategic role, including discussing the agenda for the Council Wide Forum, acting as a sounding board and consultation body for new policies and other issues which arise.

## **Neighbourhood Housing Forums (NHF's)**

The Neighbourhood Housing Forums concentrate on day to day issues which affect tenant representatives – for example, particular local problems with empty properties or antisocial behaviour. Officers from Communities, Housing and Planning Services liaise with other Council services and partner organisations about issues raised by tenant representatives at the Forum meetings.

The Forums are chaired by the Neighbourhood Services Coordinator for that area, and agenda items at Forum meetings include: local performance statistics (rent arrears, voids, anti-social activity); estate management issues; repairs and agreeing small-scale local environmental works.

During 2017/18, the amount of funding available to the Forums for Neighbourhood Forum Budget projects was £242,000. Examples of the type of work approved by the Forums include: front hedge removal and replacement with fencing; slabbing & mono-blocking; hard landscaping of backcourts; handrails at common paths; exterior painting; access roads and appropriate signage.

## **Tenant/Officer Working Groups**

Working groups are established from time-to-time to look at certain aspects of the housing service in more detail, and bring forward proposals for change. There is currently one group looking at the housing repairs service. The Repairs Development Group met 6 times in 2017/18 and was involved in the following areas of work: condensation & dampness; energy efficiency; planned maintenance programme; performance review; customer satisfaction.

The group was also involved in the 'Review of Housing Repairs by Council and Outside Contractors' which was reported to the Audit, Risk and Scrutiny Board.

## **Customer Scrutiny**

**Quality Circles** for multi-storey blocks and sheltered housing complexes undertake quarterly service standard inspections of the common areas of these property types. Recommendations for improvements to the service are made through an inspection action plan.

**The Tenant Scrutiny Panel** was established in 2013. The Panel undertakes in-depth reviews of key parts of the service. In 2017/18 it continued its third scrutiny exercise which focuses on tenancy sign-up and tenancy sustainment.

## 4. Customer Engagement in 2017/18

Over the past year, Communities, Housing and Planning Service have engaged with tenants and wider customer groups on a range of service issues.

### 4.1 Communicating with tenants and customers

- **Peoples News:** The Council's tenant newsletter, the People's News, was delivered to all Council tenants in Renfrewshire. In the last year it has included articles on high rise fire safety; along with housing regeneration initiatives such as Paisley West End; the strategic housing investment plan while also featured items such as Tenants and Residents Association organised community clean-up events. The newsletter is available in a range of different formats in response to individual needs (such as large print and audio CD).
- **Charter report to Tenants:** following consultation with tenants, a special edition of the People's News was published on the Housing Charter Tenant Report. This outlined improving performance by the Council across a range of housing service areas, such as repairs, rent collection and tenant involvement.
- **The Good Times:** The Council publishes a quarterly newsletter which is distributed to all Council tenants living within sheltered housing complexes. Articles have included health advice, forthcoming outings and events, charity fundraising, quizzes and a message from the Convener of the Communities, Housing and Planning Policy Board.

### 4.2 Customer insight

As part of the Council's commitment to meet the requirements of the Scottish Social Housing Charter and to continually monitor services, regular 'point of service' surveys are carried out:

- **Repairs satisfaction:** Tenants are contacted by telephone following the completion of a repair, to find out what they think of the service they have received. They are asked a series of questions from their method of repair reporting, ease of reporting and overall satisfaction of the service. Satisfaction with the repairs services in 2017/18 was 98.3%.
- **Standard of accommodation survey:** When new tenants move in to a property they are asked to participate in a satisfaction survey. In 2017/18 over 200 new tenants took part – 88.6% were either 'very satisfied' or 'satisfied' with the quality of their home when they moved in.

- **Housing Options:** The Council carries out satisfaction surveys with clients after their first housing options interview at Homeless Services, to gauge the standard of the service they received and the quality of the advice they were given. In 2017/18, of 161 service users who were consulted, 97.52% stated that they were pleased with the quality of advice and information they were given.
- **Temporary accommodation:** When clients are leaving temporary accommodation, they are asked to complete a satisfaction survey which asks if the service met their needs, as well as what they liked and what they did not like about the temporary accommodation. Of the 227 service users who completed 'exit surveys' during 2017/18, 89% said they were either 'very satisfied' or 'satisfied' with the overall quality of the temporary accommodation provided.
- **Owners survey:** In 2017/18, over 300 owners took part in a survey about factoring services and 56.7% stated they were satisfied with the service provided.
- **Home For Keeps:** In response to the feedback from service users, Home for Keeps interviews are now conducted on a one-to-one basis for every young person who presents as homeless. This helps identify individual strengths and weaknesses with the young person. When completed in the office comment cards are also completed.
- **Rent Deposit Guarantee Scheme:** In 2017/18, 97% of the people who were helped to find accommodation in the private rented sector took part in the scheme survey. 96% were very satisfied and 4% were satisfied with the quality of service they received.

#### 4.3 Customer consultation and engagement

During 2017/18 tenants were consulted on a number of issues:

- **Annual report on the Charter:** Tenant representatives were consulted on the performance indicators and the style and format of the Annual Tenant Report on the Charter in August 2017.
- **Rent increase consultation:** An independent market research company was commissioned in early 2018 to ask a sample of 600 tenants for their views on housing priorities, budgets, rents and investment for the year 2018/19. In December 2017 at the annual meeting of the Council Wide Forum, tenant representatives were also consulted on the annual rent increase and investment and service priorities.



- **Johnstone Castle Regeneration:** Officers from Communities, Housing and Planning Services continue to liaise with tenants and residents within the Johnstone Castle Housing Regeneration area. Officers are based within the local Community Centre three mornings a week, to allow tenants and residents the opportunity to discuss the regeneration programme and any rehousing requirements with the team. Officers also attend home visits where required.

The Johnstone Castle Housing Regeneration Facebook group is the first of its kind specifically targeted at a group of tenants and residents which enables tenants and residents to receive information updates on progress as well as allowing them to ask questions and discuss issues directly or privately with officers as they arise. The social networking website is still used frequently and appears to have been a very successful tool to reach customers.

The Johnstone Castle project group was first established in 2015 and continues to meet on an eight-weekly basis to discuss rehousing issues, the demolition programme and new build development progress. The group consists of Council officers, tenants, elected members, neighbourhood wardens and a representative from the local Tenants and Residents Association.

- **Paisley West End:** In December 2017, the Council's Leadership Board approved a Regeneration Masterplan that set out how the area could be transformed, by demolishing existing residential and commercial properties between 4 and 34 and 15 to 17 Well Street and 1 – 5 Clavering Street East which have high levels of vacant and poorly maintained properties. The Council's housing association partner, Sanctuary Scotland, will manage the delivery of around 150 new build homes for sale and rent to create a vibrant and sustainable community close to the heart of Paisley town centre.

Officers from Communities, Housing and Planning Services consulted with tenants, residents and owners on the draft Regeneration Masterplan for Paisley West End, the feedback was very positive and there was a high level of support for the proposals.

Tenants, residents and owners were offered the opportunity to comment on the proposals in a variety of ways, including two consultation events, by letter, telephone, email and door to door canvassing for those who were unable to attend the consultation events.

As the Masterplan progresses Officers from Communities Housing and Planning Services and Sanctuary Scotland will continue to encourage active involvement with the tenants, residents and owners, including holding open days and keeping them informed with newsletters, to ensure that the community are involved and given regular updates.

- **Tannahill Area:** Officers from Communities Housing and Planning Services have been reviewing options for housing investment in the Tannahill area of Ferguslie Park, whilst taking account of tenants, residents and community views.

There have previously been two public consultation events which were held within the local vicinity and all local tenants, residents and private owners were invited to attend. These events were well attended and the feedback received to date has been positive. Door to door visits were then carried out by officers to allow officers to reach tenants and residents who were unable to attend the consultation sessions.

#### 4.4 Customer Scrutiny

- **Quality Circles** – Communities, Housing and Planning Services continue to support and develop the role of the Quality Circles (in multi-storey blocks and sheltered housing complexes) to expand the ways in which tenants can become involved in shaping services.
- **Tenants Scrutiny Panel** – During 2017/18 the Tenants Scrutiny Panel continued to work on its third scrutiny exercise which is focusing on ‘Tenancy Sign-up and Sustainment’. As part of the preparations for writing their report and making recommendations, members of the panel have been reviewing data from various sources (including Renfrewshire Council, the Scottish Housing Regulator and Scotland’s Housing Network) and met with officers from a range of housing services including homelessness, allocations, estate management and tenancy sustainment .

#### 4.5 Engaging with our wider customer groups during 2017/18

A key outcome for the Customer Engagement Strategy is to ensure there is engagement with various different customer groups across the range of housing services and that opportunities exist for customers to be involved in monitoring performance and helping shape service delivery.

In order to improve engagement levels for groups who have been traditionally difficult to engage with, such as people with a record of repeat homelessness, offending or addictions, Turning Point Scotland has been commissioned to provide intensive support and to use a ‘Housing First’ approach to support and engage with this group of clients.

#### **Sheltered Housing and Amenity Housing**

A Health and Wellbeing Coordinator now provides a well-established service to tenants in sheltered housing complexes and amenity housing, promoting social and health and wellbeing activities to older residents in Renfrewshire. These activities help to combat social isolation and promote healthy living.

A part time Activity Officer post has recently been created to support this work. As well as a broad range of new activities and outings/trips for older tenants, several constituted social committees (e.g. 'Forever Young', 'Cotton Club' and 'Cairn Heights') have been given assistance to apply for funding from various organisations to support their activities.

During 2017, funding was obtained to provide a specially adapted bus to make it easier for older tenants and those with a disability to more easily travel to and participate in activities, and a new befriending service to the councils sheltered housing tenants 'A Listening Ear' has been launched which ensures 1-2-1 support for tenants who currently have no meaningful social contact and are isolated within our community.

The newsletter which is distributed to all sheltered and amenity housing tenants has been improved and expanded following feedback from tenants.

Using feedback from six monthly individual review questionnaires and from quarterly tenants meetings held within each of our complexes, we produce a You Said We Did to provide information where tenants suggestions have helped us to improve the service we provide.

### **Housing Support Team**

The first 'Service User Involvement Strategy' was developed in 2016/17 which coincided with the launch of a new newsletter which is distributed to all service users. This strategy has now been fully implemented.

A first 'Focus Group' meeting was held at The George Street Service in September 2017 to discuss service-users' views on the services the Council provides, and following feedback an annual 'open day' will be organised to replace these focus groups.

Service users met with Care Inspectorate officers during the inspections in February 2018 to discuss the service they receive. A summary copy of the latest Care Inspectorate report has been sent to all current service users, along with an invite to attend focus groups to contribute to the development of an action plan following the inspection.

### **High Rise Residents**

Several letters were sent to all residents in high rise blocks to keep them updated on fire safety measures following the Grenfell Tower tragedy. 'Open' meetings were held at various locations to allow residents to meet with officers and representatives from Fire Scotland to discuss any concerns they have regarding fire safety.

## Private Sector

Officers from the Owners Services team provide support to private landlords, private owners and tenants in the private rented sector. The Council engaged with over 2,900 owners during the year to consult on and organise repairs in common blocks.

### 4.6 Supporting Engagement

- **Attendance at National Tenant Events** - 5 delegates attended the Tenant Participation Advisory Service (TPAS) conference in St Andrews in November 2017. These delegates then contributed to group discussions, attended workshops and shared their experiences with other tenant groups.
- **Resources** - To support and develop tenant participation activities, funding is provided from the Housing Revenue Account.
- **Staffing** – One of the Development Officers within the Planning and Housing Team is dedicated to Tenant Participation and is supported by other Development Officers and a Service Improvement Officer where required.
- **Financial support** to assist Registered Tenant Organisations with running costs, annual grants of up to £600 can be applied for, along with one-off grants for equipment such as printers or computers (up to £500).
- **Training events and conferences** - Opportunities are made available for tenant representatives to attend seminars, training events and national tenant conferences. Representatives are asked to provide feedback from these events to allow the Development Officer to cascade any relevant information onto other tenant groups to ensure they also benefit from this training/information.
- **Access to independent advice** – We are members of both the Tenant Participation Advisory Service (TPAS) and Tenant Information Service (TIS). Advice and assistance can be accessed from these organisations as required.
- **Other forms of support** including venue hire, catering and publicity for consultation events; the cost of transport for delegates to and from consultation meetings, conferences and seminars.

During 2017/18, expenditure on Tenant Participation was:

Grants to Registered Tenant Organisations	£5,375
'Peoples News' - tenant newsletter and Annual Tenants' Report on the Scottish Social Housing Charter	£15,310
Subscriptions to the Tenant Information Service (TIS) and Tenant Participation Advisory Service (TPAS)	£1,680
Transport	£4,095
Conferences / training	£6,390
Tenant Scrutiny Panel (TSP) and facilitating other tenant meetings	£2,515
<b>Total*</b>	<b>£35,365</b>

*\*expenditure on staff resources and administration costs are not included in the above figures.*

## Customer Engagement Action Plan – 2018/19

Action	Due Date	Outcome
<b>COMMUNICATION</b>		
In consultation with tenants and service managers, produce at least two issues of the People's News	Ongoing	Tenants are better informed about housing and other matters which affect them
In consultation with tenants, publish Renfrewshire Council's Tenant's Report on the Charter	End October 2018	The Council's performance is reported to tenants in line with regulatory requirements
Promote the benefits of tenant & customer Involvement	Ongoing	Everyone is informed about the importance and benefits of consulting and involving tenants — including tenants and other customers, Council employees and elected members
<b>CUSTOMER INSIGHT</b>		
Commission and report on the 2020 Tenant Satisfaction Survey	Report outcome by August 2020	Customer feedback to inform continuous improvement and meet regulatory requirements
Undertake a refresh of 'Interested tenants register'. Establish a bank of customers to contribute to policy and service development.	Ongoing	The service is able to get a customer perspective on service matters
Continue to carry out satisfaction surveys for key services areas and undertake service improvements where identified from feedback: <ul style="list-style-type: none"> <li>• Standard of temporary Accommodation</li> <li>• Repairs Satisfaction</li> <li>• Quality of home satisfaction</li> <li>• Owners survey</li> </ul>	Ongoing, reported annually and six-monthly	Provides a customer perspective on services and meets regulatory requirements

Action	Due Date	Outcome
<b>CUSTOMER CONSULTATION &amp; ENGAGEMENT</b>		
Undertake a review of the Customer Engagement Strategy, to include: <ul style="list-style-type: none"> <li>• Review of consultative processes</li> <li>• Review of the Neighbourhood Housing Forums</li> <li>• Scope out opportunities to consult and engage with tenants using digital methods</li> </ul>	March 2019	Updated strategy prepared that encompasses a range of consultation methods, a framework for meeting with tenants on local and Renfrewshire wide issues, and an inclusive approach which takes account of hard to reach groups
Continue to support existing Tenants & Residents Associations and assist in establishing new Tenants & Residents Associations where there are none and there is a demand for such representation	Ongoing	Well supported/resourced Tenants and Residents Association structure
Continue to support RTOs: <ul style="list-style-type: none"> <li>• Offer advice and assist to associations with the annual RTO registration procedure</li> <li>• Visit each enhanced registered association to offer support, advice and assistance</li> <li>• Offer grant funding to enhanced RTOS (start-up, annual &amp; one-off)</li> </ul>	Ongoing	Well supported/resourced Tenants and Residents Association structure
Throughout the year, continue to consult and engage with tenants on housing regeneration initiatives	Ongoing	Tenants are fully consulted on the proposals for regeneration
<b>CUSTOMER SCRUTINY</b>		
Ensure actions from the last Tenants Scrutiny Panel review (Customer Service Report) are completed within agreed timescale	Ongoing	Actions Plan complete on Customer Services Report

Action	Due Date	Outcome
Promote and develop the Tenants Scrutiny Panel, by: <ul style="list-style-type: none"> <li>• Promoting benefits of scrutiny</li> <li>• Attracting new members</li> <li>• Delivering training</li> <li>• Supporting Scrutiny Panel</li> </ul>	Ongoing	An effective and well-resourced Scrutiny Panel
Support the Tenants Scrutiny Panel to complete the current scrutiny review (tenancy sign-up and tenancy sustainment)	End of 2018	Services are improved by customer scrutiny
Promote and develop Quality Circles in other service areas by: <ul style="list-style-type: none"> <li>• Establishing new quality circle for estate management.</li> <li>• Delivering training</li> <li>• Supporting existing Quality Circles</li> </ul>	Ongoing	Effective and well-resourced Quality Circles to support continuous improvement
<b>SUPPORTING ENGAGEMENT</b>		
Continue to encourage groups to participate in external / national events	Ongoing	Tenants benefit by sharing experiences with other groups and networking with wider groups of tenants






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**To: Communities, Housing and Planning Policy Board**

**On: 30 October 2018**

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**Report by: Director of Communities Housing & Planning Services**

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**Heading: Scottish Social Housing Charter Performance: 2018/19 Half Year Update**

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**1. Summary**

- 1.1 Local authorities and Registered Social Landlords (RSLs) are required to submit an Annual Return on performance against the Scottish Social Housing Charter indicators to the Scottish Housing Regulator. A report on performance for 2017/18 was presented to the Policy Board in August 2018. This report provides Members with an update for the first six months of 2018/19.
- 1.2 A separate report to this meeting of the Policy Board provides benchmarking information for 2017/18, comparing Renfrewshire Council's performance with other social landlords.
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**2. Recommendations**

- 2.1 It is recommended that the Policy Board
- (i) Notes the 2018/19 Half Year Update Report on Scottish Social Housing Charter Performance attached as Appendix 1
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**3. Background**

- 3.1 The Half Year Update on Scottish Social Housing Charter Performance provides information on the first two quarters of 2018/19:
- Section 1 provides performance information against the Charter indicators along with comparative data for the last three years, and
  - Section 2 reports on management information for key areas of the housing service – allocations and managing tenancy change; repairs; homelessness and housing advice; rent arrears.
- 3.2 Overall, performance has been maintained at 2017/18 levels or has improved in the first two quarters of 2018/19 across most areas of the service. There has been a slight reduction in performance in a few areas (tenancy offers refused; gross rent arrears; repairs satisfaction; rent lost through empty properties and average time to re-let properties), but this will be closely monitored over the coming months.
- 3.3 Members should note that for some of the Charter indicators, data is only reported on an annual basis and will not be available until the end of the financial year. For this reason, there are a number of gaps in the tables in section 1 of the report.
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## Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** - none
3. **Community Planning** –  
**Empowering our Communities** – improving and maintaining neighbourhoods and homes  
**Safer and Stronger** – increasing tenant satisfaction with neighbourhoods and communities
4. **Legal** – none
5. **Property/Assets** - none
6. **Information Technology** - none
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the

recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – none
9. **Procurement** - none
10. **Risk** - none
11. **Privacy Impact** - none
12. **Cosla Policy Position** - N/A

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### **Background Papers**

- Report to the Communities, Housing and Planning Policy Board on 21 August 2018, '*Scottish Social Housing Charter: Annual Return 2017/18*'.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting.

The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141 618 6259, [lesley.muirhead@renfrewshire.gov.uk](mailto:lesley.muirhead@renfrewshire.gov.uk)

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# **Scottish Social Housing Charter Performance**

## **2018/19 Half Year Update**

**Planning & Housing Team**  
**Development & Housing Services**



# **Scottish Social Housing Charter Performance 2018/19 Half Year Update**

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## SECTION 1: SIX MONTHLY OUTTURN REPORT (2018-2019)

### Overall Satisfaction

No.	Indicator	14/15	15/16	16/17	17/18	Comments
1	Percentage of tenants satisfied with the overall service provided by their landlord.	82.0%	82.2%	82.2%	88%	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018.

### 1. The Customer Landlord Relationship

#### Equalities

Equalities information is collected and reported annually.

#### Communication

No.	Indicator	14/15	15/16	16/17	17/18	Comments
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	79.2%	79.5%	79.5%	82.2%	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018

### Complaints

No	Indicator	14/15	15/16	16/17	17/18	Six month 18/19	Comments
4	Percentage of all 1st stage complaints responded to in full	98.2%	100%	91.4%	100%	99.4%	<p>The Scottish Public Services Ombudsman Complaints Handling Procedures include timescales for:</p> <ul style="list-style-type: none"> <li>• frontline resolution of (1<sup>st</sup> stage) complaints - 5 working days.</li> <li>• completion of investigation stage (2<sup>nd</sup> stage) complaints – 20 working days</li> </ul>
	Percentage of all 2nd stage complaints responded to in full	90.2%	100%	78.6%	100%	83.3%	
5	Percentage all 1st stage complaints responded to in full within SPSO timescales	100%	93.3%	100%	87.3%	90.3%	<p>In the first six months of 2018/19, 320 <b>frontline complaints</b> about housing services were received. Of these, 318 (99.4%) have been dealt with and 289 (90.3%) were dealt with within the SPO timescale.</p> <p>In the same period, 6 complaints were received which required further <b>investigation</b>. Of these, 5 have been responded to (83.3%) and 4 (66.7%) within in the SPSO timescale.</p>
	Percentage all 2nd stage complaints responded to in full within SPSO timescales	100%	46.2%	100%	100%	66.7%	

## Participation

No.	Indicator	14/15	15/16	16/17	17/18	Comments
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	69.0%	84.2%	84.2%	87.8%	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018.

## 2. Housing quality and maintenance

### Housing Quality

No.	Indicator	14/15	15/16	16/17	17/18	Six month 17/18	Comments
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.</i>	84.6%	85.9%	91.4%	93.5%	Annual report	This indicator is reported annually
8	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.	97.4%	98.5%	98.0%	100%	Annual report	This indicator is reported annually
9	Percentage of tenants satisfied with the standard of their home when moving in.	80%	92.3%	89.5%	88.6%	<b>94.0%</b>	Satisfaction has improved from the year end figure, 194 tenants were surveyed; of these, 183 were either satisfied or very satisfied with the standard of the home when they moved in.
10	Percentage of existing tenants satisfied with the quality of their home.	81.6%	82.2%	82.2%	83.9%	Annual report	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018.

## Repairs, maintenance and improvements

No.	Indicator	14/15	15/16	16/17	17/18	Six month 17/18	Comments
11	Average length of time taken to complete emergency repairs. (hours)	5.8	5.5	6.9	5.1	<b>5.0</b>	A total of 8,575 emergency repairs were completed in the first six months of the financial year
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.4	7.4	7.1	<b>6.6</b>	A total of 15,540 non-emergency repairs were completed in the first six months of the financial year.
13	Percentage of reactive repairs carried out in the last year completed right first time.	87.5%	90.8%	94.8%	90.2%	Annual report	This indicator is reported annually
14	Percentage of repairs appointments kept.	98.9%	99.1%	99.0%	98.9%	<b>99.8%</b>	There were 15,701 reactive repairs completed in the first six months of this financial year, and of these, 15,663 appointments were kept.
15	Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	99.99%	99.5%	99.97%	99.97%	<b>99.98%</b>	As at the end of September 2018, 6,181 Council properties required a gas safety record. Apart from one property, a gas safety check and record was completed by the anniversary date for all of these properties. (In one case, the gas safety record was renewed 3 days after the anniversary date.)
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	94.7%	96.6%	91.4%	98.3%	<b>95.8%</b>	1,093 tenants were asked how satisfied they were with repairs. In total 1,047 said they were either satisfied or very satisfied with the service.



### 3. Neighbourhood and community

#### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

No.	Indicator	14/15	15/16	16/17	17/18	Six month 18/19	Comments
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	81.2%	82.5%	82.5%	83.2%	Annual report	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018.
18	Percentage of tenancy offers refused during the year.	59.6%	46.1%	39.6%	37.7%	<b>44.9%</b>	Of the 1,020 offers made in the first six months of this year, 458 were refused. The refusal rate of 44.9% is a slight increase on the last two years.
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	91.6%	92.9%	96.4%	95%	Annual report	This indicator is reported annually

### 4. Access to housing and support

#### Tenancy sustainment

No.	Indicator	14/15	15/16	16/17	17/18	Six month 18/19	Comments
20	Percentage of new tenancies sustained for more than a year, by source of let.						Tenancy sustainment levels improved slightly in the first two quarters, with 88.9% of all new tenancies sustained for more than a year compared to 88.4% for the same period last year.
	Existing tenants	94.2%	91.0%	88.4%	91.2%	<b>93.5%</b>	
	Homeless applicants	81.4%	72.1%	78.1%	84.6%	<b>83.4%</b>	
	Housing List applicants	86.9%	87.4%	91.9%	89.3%	<b>89.8%</b>	
	Other	0	0	0	66.7%	<b>0</b>	
	<b>Overall</b>	<b>87%</b>	<b>84.5%</b>	<b>87.5%</b>	<b>88.5%</b>	<b>88.9%</b>	
21	Percentage of lettable houses that became vacant in the last year.	10.2%	10.2%	9.7%	9.2%	<b>9.8%</b>	In the 12 months to the end of September 2018, 1,128 Council properties became vacant. This represents 9.8% of the lettable stock of 11,468 properties.

## Housing options and access to housing

No.	Indicator	14/15	15/16	16/17	17/18	Six month 17/18	Comments
22	Percentage of approved applications for medical adaptations completed during the reporting year.	87.8%	96%	97%	100%	Annual report	This indicator is reported annually
23	Average time to complete applications (medical adaptations) days	64	44	44	33	Annual report	This indicator is reported annually
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	20.3%	23.1%	26.4%	25.0%	<b>19.0%</b>	There have been 30 evictions for non payment of rent compared to 32 at the same point last year.
	Non payment of rent	19.4%	22.2%	25.7%	24.6%	<b>19.0%</b>	
	Anti social behaviour	0.5%	0.8%	0.8%	0.4%	<b>0%</b>	
	Other	0.5%	0%	0	0	<b>0%</b>	

## Homelessness

No	Indicator	14/15	15/16	16/17	17/18	Six month 17/18	Comments
25	Average length of time in temporary or emergency accommodation by type, days (LAs only)						The average time spent in temporary accommodation (all types) reduced in the six month period from 93.6 days to 86 days.
	Local authority dwelling	44.9	78.9	82	84.8	<b>77.3</b>	
	RSL Dwelling	89.4	39.3	101.6	112.5	<b>101.3</b>	
	Bed and Breakfast	N/A	N/A	2.4	1.8	<b>1.5</b>	
	Private Sector Lease	N/A	N/A	N/A	111.3	<b>106</b>	
	Other	98.5	101.9	112	148.4	<b>150.1</b>	
	<b>All types of accommodation</b>	<b>56.9</b>	<b>79.3</b>	<b>87</b>	<b>93.6</b>	<b>86.0</b>	
26	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	99.1%	99.5%	100%	100%	<b>100%</b>	Our duty to offer temporary or emergency accommodation was fully met
& 27	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)						Performance has continued to improve, with a very low number of refusals. There were 451 offers of temporary accommodation and only 2 refusals where applicants made their own accommodation arrangements.
	L A Dwelling	2.4%	2.4%	2.5%	1.1%	<b>0.7%</b>	
	RSL Dwelling	1.6%	0%	0	0	<b>0</b>	
	Bed and Breakfast	0%	0%	0	0	<b>0</b>	
	Other	N/A	N/A	0	0	<b>0</b>	
	<b>All types of accommodation</b>	<b>1.96%</b>	<b>2.1%</b>	<b>1.9%</b>	<b>0.8%</b>	<b>0.4%</b>	

28	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only).	92.3%	74.5%	83.2%	89.0%	<b>89.3%</b>	Satisfaction has improved, 150 households completed a survey in the first six months of 2018/19, 134 said they were satisfied or very satisfied with the quality of accommodation.
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(28) Source: annual point of service homeless services tenants survey

## 5. Getting good value from rents and service charges

### Value for money

No.	Indicator	14/15	15/16	16/17	17/18	Comments
29	Percentage of tenants who feel that the rent for their property represents good value for money.	75%	77.2%	77.2%	75.8%	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018

### Rents and service charges

No.	Indicator	14/15	15/16	16/17	17/18	Six month 18/19	Comments
30	Rent collected as percentage of total rent due in the reporting year.	100.2%	100%	100.1%	101.1%	<b>98.6%</b>	In the first six months of the financial year just over £23.3 million rent was collected.
31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	6.3%	6.0%	5.35%	4.88%	<b>6.27%</b>	There are some temporary adjustments to the rent account which have affected the six month figure for 18/19. Once these have been accounted for the figure would be slightly better than the same point last year (5.13%).
32	Average annual management fee per factored property.	£90.00	£90.00	£90.00	£90.00	Annual report	This indicator is reported annually
33	Percentage of factored owners satisfied with the factoring service they receive.	45.4%	50.9%	57.6%	56.7%	Annual report	This indicator is reported from the annual owners survey. This is the most recent return, from the 2017/18 survey.

34	Percentage of rent due lost through properties being empty during the last year.	2.0%	1.9%	1.5%	1.31%	<b>1.36%</b>	Rent lost due to voids has increased slightly as has average days to let. In the six month period, there were 13 long term void properties let. Whilst it is positive to bring these properties back in to use, it has an adverse impact on the average days to let.
35	Average length of time taken to re-let properties in the last year. (days)	44	42	38	38	<b>40</b>	

## Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	14/15	15/16	16/17	17/18
36	Gypsies/travellers – Average weekly rent per pitch.	Not applicable, no sites in Renfrewshire			
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.				

## SECTION 2: MANAGEMENT INFORMATION

### Allocations and Managing Tenancy Change

Table 1 notes the number of applicants.

Table 1 - Housing Waiting List	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
Number of applicants on housing list - at 31 <sup>st</sup> March 2014	6,239	5,749	5,645	5,532	5449
Of which number who have their application on hold	1,384	1,269	1,255	1,163	1135

Table 2 illustrates where the applicants are placed in the group system.

Table 2 - Housing Waiting List Breakdown										
Group	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Applicants	%	Applicants	%	Applicants	%	Applicants	%	Applicants	%
Group 1 Homeless	147	2.4%	203	3.5%	231	4.1%	260	4.7%	276	5.1%
Group 2 Mobility	412	6.6%	348	6.1%	303	5.4%	317	5.7%	330	6.1%
Group 3 Housing Need	2,510	40.2%	2272	39.5%	2286	40.5%	2261	40.9%	2167	39.8%
Group 4 Exchanges	1,226	19.6%	1105	19.2%	1087	19.3%	1013	18.3%	996	18.3%
Group 5 General	1,944	31.2%	1821	31.7%	1738	30.8%	1681	30.4%	1680	30.8%
<b>Total</b>	<b>6,239</b>	<b>100%</b>	<b>5749</b>	<b>100%</b>	<b>5645</b>	<b>100%</b>	<b>5532</b>	<b>100%</b>	<b>5449</b>	<b>100%</b>

Table 3 shows lets made through and outwith the group system.

Table 3 - Total lets	2014/15		2015/16		2016/17		2017/18		Six Month 2018/19	
	Number	%	Number	%	Number	%	Number	%	Number	%
Lets through group system	1,153	93.4%	1068	90.9%	1066	89.8%	937	92.6%	549	95.0%
Lets outwith group system	82	6.6%	107	9.1%	121	10.2%	75	7.4%	29	5.0%
<b>Total Lets</b>	<b>1,235</b>	<b>100%</b>	<b>1175</b>	<b>100%</b>	<b>1187</b>	<b>100%</b>	<b>1012</b>	<b>100%</b>	<b>578</b>	<b>100%</b>

Table 4 shows lets to each group and also the target for lets to each group.

Table 4 - Lets through group system										
Group	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	%	%	Lets	%	Lets	%	Lets	%	Lets	%
Group 1 Homeless	294	25.5%	316	29.6%	279	26.2%	300	32%	193	35.1%
Group 2 Mobility	105	9.1%	105	9.8%	110	10.3%	94	10%	61	11.1%
Group 3 Housing Need	623	54%	544	50.9%	594	55.7%	491	52%	243	44.3%
Group 4 Exchanges	96	8.3%	77	7.2%	56	5.3%	37	4%	33	6.0%
Group 5 General	35	3%	26	2.4%	27	2.5%	15	1.6%	19	3.5%
<b>Total</b>	<b>1,153</b>	<b>100%</b>	<b>1068</b>	<b>100%</b>	<b>1066</b>	<b>100%</b>	<b>937</b>	<b>100%</b>	<b>549</b>	<b>100%</b>

Table 5 gives details for lets outwith the group system.

Table 5 - Lets Outwith Group System										
Category	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Lets	%	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	42	51.2%	51	47.7%	44	36.4%	32	42.7%	11	37.9%
Special Lets	27	32.9%	22	20.6%	28	23.1%	28	37.3%	12	41.4%
Regeneration	13	15.8%	34	31.8%	49	40.5%	15	20%	6	20.7%
<b>Total</b>	<b>82</b>	<b>100%</b>	<b>107</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>29</b>	<b>100%</b>

Table 6 shows lets by house type.

Table 6 - Lets by House Type										
House Type	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Number	%	Number	%	Number	%	Number	%	Number	%
Tenement Flat	656	53.1%	582	49.5%	628	52.9%	512	50.6%	322	55.7%
Own Door Flat	254	20.6%	239	20.3%	207	17.4%	192	19%	96	16.6%
Multi-storey Flat	77	6.2%	78	6.6%	75	6.3%	83	8.2%	44	7.6%
House	70	5.7%	73	6.2%	83	7%	78	7.7%	33	5.7%
Other Flat	72	5.8%	95	8.1%	85	7.2%	62	6.1%	35	6.1%
Maisonette	38	3.1%	33	2.8%	34	2.9%	28	2.8%	25	4.3%
Bungalow	21	1.7%	23	2%	31	2.6%	23	2.3%	12	2.1%
Amenity Flat	1	0.1%	1	0.1%	0	0	1	0.1%	0	0
Prefab	1	0.1%	1	0.1%	0	0	0	0%	0	0
Sheltered Bungalow	9	0.7%	8	0.7%	9	0.8%	7	0.7%	9	1.6%
Sheltered Flat	36	2.9%	42	3.6%	35	3%	26	2.6%	2	0.4%
<b>Total</b>	<b>1,235</b>	<b>100%</b>	<b>1175</b>	<b>100%</b>	<b>1187</b>	<b>100%</b>	<b>1012</b>	<b>100%</b>	<b>578</b>	<b>100%</b>

Table 7a shows section 5 and nomination lets for the past three years, Table 7b gives the 6 monthly update

Table 7a Nomination & S5 Lets						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		General stock		
2014/15	52	5	6.9%	114	17%	20.8%
2015/16	59	17	8.4%	107	14.5%	20.3%
2016/17	64	37	12.3%	78	12.2%	21.9%
2017/18	100	7	14.3%	117	18.6%	29.8%
Table 7b Nomination & S5 Lets - 6 month update for 2018/19						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		General stock		
Q1	17	1	9.9%	42	27.1%	33.2%
Q2	17	6	12.6%	25	16.7%	26.4%
6 mth	34	7	11.3%	67	22.0%	29.8%

## Repairs

Table 8 shows amount of repairs by category and percentage achieved within target.

Table 8 – Repairs completed										
Repair category	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Total	% within target	Total	% within target	Total	% within target	Total	% within target	Total	% within target
Emergency	10,911	96%	11,377	99%	11,054	98%	13,162	98.3%	6590	98.2%
Right to Repair	11,287	95%	11,729	97%	12,694	97%	13,795	99.0%	5479	99.1%
Urgent	1,671	94%	1,328	94%	1,564	95%	1,613	97.2%	713	98.7%
Routine	36,449	91%	37,909	91%	28,054	89%	24,176	91.5%	12436	93.1%
Programmed	1,196	96%	1,368	98%	796	100%	1,239	98.7%	353	100%
<b>Total</b>	<b>61,514</b>	<b>93%</b>	<b>63,711</b>	<b>94%</b>	<b>54,162</b>	<b>93%</b>	<b>53,985</b>	<b>95.4%</b>	<b>25571</b>	<b>96.0%</b>

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in the first six months of 2018/19 and outcomes for calls received.

Table 9 - Customer contact centre										
Indicator	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Number	%	Number	%	Number	%	Number	%	Number	%
Total calls attempted	75,026		77,107		65,282		57,181		31,263	
Calls answered	69,648	93%	59,032	77%	54,461	83%	51,830	91%	29,297	94%
Calls abandoned	5,378	7%	18,075	23%	11,091	17%	5,271	9%	2,012	6%
Calls answered within 40 second target time	46,084	66%	16,332	21%	24,709	45%	31,000	60%	19,853	68%
% of all attempted calls answered within 40 sec target (service level)		66%		28%		38%		54%		64%
Average waiting time	00:56		3:30		3:40		1:36		2:08	
Maximum waiting time (average)	n/a		41:46		1:19:14		40:20		32:59	
'Ren Repairs' app (email correspondence)	2,746		3,973		3,079		2,268		1,680	
'Ren Repairs' registered repairs	758		2,018		2,476		1,649		969	

## Homelessness and Housing Advice

Table 10 provides comparative information on the number of homeless applications as well as 'repeat' applications.

<b>Table 10 Homeless Applications</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Six month 2018/19</b>
Number of homeless applications requiring assessment	839	832	776	860	464
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	2154	2098	2103	1,962	1,051

Table 11 provides information on the number of applications that have been assessed and how quickly assessments are carried out. Performance in terms of time taken to complete assessments continues to compare well with other Scottish local authorities.

<b>Table 11 Decision Making</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Six month 2018/19</b>
Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse)	684	689	618	692	377
Proportion of assessments completed within 28 days	84%	95.5%	91%	96%	96%

Table 12 measures satisfaction with Housing options service

<b>Table 12 Housing Options Satisfaction</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Six month 2018/19</b>
% pleased with the quality of advice and information they were given	97.6%	95.3%	95.8%	97.5%	97.1%
% pleased with the overall quality of the service they received.	97.6%	96%	97.4%	98.4%	98.1%



## Rent Arrears

Table 13 shows that at the end of September 2018, over £1.48m was owed in arrears, the same as this point last year. Consistent with previous years, the six monthly figure is higher/lower than the year end figure for 2017/18; there is a seasonal pattern, seen over previous years, whereby arrears are higher at the end of September than they are at year end as collection rates fluctuate through the year, depending on when 'no charge' weeks occur.

<b>Table 13 - Current Tenant Rent Arrears</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Six month 2018/19</b>
Annual Rental Income	£45,092,800	£46,110,300	£46,355,300	£45,654,500	£46,156,500
Number of Tenants	11,835	11,657	11,479	11,371	11,356
<b>Total Arrears Owed All</b>	<b>£1,248,600</b>	<b>£1,239,900</b>	<b>£1,194,900</b>	<b>£1,146,600</b>	<b>£1,481,800</b>

Table 14 shows the recovery action taken, there have been 3 evictions in the last 6 months for rent arrears.

<b>Table 14 – Recovery Action</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Six month 2018/19</b>
*NPRP issued	1,469	1,756	1,944	1,942	979
All Cases calling at Court	773	947	1,057	974	486
Decrees Granted	103	133	139	106	51
Evictions enforced S/Officer	4	10	10	9	3
Average time first calling	10 weeks	10 weeks	10 weeks	10 weeks	11 weeks
Average time recalled at court	5 weeks	5 weeks	4.5 weeks	7 weeks	8 weeks

Table 15 provides a profile of arrears by value and table 16 shows the status of arrears debt.

<b>Table 15 – Profile of Arrears by Value</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Six month 2018/19</b>
Under £250	£113,700	£88,000	£99,700	£101,700	£152,000
Between £250 & £500	£81,400	£159,800	£170,900	£169,800	£236,900
Between £500 & £1,000	£345,500	£350,500	£386,200	£323,200	£403,300
Over £1,000	£608,000	£641,600	£538,100	£551,900	£689,600
<b>TOTALS</b>	<b>£1,248,600</b>	<b>£1,239,900</b>	<b>£1,194,900</b>	<b>£1,146,600</b>	<b>£1,481,800</b>

<b>Table 16 – Status of Rent Debt</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Six month 2018/19</b>
Arrears Pre Court	£769,900	£733,700	£666,600	£634,600	£872,500
Arrears Post Court	£376,000	£413,000	£411,300	£409,500	£500,900
Arrears Rent Direct	£102,700	£93,200	£117,000	£102,500	£108,400
<b>TOTALS</b>	<b>£1,248,600</b>	<b>£1,239,900</b>	<b>£1,194,900</b>	<b>£1,146,600</b>	<b>£1,481,800</b>

Table 17 provides summary information on benefit levels and notes that benefit uptake remains high with 70% of our tenants in receipt of some form of benefit.

<b>Table 17 – Housing Benefit</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Six month 2018/19</b>
Number of tenants	11,835	11,657	11,479	11,371	11,356
Tenants with benefit	8,442	8,263	8,168	7,947	7,945
Tenants without benefit	3,393	3,394	3,311	3,424	3,411
% in receipt of Housing Benefit	71%	71%	71%	70%	70%






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**To: Communities, Housing & Planning Policy Board**

**On: 30 October 2018**

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**Report by: Director of Communities, Housing & Planning Services**

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**Heading: Rapid Re-housing Transition Plan for Renfrewshire**

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## **1. Summary**

- 1.1 The Scottish Government has issued guidance to all Local Authorities on the production of Rapid Re-housing Transition Plans (RRTP).
  - 1.2 These RRTP's are to detail how each Local Authority and its partners will ensure that those who are homeless are provided with a settled housing option as quickly as possible, and avoid the need to stay in temporary accommodation for too long.
  - 1.3 This report provides information on the background to the introduction of RRTP's, and outlines how it is proposed that a Plan for Renfrewshire will be developed.
- 

## **2. Recommendations**

- 2.1 It is recommended that the Board:
    - (i) notes that the Scottish Government has issued guidance to all Local Authorities on the production of Rapid Re-housing Transition Plans, and that these plans are to cover 5 years from April 2019, and be submitted to the Scottish Government by 31 December 2018; and
    - (ii) authorises the Director of Communities, Housing & Planning to carry out the necessary consultation and to submit a Draft Rapid Re-housing Transition Plan for Renfrewshire to the Scottish Government and thereafter to submit this document for homologation to the next available meeting of the Communities, Housing & Planning Board.
-

### 3. **Background**

- 3.1 The Scottish Government established a Homelessness & Roughsleeping Action Group (HARSAG) in October 2017 to produce solutions to help end homelessness and rough-sleeping.
- 3.2 A key recommendation from the HARSAG, which has been accepted by the Scottish Government, is that all local authorities must consult on and produce a costed 5 year Rapid Re-housing Transition Plan by 31 December 2018.
- 3.3 These plans are to detail how local authorities will move to a situation where those who are homeless:
  - are provided with accommodation more quickly;
  - spend less time in temporary accommodation; and
  - have greater access to an up-scaled use of the Housing First model, and/ or other support.
- 3.4 Guidance was produced for local authorities in late June 2018 on the completion of RRTP's, and the Scottish Government's 'Ending Homelessness Together' fund will allocate resources to support and assist local authorities in the implementation of their RRTP's, once they have been submitted and fully evaluated.
- 3.5 Key partners such as local and national Housing Associations, Renfrewshire Health & Social Care Partnership and a range of 3<sup>rd</sup> sector organisations are therefore currently being fully consulted on the content of a draft RRTP for Renfrewshire.
- 3.6 As the target date for the submission of RRTP's is 31 December 2018, the limited time available to produce a detailed, costed 5 year plan which has been thoroughly consulted on means that it is very likely that RRTP's will need to be subject to regular review and adjustment during the 5 year period.
- 3.7 Similarly, it has been highlighted to the Scottish Government that due to the limited time available, it is likely that a draft RRTP will be submitted by the 31 December 2018 deadline, which will be subject to subsequent Policy Board approval in early 2019.

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### **Implications of the Report**

1. **Financial** – none. Scottish Government funding is likely to be allocated to support the delivery of our RRTP.
2. **HR & Organisational Development** – none, though additional posts may be created if Scottish Government funding is received following the submission of the RRTP.

3. **Community/Council Planning –**
  - Our Renfrewshire is fair - those who are homeless will be provided with settled housing options more quickly
  - Tackling inequality, ensuring opportunities for all - those who are homeless will be provided with settled housing options more quickly
4. **Legal – none**
5. **Property/Assets – none**
6. **Information Technology – none**
7. **Equality & Human Rights:**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety – none**
9. **Procurement – none**
10. **Risk – none**
11. **Privacy Impact – none**
12. **Cosla Policy Position – Not applicable**

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**List of Background Papers: None**

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*FC/TI*  
*8 October 2018*

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**To:** Communities, Housing & Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Communities, Housing & Planning Services

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**Heading:** Digital Support for Council Tenants

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## 1. Summary

- 1.1 Renfrewshire Council is delivering a digital participation programme of activities for Council tenants. This seeks to promote accessibility to technology and the internet in line with the Council's Digital Strategy and Tackling Poverty Strategy.
  - 1.2 This report summarises the progress that has been made through this initiative.
- 

## 2. Recommendations

- 2.1 It is recommended that the Board:
    - (i) note the commitment to promoting accessibility to technology for Council tenants in line with the Council's Digital Strategy and Tackling Poverty Strategy and the range of measures being put in place to support Council tenants, and prospective tenants, to become digitally included.
- 

## 3. Background

- 3.1 A Digital Participation Officer post, funded via the Housing Revenue Account, was created in 2017. The key aims were to design and deliver a digital participation programme of activities for Council tenants, and promote accessibility to technology and the internet.

- 3.2 Early successes have included skills training being provided at all 12 Renfrewshire Council sheltered and amenity housing complexes, which reached out to 400 tenants to train with tablets, laptops and computers. This training included using a digital device, getting online, browsing the internet, using 'apps' and staying safe online.
- 3.3 More recent training has involved voice control with Google Home and Alexa, and the use of other new technologies such as virtual reality to further explore tenant's interests in home automation, as they are proving valuable aids in addressing loneliness and improving social interaction.
- 3.4 For mainstream tenants, 'Essential Digital Skills' classes are now available at our George Street Service office. A particular focus with these sessions is the provision of digital skills for tenants who need to be online to apply for Universal Credit.
- 3.5 Classes at the Disability Resource Centre and Paisley YMCA for older adults in 'Being Smart with your Phone' smartphone classes were delivered in March / April 2018 in response to requests for making more use of smartphones beyond simple texting and calling.
- 3.6 Maintenance and promotion of Renfrewshire's new sheltered housing and Housing Support Service Facebook pages has helped to share news about digital projects and activities within Renfrewshire, and the digital support available to service users.
- 3.7 A 'Celebrating Digital in Renfrewshire & Browsing into the Future' event was hosted by the Digital Participation Officer in Johnstone Town Hall in September.

It was attended by those working in the digital sector, school children from East Fulton in Linwood and Johnstone High School, older adults from across Renfrewshire including Renfrewshire Council's 'Golden Surfers' project, and organisations with digital services and interests such as ROAR, Paisley YMCA, Renfrewshire Libraries Digiteers project, the University of the West of Scotland, Engage Renfrewshire and so on.

- 3.8 There has been filming and photography recording at various health and wellbeing events which are organised for our tenants, with videos being created to allow tenants to enjoy the event again, as well as being used to signpost tenants towards the health and wellbeing and digital support that is now available.
- 3.9 The work to date has resulted in the support to tenants in our sheltered complexes to become 'Golden Surfers' being shortlisted for a national I.T. Award for the help being provided to tackle the digital divide, as well as contributing to another short-listing for the national Excellence Awards from the Chartered Institute of Housing for the broader health and wellbeing service we provide to our sheltered housing tenants. The winners will be announced in November.



- 3.10 Future priorities for the next 12 months will include working closely with Homeless Services to provide digital learning classes for homeless applicants, deploying volunteers to help with continued digital sessions at sheltered complexes, increase home automation understanding for older tenants and those with mobility issues, and provide digital training sessions at other locations for mainstream Council tenants as more become subject to Universal Credit.
- 

## **Implications of the Report**

1. **Financial** – none
2. **HR & Organisational Development** – none.
3. **Community/Council Planning** –
  - Tackling inequality, ensuring opportunities for all – older tenants, homeless applicants and those who are digitally excluded are being provided with support to gain access to online services and new technology
  - Working together to improve outcomes – The Council's Digital Strategy helps to ensure a range of partners work together to improve outcomes
4. **Legal** – none
5. **Property/Assets** – none
6. **Information Technology** – none
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – none

11. **Privacy Impact** – none
  12. **Cosla Policy Position** – not applicable.
- 

### **List of Background Papers**

- (a) None
- 

*FC/TI/AF*  
*9 October 2018*

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**To:** Communities, Housing and Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Communities, Housing and Planning Services

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**Heading:** Renfrewshire Local Housing Strategy 2016-2021: Annual update 2018

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## **1. Summary**

- 1.1 This report presents the second annual update for the current Renfrewshire Local Housing Strategy 2016-2021. The update report highlights key achievements and progress in the delivery of identified strategic outcomes and actions within the Renfrewshire Local Housing Strategy. A copy of the update report can be found on the Renfrewshire Council website at: <http://www.renfrewshire.gov.uk/article/3500/Local-Housing-Strategy>.
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## **2. Recommendations**

- 2.1 It is recommended that the Board:
- (i) notes progress in implementing the actions of the Renfrewshire Local Housing Strategy 2016-2021.
- 

## **3. Background**

- 3.1 Under the Housing (Scotland) Act 2001 local authorities have a duty to prepare a five-year Local Housing Strategy which is informed by an assessment of housing provision and related services in the area.
- 3.2 The Local Housing 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.

- 3.3 The Local Housing Strategy links with a number of other key plans and strategies for Renfrewshire (e.g. the Local Development Plan, “Our Renfrewshire- Renfrewshire’s Community Plan 2017-2027” and the Renfrewshire Health and Social Care Partnership Strategic Plan.
- 3.4 Progress in delivering strategic outcomes and actions within the Renfrewshire Local Housing Strategy are reported annually with this year’s update attached to this report.
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## Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community/Council Planning** –
  - *Our Renfrewshire is thriving* – Actions within the LHS will help improve housing conditions and enable more affordable homes to be built, encouraging people to live and stay here.
  - *Our Renfrewshire is well* – Actions within the LHS will help support older and disabled residents to live healthier, for longer, in their own homes.
  - *Our Renfrewshire is fair* - Actions within the LHS will help to prevent homelessness and ensure vulnerable people get the advice and support they need.
  - *Building strong, safe and resilient communities* – Significant regeneration programmes are being progressed through the LHS.
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** -
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals’ human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council’s website.
8. **Health & Safety** – None
9. **Procurement** – None

- 10. **Risk** – None
  - 11. **Privacy Impact** - None
  - 12. **COSLA Policy Position** – None
- 

### **List of Background Papers**

- a) Appendix 1: Renfrewshire Local Housing Strategy 2016-2021 – Annual Update Report 2018
- b) Background Paper 1, Report to Communities, Housing and Planning Policy Board 29<sup>th</sup> August 2017, “Renfrewshire Local Housing Strategy 2016-2021: Annual Report 2017”
- c) Background Paper 2, Report to Housing and Community Safety Policy Board 21<sup>st</sup> January 2017, “Local Housing Strategy 2016-2021”

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 618 6259, [Lesley.muirhead@renfrewshire.gov.uk](mailto:Lesley.muirhead@renfrewshire.gov.uk).

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FC/LM  
9 October 2018

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# RENFREWSHIRE LOCAL HOUSING STRATEGY 2016-2021: 2017/18 UPDATE



This is the second annual update of Renfrewshire's Local Housing Strategy 2016-2021.

The document can be found online at

[www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

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# 1. About Renfrewshire's Local Housing Strategy - 2017/18 Update

Renfrewshire's Local Housing Strategy 2016-2021 aims to successfully deliver the following seven key Strategic Outcomes:

## **LHS 2016-2021 Strategic Outcomes**

1. The supply of housing is increased.
2. Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well functioning town centres.
3. People live in high quality, well managed homes.
4. Homes are energy efficient and fuel poverty is minimised.
5. Homelessness is prevented and vulnerable people get the advice and support they need.
6. People are able to live independently for as long as possible in their own homes.
7. Affordable housing is accessible to people who need it.

This is the second annual update of the Local Housing Strategy 2016-2021. This update highlights key achievements and progress to date in delivering the identified strategic outcomes and actions of the Local Housing Strategy 2016-2021 in partnership with housing providers and key partners over the last year.



Andrew Avenue Phase II, Renfrew

## 2. Changes in Policy and Strategic Context - 2017/18 Update

### Changes in Policy and Strategic Context

Since the last Local Housing Strategy Update for 2016/17 there have been a number of developing national policy priorities that will influence how the Council and partners deliver on current Local Housing Strategy Strategic Outcomes.

#### Scotland's Energy Efficiency Programme (SEEP)

The Scottish Government have designated energy efficiency as a National Infrastructure Priority, the cornerstone of which is Scotland's Energy Efficiency Programme (SEEP) which is to be delivered by the Scottish Government over the next 15-20 years.

Scotland's Energy Efficiency Programme is intended to help local authorities pilot new and innovative approaches to energy efficiency which should help reduce costs and improve warmth of homes whilst contributing to the reduction of carbon emissions.

Phase I of Scotland's Energy Efficiency Programme was implemented by the Scottish Government during 2016 and 2017 and used Pathfinder pilot projects across 11 local authority areas to build upon and integrate existing domestic energy efficiency programmes, bringing together support from the Scottish Government's Low Carbon Infrastructure Transition Programme (LCITP), with the Home Energy Efficiency Programme Scotland (HEEPS) Area Based Scheme.

None of the phase I pilot projects were located in Renfrewshire, however Phase II of the Programme opened in 2018 with local authorities invited to submit new proposals for new pilot projects for delivery by 28 February 2019. The Scottish Government envisage that this second phase of pilot projects will further help the development of Scotland's Energy Efficiency Programme by contributing to the design of future programmes aimed at tackling fuel poverty and reducing greenhouse gas emissions. Successful pilot projects have the scope to be rolled out nationally where appropriate.

Both Scotland's Energy Efficiency Programme and future evolving national energy efficiency policy will have implications on how the Council and our partners approach the delivery of Strategic Outcome 4, *'Homes are energy efficient and fuel poverty is minimised'*.

Moving forward, both the Council and our partners will continue to participate in Scottish Government initiatives, proactively targeting project funding awards whilst actively engaging with the Scottish Government on energy efficiency consultation activities and learning from other organisations pathfinder projects.

## 2. Changes in Policy and Strategic Context - 2017/18 Update

### Fuel Poverty

The Scottish Fuel Poverty Strategic Working Group and the Scottish Rural Fuel Poverty Task Force both published reports in October 2016 on progress being made in tackling fuel poverty across Scotland. Both reports noted that fuel poverty remains an issue across Scotland with the reports making a series of recommendations on how to more effectively tackle fuel poverty.

In response to the recommendations put forward by these groups, the Scottish Government consulted on a new draft fuel poverty strategy between November 2017 and February 2018.

Following this consultation, a draft Fuel Poverty Strategy for Scotland 2018 was published in late June 2018. This draft strategy sets out how the delivery of fuel poverty targets will be achieved and sets out a monitoring framework to oversee progress in meeting targets.

In addition, the Fuel Poverty (Target, Definition and Strategy) (Scotland) Bill was also published in June 2018. This Bill aims to set a new target for fuel poverty, introduce a new definition of fuel poverty that will focus Scottish Government support on those who need it most and mandate the production of a new long-term fuel poverty strategy.

Following formal implementation of these changes, it should be easier for both the Council and partner organisation to both monitor and address the prevalence of fuel poverty in Renfrewshire.

### Housing (Scotland) Act 2014

The Housing (Scotland) Act 2014 changes some aspects of the law on social housing allocations and management. The Commencement Order and associated Regulations were laid in the Scottish Parliament in Spring 2018, with most of the social housing provisions scheduled to come into force on 1 May 2019. This is with the exception of the sections relating to assignments, subletting, joint tenancies and succession, which will come into force on 1 November 2019.

Registered Social Landlords, such as the Council and Housing Associations, will continue to reflect Scottish Government guidance and good practice in their allocation policies, new tenant information handbooks and other associated documents.

Full cognisance of the introduction of the Housing (Scotland) Act 2014 Part II, relating to the allocation of social housing, has been taken when developing the draft Renfrewshire Common Housing Allocation Policy. Consultation on the draft common policy

## 2. Changes in Policy and Strategic Context - 2017/18 Update

(developed by the Council and four local housing associations) will take place in late 2018.

### **Private Rented Housing**

The Private Housing (Tenancies) (Scotland) Act 2016 introduced the new Private Residential Tenancy (PRT) agreement for new tenants in the Private Rented Sector. This new agreement replaces the Assured and Short Assured Tenancy agreement previously used as the legal agreement between landlord and tenant in the Private Rented Sector and came in to force in December 2017.

The Scottish Government created the Private Residential Tenancy to provide security and stability to tenants but also to provide appropriate safeguards for landlords, lenders and investors.

The Private Residential Tenancy (PRT) agreement changes the grounds upon which a private landlord can recover their property, regulates the frequency and rate of rent increases and includes an open tenancy period so that landlords can no longer ask tenants to leave simply because a fixed term agreement has ended.

Other recent changes in the sector include the introduction of mandatory registration of letting agents to ensure letting agents are 'fit and proper' to undertake letting agency work. A statutory letting agent code of conduct was also introduced in January 2018 which sets out the standards that letting agents must meet.

The role of the First-tier Tribunal for Scotland (Housing and Property Chamber) was also extended in phases between late 2017 and early 2018 to enable landlords, tenants and Scottish Ministers to go to the tribunal where there has been a perceived breach of any of these new enhanced rights or regulatory models.

Moving forward, the Council, housing associations and other strategic partners will continue to promote awareness of these changes amongst tenants and landlords.

### **Rapid Rehousing Transition Plans**

The Scottish Government have recently issued Guidance on 'Rapid Rehousing Transition Plans', following recommendations from the Homeless and Rough Sleeping Action Group (HARSAG).

The Scottish Government have advised Councils and partners to promote a position where homeless households are provided with settled accommodation more quickly with the time spent in temporary accommodation reduced, amongst other things, through access to a up-scaled 'Housing First' model. This model will provide intensive housing support for homeless people following their move to settled housing for as long as necessary.

Local Authorities are now expected to consult with partners and to produce costed 'Rapid Rehousing Plans' by the end of December 2018. These plans will cover the 5 year period from April 2019.

## 2. Changes in Policy and Strategic Context - 2017/18 Update

Funding will be provided by the Scottish Government to support local authorities' transition to 'Rapid Rehousing' with a national Working Group to be established to oversee the roll out. There is no indication yet of the level of funds that Renfrewshire can expect.

Progress on the main stages of the development and implementation of Rapid Rehousing Transition Plans will be reflected in future updates of the Local Housing Strategy.

### **Renfrewshire Local Development Plan**

Work continues to progress on the preparation of the next Renfrewshire Local Development Plan. A significant amount of consultation and engagement has and will continue to take place before the next Local Development Plan is finalised. It is anticipated that the plan will be adopted towards the end of 2019.

The Local Development Plan will support the delivery of the Strategic Housing Investment Plan and will provide a range and choice of housing sites to meet Housing Supply Targets and housing needs and demand across Renfrewshire. It is anticipated that the Local Development Plan will also include an Affordable Housing Policy to deliver new affordable homes in areas of need.

Progress of the main stages of the Renfrewshire Local Development Plan preparation will be reflected in future annual updates of the Local Housing Strategy.



## 2. Changes in Policy and Strategic Context - 2017/18 Update



Fordbank, Johnstone

# Outcome 1: The supply of housing is increased - Key updates 2017/18

## Key achievements and progress in delivering Strategic Outcome 1 include:

- In 2017/2018, 77 new affordable homes and 601 private sector homes were successfully completed, which complements previous year's completions.
- The number of new house completions continues to move in a positive trend, however as our population continues to grow, we require to bring forward new sites in the right locations. There is also a requirement for a good mix of homes and affordable choice across Renfrewshire. We will continue to investigate opportunities to identify new affordable sites in areas of need.
- A draft Strategic Housing Investment Plan 2019/2020 – 2023/2024 was prepared for consultation in Summer 2018 to consult with Tenants and Residents Associations, Community Councils and other key partners following discussions with housing associations.

The Plan outlines how investment in affordable housing will be targeted to meet the objectives of the Local Housing Strategy and meet the affordable housing supply target of 200 new homes each year to 2021. Following approval by the Communities, Housing and Planning Board, the finalised

Strategic Housing Investment Plan will be submitted to the Scottish Government.

- Progress is being made to deliver new affordable housing developments by RSL's and Renfrewshire Council, including a mix of affordable tenures. In 2018/19, two sites are scheduled to complete in Renfrew (127 new homes by Sanctuary Scotland), with developments in Johnstone, North Renfrewshire and Paisley due to be completed in 2019/20.
- Work to deliver the first phase of new Council homes is about to commence at Bishopton in North Renfrewshire to provide 80 affordable homes for social rent. In addition, Renfrewshire Council has commenced construction at Johnstone Castle to build 95 homes for social rent. Work is underway at Smithhills Street, Paisley to deliver 26 new homes for social rent on the former Arnott's site by the Link Group. Sanctuary Scotland are expected to complete a development on the former Co-op site in Paisley West End in early 2019/20 and are well underway in constructing 132 new homes for social rent and low-cost home ownership at Love Street, Paisley. These developments are delivering new affordable homes on previously used and brownfield sites across Renfrewshire.
- Where development constraints arise due to exceptional infrastructure works being present, the Scottish Government

## Outcome 1: The supply of housing is increased - Key updates 2017/18

Housing Infrastructure Fund may assist in providing funding to help overcome these constraints. Two sites are under consideration and will be reported in future Local Housing Strategy updates.

- A new Empty Homes Officer was appointed in Spring 2018, offering advice and assistance and access to the Empty Homes Loan Fund where applicable, to assist owners in bringing empty homes back into use.
- A good practice guide relating to new home design and space requirements, has been prepared and will be circulated to partners for comment, with a view to implementing the guide in 2019.
- The Council is participating in a national initiative with other local authorities and Scotland Excel to develop a procurement framework for housing construction. Plans for several new build projects are being developed as joint initiatives between Registered Social Landlords and between the Council and Registered Social Landlords.



Dargavel Village, Bishopton



## Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well functioning town centres.

Key updates 2017/18

### **Key achievements and progress in delivering Strategic Outcome 2 include:**

- Demolition of 288 Council tenement flats in the Johnstone Castle area continues and construction of 96 new replacement Council houses, mainly front and back door, started in August 2018. Estimated completion date is early 2020.
- The Council is continuing to consult with tenants, residents and owners in the Tannahill area of Ferguslie Park about housing investment proposals for the area.
- Following a period of public consultation, the Council approved a Regeneration Masterplan for Paisley West End in December 2017. The Masterplan seeks to achieve transformational change for the Well Street area, tackling issues of low demand for existing tenement flats and commercial premises and surplus undeveloped land within the area. It involves the construction of approximately 155 new homes for sale and social rent, with a mix of property types and sizes. The initial focus of work will be on the acquisition of privately owned properties and the development of vacant land.
- Sanctuary Scotland have started on-site in the West End of Paisley at the site of the former Co-op. 24 flats and 15 houses

for social rent are due to be completed by early summer 2019. The development will contribute to the regeneration of Paisley West End and will complement regeneration plans for the Well Street area of Paisley.

- The majority of new build affordable homes for social rent developed during 2017/18 were ‘front and back door’ houses. (59 out of 77). This is helping to address the current imbalance of flatted accommodation in Renfrewshire’s social housing stock.
- 26 new affordable homes are planned as part of the ongoing regeneration of the former Arnotts site in Paisley’s Town Centre by Link Housing Association with work starting on site in Autumn 2018/19.
- Paisley Housing Association successfully bid for just over £150,000 from the Aspiring Communities Fund to deliver a project, the “ West End Transformation (WET)” project which will promote and support the social inclusion of marginalised and socially excluded individuals and groups in the development and delivery of environmental enhancements in the West End of Paisley.

## Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well functioning town centres.

### Key updates 2017/18

- Williamsburgh Housing Association established a community flat in the Seedhill area of Paisley which will be the operational base for delivering its regeneration activities. Projects include: Work/LIFE project which helps tenants develop skills and find employment; Seedhill Urban Growing and Regeneration Project (SUGaR) which has established community food growing spaces and helps people learn about recycling; and ConnectUp a project that helps tenants improve their digital skills.
- The Council secured funding from the Scottish Government's Making Places Initiative, which supports communities to take a leading role in shaping their local areas. The Council is working with residents in Foxbar to create a Place Plan which will identify areas for potential change and enhancement.
- The Council are using its asset management model to help develop and inform area based strategies to ensure the long term sustainability of the Councils' stock. This will take account of the long term sustainability of the Council's multi-storey flats.



Bleasedale Road, Renfrew

## Outcome 3: People live in high quality, well managed homes - Key updates 2017/18

### **Key achievements and progress in delivering Strategic Outcome 3 include:**

- The Scottish House Condition Survey (SHCS) 2014-2016 identifies that 8% of Renfrewshire's housing stock across all tenures is in extensive disrepair, which is a slight improvement on the 10% reported in the 2013-2015. The proportion of Below Tolerable Standard properties remains the same at 2%.
- Social rented sector tenants in Renfrewshire consistently report high levels of satisfaction with the quality of their homes. In 2017/18 87% of Ferguslie Park Housing Association tenants, 98% of Bridgewater Housing Association tenants, 94% of Williamsburgh Housing Association tenants, 95% of Paisley Housing Association tenants, 87% of Linstone Housing Association tenants and 84% of Council tenants were satisfied with the quality of their home
- Paisley Housing Association in partnership with the Council continues to progress the Orchard Street Housing Renewal Area which aims to deliver comprehensive improvement of the 5 pre 1919 tenemental blocks of flats at 33 Causeyside Street and 3 – 9 Orchard Street.
- Around 7,300 private landlords with almost 12,000 properties were registered at August 2018.
- The Council kept private landlords informed of key changes to private lets prior to the introduction of the new Private Residential Tenancy in December 2017 through updates on the Council's website, a Private Landlord Forum, "Landlord Matters" newsletter and updated "Guide to Private Renting."
- The Council updated its Scheme of Assistance for private house owners in August 2018. This includes plans to implement a "Missing Shares" pilot at the end of 2018 which would assist responsible home owners of older tenement property who want to undertake essential repairs and maintenance but cannot do so due to the lack of co-operation from one or more property owners in the block.

### **Key achievements and progress in delivering Strategic Outcome 4 include:**

- 25% of Renfrewshire residents live in fuel poverty according to the latest Scottish House Condition Survey, compared to 28% the previous year.
- Renfrewshire Council secured £1.487 million from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) programme. These funds have been used for external wall insulation projects throughout Renfrewshire including Bridge of Weir, Elderslie, Houston, Kilbarchan, Linwood and Erskine with around 200 owners benefiting from this initiative.
- In addition to the HEEPS:ABS grant allocated to local authorities, the Scottish Government made funds available to assist private owners with the costs of a range of insulation and heating measures through a variety of grants, interest free loan and equity loan schemes which are administered by Home Energy Scotland (HES).
- To assist owners in wholly private blocks whose properties are not included in the mixed tenure investment programme, the Council facilitated an Open Day information event in partnership with Home Energy Scotland. This event was well

attended by residents and offered homeowners the opportunity to meet with Home Energy Scotland representatives to discuss the range of financial support available to support the installation of energy efficiency measures and offer advice.

- Connect 4 Renfrewshire project funded by Big Lottery delivers money, energy and debt advice to residents of three local Renfrewshire RSLs; Linstone, Bridgewater and Williamsburgh housing associations. Partners also include Renfrewshire Association for Mental Health, Renfrewshire Council and Renfrewshire Wide Credit Union.
- Following the success of the Council's energy advocacy service, the Council has continued to self-fund this service. The advocates have referral arrangements with partner groups who provide services to a wide range and number of Renfrewshire residents ensuring everyone who requires support can access it.



## Outcome 4: Homes are energy efficient and fuel poverty is minimised – Key updates 2017/18



Renewable technology used in new housing development at Shortroods, Paisley

## Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need - Key updates 2017/18

### **Key achievements and progress in delivering Strategic Outcome 5 include:**

- The Housing First initiative, which is now in its fourth year in Renfrewshire, provides intensive support to previously homeless people with complex needs. Turning Point Scotland provides support to up to 20 homeless applicants at any one time to help ensure they move into and sustain their tenancies, and avoid repeat homeless applications. Independent analysis is underway to determine the extent of savings being delivered across a range of services such as health and criminal justice, which will assist with future planning.
- The George Street Prevention Service offers a range of services to young people aged 16 to 25 years who have been homeless or threatened with homelessness which include:
  - “Homes for Keeps”, pre tenancy training to support a young person in maintaining their own home:
  - The “Tenancy Resettlement Service” a practical and proactive service which gives young people tailored assistance to meet their needs and help them successfully move into and manage the first year of their own tenancy.
- The proportion of homeless applicants who sustained a Council tenancy for over twelve months significantly increased from 78% in 2016/17 to 85% in 2017/18.
- Community Justice Renfrewshire, the Employability Service and Housing Services made a successful joint funding application to the Scottish Government for an integrated programme of training, skills development and employment activities for people with convictions living in / returning to Renfrewshire. This new service “Just Learning – Skills for Employment” provides bespoke specialist support for individuals who have complex barriers to employment, and aims to help them to access sustainable employment and break the cycle of repeat convictions and homelessness. This project recognises the need to address wider social issues rather than focussing on housing provision alone in order to tackle homelessness.
- The Accommodation Assistants Team, based at two furnished accommodation sites for homeless people, won the “Organisation Award” category at the Renfrewshire Council Staff Recognition Awards event in 2017. The team work 24/7 to provide help, advice and support to individuals who may be experiencing a housing crisis.

## Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need - Key updates 2017/18

- Make it Your Own (MIYO) delivered by Impact Arts – a community arts charity – providing a creative approach to tenancy sustainment aimed at helping the most vulnerable tenants in Renfrewshire and is funded through Renfrewshire Council’s Housing Support Service. The pilot project successfully engaged with 26 tenants between April 2017 and March 2018. 96% of referrals who engaged in the programme have sustained their tenancy since accessing MIYO.

Discussions are underway to extend the project with a view to funding an artist in residence who can offer art sessions to homeless people living in temporary accommodation.

- The Council’s Homeless Service facilitated training and awareness events on Universal Credit which were delivered by the Department of Work and Pensions to staff in Homeless Services, Housing Services and service providers commissioned by Housing Support e.g. Turning Point Scotland. Representatives from Homeless Services have been invited to participate in the main Council Universal Credit Working Group.
- Two homeless prevention projects were successfully granted funding through ‘The Lens’ scheme and are now under development. A mobile phone app to support people engaging

with Renfrewshire Council services is being developed to support homeless prevention.

- Renfrewshire Council and the local based housing associations are undertaking a review of the Section 5 and Nominations process.
- A new Resource Assistant post has been established within the Homelessness Services Team to work exclusively with homeless clients and will focus on:
  - assisting clients with personal income and expenditure awareness,
  - helping clients in maximising their Benefits,
  - offering a broader financial support service with a strong focus on Universal Credit,
  - linking clients with the Scottish Welfare Fund; and,
  - overseeing arrears management for both former and current clients.



## Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need - Key updates 2017/18



Make it Your Own (MIYO) delivered by Impact Arts



Make it Your Own (MIYO) delivered by Impact Arts



## Outcome 6: People are able to live independently for as long as possible in their own home - Key updates 2017/18

### **Key achievements and progress in delivering Strategic Outcome 6 include:**

- Two joint planning groups have been established to discuss cross cutting strategic and operational Housing and Health and Social Care related issues. The groups are the “Communities, Housing and Planning and Health and Social Care Partnership Liaison Group” (CHP/HSCP Strategic Liaison Group) and the Communities, Housing and Planning and Health and Social Care Partnership Operations Group” (CHP/HSCP Operations Group).
- Plans are being developed by the HSCP to set up short life working groups that will take forward the planning/needs assessments, including housing related needs, for the following care groups: older people, mental health, learning disability, sensory impairment/physical disability and addictions.
- Partnership meetings are ongoing with Paisley Housing Association, the Health and Social Care Partnership and Renfrewshire Council to explore opportunities for a development of supported housing for people with learning disabilities.
- 303 medical adaptations were completed in Renfrewshire in Council owned homes in 2017/18 and a further 280 adaptations were completed in RSL owned properties. 7,688 daily living items provided by Equipu in 2017/18.
- The Council approved 186 grants to private owners for adaptations and there was a total grant spend of £694k on adaptations in 2017/18.
- Discussions are continuing between Renfrewshire Council and Bridgewater Housing Association to explore options for re-provisioning existing sheltered housing in Erskine.
- Care & Repair completed 1,971 small repairs jobs in 17/18.
- Discussions are ongoing with Linstone Housing Association and partners including the HSCP to develop Extra Care housing in Paisley.
- Renfrewshire Council will continue to monitor and work with neighbouring local authorities to review housing needs of Gypsy/Travellers. Should future updates of the Renfrewshire Local Housing Strategy identify a need to allocate land to address the housing needs of key groups this will be addressed through the Local Development Plan Delivery Programme.

## Outcome 6: People are able to live independently for as long as possible in their own home - Key updates 2017/18

- Following on the success of the 'Golden Surfer' digital inclusion project which focusses on basic digital skills, sessions are now being held across all twelve Renfrewshire Council sheltered and amenity housing complexes. Using a bank of technology, older adults are supported to gain a variety of digital skills such as online banking and use email etc that will help users access information and stay in touch with family, friends and the wider community.



Golden Surfer Project Participants

## Outcome 7: Affordable housing is accessible to people who need it - Key updates 2017/18

### Key achievements and progress in delivering Strategic Outcome 7 include:

- A draft Common Housing Allocation Policy for Renfrewshire has been developed by the Council and four local housing associations. It is anticipated that the new policy will be finalised in early 2019 and implemented following a period of consultation.
- The introduction of Universal Credit in June 2015 was initially for single people eligible for Job Seekers Allowance. As at March 2018, there were 384 Council tenants in receipt of Universal Credit out of 1,689 across Renfrewshire.

The Universal Credit full service will roll out across Renfrewshire from 19 September 2018 and is expected to be completed by 2022. Universal Credit includes housing costs which means that increasing number of claimants will move from housing benefit onto Universal Credit. Universal Support is being provided to customers by Renfrewshire Council through Claimant Support Officers based in Jobcentres, to assist claimants in managing their claims or award of Universal Credit and personal budgeting.

- The threshold for households impacted by the Benefit Cap was reduced in November 2016. It is now £384.62 per week

for families and £257.59 per week for single people. Contact is made through a variety of channels to offer advice and support to around 120 households affected by the reduced benefit cap.

- HomeChoice@Renfrewshire – In 2017-2018 the Homexchange Shop helped 1,564 visiting customers and assisted 218 customers to register for a mutual exchange through the on-line service. In addition, the Council enabled 25 successful mutual exchanges in 2017/18.
- The Council continues to participate in the 'Mortgage to Rent' scheme with 4 cases currently under review or at conveyancing stage.
- The Deposit Guarantee scheme supports people who are homeless or threatened with homelessness to access the Private Rented Sector by providing a written guarantee in place of a cash deposit. 27 households were assisted through the scheme to access privately rented accommodation in 2017/18.
- The third-sector social prescribing partnership Project Community Connectors, involves Active Communities, RAMH and Linstone Housing Association. It works within GP clusters in Renfrewshire to offer support to GP's and their patients in a range of areas. Funding for the project which works to try to

## Outcome 7: Affordable housing is accessible to people who need it - Key updates 2017/18

improve local people's health, housing and physical activity across Linwood, Johnstone, Bishopton and Paisley, has been extended until March 2019.

Over the past two years, the health and housing hub delivered by Linstone Housing Association, has had 228 referrals that led to 295 appointments



New Affordable Housing development in Renfrew, Sanctuary Scotland

Action Plan  
2017/18 UPDATE

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>1.1 Increase the supply of new housing in Renfrewshire.</b>	2015/16 – 577 Private 132 - affordable	Affordable Housing Completions and Private Sector Completions	200 affordable homes each year 500 private homes each year	Annually	<b>Communities, Housing and Planning Services</b> , housing associations, private developers	2017/2018 completions: <ul style="list-style-type: none"> <li>• Affordable 77</li> <li>• Private 601</li> </ul>
<b>1.2 Ensure Renfrewshire's new LDP identifies sufficient land in existing places to deliver the housing supply targets set out in this LHS.</b>	LDP Action Programme agreed 2014	Actions implemented	LDP anticipated to be adopted 2019	Ongoing	<b>Communities, Housing and Planning Services</b>	The proposed Renfrewshire Local Development Plan will identify a 10-year housing land supply to meet housing need and demand across Renfrewshire.
<b>1.3 Review the 2014 LDP Action Plan programme to bring forward brownfield and previously used sites for housing development.</b>	LDP Action Programme agreed 2014	Actions implemented	Brownfield sites brought forward through a range of initiatives  New LDP Delivery Action Programme being prepared to support next LDP	Ongoing	<b>Communities, Housing and Planning Services</b>	A new delivery programme will be prepared alongside the Proposed Renfrewshire Local Development Plan. This will be consulted upon towards the end of the year.

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>1.4 Consider bids to the Scottish Government Infrastructure fund and other funding sources to enable delivery of housing on sites affected by infrastructure constraints.</b>	Sites identified in LDP and SHIP	Bids considered	Secure funding	Ongoing	<b>Communities, Housing and Planning Services</b> , housing associations, private developers, Scottish Government, key agencies	Two sites are with the Scottish Government for consideration as potential infrastructure fund recipients. These two sites are at an early stage of this process and will be taken forward during 2018/19.
<b>1.5 Deliver projects in the existing SHIP programme and develop new projects which assist in meeting the strategic outcomes in this LHS.</b>	SHIP 2017/18 - 2021/22 agreed by HACS Board November 2016	SHIP updates	November 2017	2016-2021	<b>Communities, Housing and Planning Services</b> , housing associations, Scottish Government	Renfrewshire Council continues to work with partners to progress current and planned SHIP projects to drive delivery and spend within timescales. In 2017/2018, 77 new affordable homes were delivered, with 127 new homes scheduled to be completed in 2018/2019.  Project completions are expected to peak in 2019/20 and 2020/21 and it is anticipated that the five year total of 1,000 new affordable homes will be achieved by March 2021.

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>1.6 Prepare an annual review and update of the SHIP to ensure it is a live and responsive plan.</b>	SHIP 2017/18 – 2021/22 agreed by HACS board November 2016	SHIP updates	November 2017	2016-2021	<b>Communities, Housing and Planning Services</b> , housing associations, Scottish Government	A draft SHIP for 2019/20 – 2023/24, was presented to the Communities, Housing and Planning Policy Board in August 2018. Following consultation, the finalised SHIP will be presented to Board on 30 October 2019 for approval.
<b>1.7 Promote mix of tenure options to meet affordable housing need.</b>	13/14 and 14/15 affordable completions were all social rent.	No. of different tenure options provided	Indicator only	Ongoing	<b>Communities, Housing and Planning Services</b> , housing associations, private developers	Renfrewshire Council, RSLs and the Scottish Government continue to work together to determine the best affordable housing tenure options on sites, taking account of local needs and circumstances. The current programme includes low cost home ownership opportunities as well as social rent.



Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>1.8 Consult on an Affordable Housing Policy, targeted to increase the supply of affordable housing in areas of identified shortfall.</b>	N/A	Policy developed and consulted on through new RLDP	Policy introduced 2018	2018	<b>Communities, Housing and Planning Services</b>	The proposed Renfrewshire Local Development Plan will include an affordable housing policy. This will be consulted upon before finalising the Local Development Plan.
<b>1.9 Develop a standard for affordable housing in Renfrewshire that takes into account design and space standard considerations.</b>	N/A	Standard developed	Standard implemented	2019	<b>Communities, Housing and Planning Services</b> , housing associations	A draft good practice guide is being prepared and will be circulated to partners for comment. It is anticipated that this guide will be agreed and implemented by early 2019.

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>1.10 Promote partnership working on procurement issues to maximise opportunity and efficiency in the delivery of affordable housing.</b>	N/A	Partnership opportunities explored	Joint procurement opportunities maximised	2019	<b>Communities, Housing and Planning Services</b> , housing associations, other local authorities and agencies	The Council is participating in a national initiative with other local authorities and Scotland Excel to develop a procurement framework for housing construction. Plans for several new build projects are being developed as joint initiatives between Registered Social Landlords and between the Council and Registered Social Landlords.
<b>1.11 Encourage owners of empty homes to bring them back into use.</b>	Yr Aug 15- Aug 16 17 properties brought back into use through direct engagement with owners	No. of empty homes brought back into use	25 per annum	ongoing	<b>Communities, Housing and Planning Services</b> , RC Finance and Resources, private owners, housing associations	A new empty Empty Homes Officer was appointed in Spring 2018. The officer works with and encourage owners of empty homes in Renfrewshire to bring their properties back into use. Offering advice and assistance and access to the Empty Homes Loan Fund where applicable.

Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive sustainable neighbourhoods and well functioning town centres							
Action		Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
2.1	In partnership with local communities, develop and implement local regeneration strategies for Johnstone Castle; Paisley West End; Ferguslie Park.	Housing regeneration plans approved by RC for Johnstone Castle 2014	Strategies developed	Strategies in place and being implemented	2016 - 2021	Communities, Housing and Planning Services, housing associations, private developers	Following public consultation, a regeneration Masterplan for Paisley West End was approved by the Council in December 2017.  Officers continue to consult on housing investment proposals for the Tannahill area of Ferguslie Park.  Johnstone Castle regeneration strategy approved in 2014. 228 Council homes to be demolished. Construction of 95 new Council homes started in August 2018.
2.2	Review low demand social rented housing, undertake option appraisal and develop area based strategies.	Housing management information, Housing Needs and Demand Assessment	Strategies Developed	Strategies in place and being implemented	2018	Communities, Housing and Planning Services, housing associations	Utilising its asset management model, the Council is progressing work to inform area based strategies.

Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive sustainable neighbourhoods and well functioning town centres						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>2.3</b> In mixed tenure areas, review opportunities for joint initiatives on estate management and environmental improvements with potential links to employment and training initiatives.	Existing local initiatives	Options developed	Options implemented and joint scheme established	2018	<b>All social housing providers</b>	Action to follow 2.2 above, once area based strategies are prepared.
<b>2.4</b> Through newbuild activity, improve the range of house types and sizes available for social rent.	Council Stock: 79% flats 21% houses  Local RSL stock: 70% flats 30% houses	No. of newbuild house completions	Increase number of houses available for social rent	2016 - 2021	<b>All social housing providers</b>	In 2017/18 there were 77 affordable housing completions: 59 houses and 18 flats.
<b>2.5</b> Through the LDP, ensure action plans are in place for Renfrewshire's town centres and that they are reviewed and updated regularly.	Town Centre action plans developed.	Action plans for town centre and Place Plans developed	Action plans and Place Plans developed and thereafter reviewed every 2 years	Early 2019	<b>Communities, Housing and Planning Services,</b> community groups, community councils, tenants and residents of Centres and Places	Town Centre Strategies and Action Plans are now in place for all of Renfrewshire's Town Centre and these will be reviewed in early 2019.
<b>2.6</b> Identify opportunities and initiatives for housing development projects which would assist in increasing the number of people living in and using Renfrewshire's town centres.	Cotton Street and former Arnotts site completions 2011-2016	Potential projects identified	Projects delivered	2016 – 2021	<b>Communities, Housing and Planning Services</b>	Affordable Housing Development of 26 flats by Link Group in Smithhills street in the centre of Paisley started onsite Autumn 2018.

### Outcome 3: People live in high quality, well managed homes

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>3.1 Develop an information base of poorer condition private tenemental stock using a range of sources to complement the Scottish House Condition Survey to inform policy development</b>	SHCS 2012-2014 Suggests 4% of stock is BTS	Information sources used	Information base developed	2017	<b>Communities, Housing and Planning Services</b> , RC Finance and Resources, RC Community Resources, housing associations, private owners, private factors	Initial baseline information collated.
<b>3.2 Achieve the comprehensive improvement of the pre-1919 tenements at 3-9 Orchard Street and 33 Causeyside Street.</b>	Consultation on Orchard Street Housing Renewal Area (HRA) Draft Designation Order commenced late 2016	Improvement schedule agreed	Comprehensive Improvement complete	2021	<b>Paisley Housing Association</b> , Communities, Housing and Planning Services, RC Community Resources, private owners and tenants	Housing Renewal Area designation order approved March 2017. Paisley Housing Association is negotiating with owners with regard to acquisitions and private properties.
<b>3.3 Review the Scheme of Assistance for private owners</b>	Advice provided to 3,401 households in 2015/16	Review progress	Review complete	2018	<b>Communities, Housing and Planning Services</b>	Updated Scheme of Assistance approved by Communities, Housing and Planning Policy Board in August 2018.

### Outcome 3: People live in high quality, well managed homes

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>3.4 Investigate current arrangements for factoring tenement blocks in private and multi-tenure ownership and consider options for a partnership initiative to tackle disrepair.</b>	N/A	Research current arrangements and options developed.	Initiatives considered and agreed.	2018	<b>Communities, Housing and Planning Services</b> , housing associations	Background research underway. "Missing Shares" pilot is being developed for implementation later in 2018. Operation of this pilot will help inform future initiatives to tackle disrepair.
<b>3.5 Continue to ensure private landlords are registered and promote enforcement action as required.</b>	7,016 private landlords registered at April 2016	Number of registered private landlords	Data indicator only	2016-2021	<b>RC Finance and Resources</b>	7,278 private landlords registered at August 2018.
<b>3.6 Promote the Landlord Accreditation Scheme through the Private Landlords forum.</b>	23 private landlords accredited at April 2016	Number of accredited landlords	Data indicator only	2016-2021	<b>Communities, Housing and Planning Services</b> , private landlords	52 accredited landlords, with 962 properties at March 2018.
<b>3.7 Increase awareness of the rights and responsibilities of private tenants and landlords using a range of communication media.</b>	Provision of information on the Council's website.  Landlord Matters newsletter	N/A	Continue to increase awareness among tenants and landlords or rights and responsibilities	2018	<b>Communities, Housing and Planning Services</b> , RC Finance and Resources, RC Community Resources, housing associations	"Guide to Private Renting" updated, Council website updated and Landlord Matters issued – all reflected the introduction of the new Private Residential Tenancy in December 2017.

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised							
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update	
<b>4.1 Continue to promote energy savings, fuel poverty, and income maximisation advice to tenants and owners.</b>	1,318 requests received by Renfrewshire Council's Advocacy Service from Renfrewshire residents in 2015/16	Number of requests received by Renfrewshire Council's Energy Advocacy Service from Renfrewshire residents	Increase the number of households in receipt of advice each year	Ongoing	<b>RC Finance and Resources,</b> Communities, Housing and Planning Services, housing associations, Fuel Poverty Steering Group	<p>During 2017/18 - 1,107 residents received advice from our Advocacy service. This generated annual recurring savings of £205,000 and 438,552kg of CO2.</p> <p>One off annual savings of £250k were also achieved.</p>	

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>4.2</b> Ensure strategies are in place for social rented housing to meet the requirements of EESSH by 2020.	SHQS compliance	Strategies developed and implemented	Housing stock meets EESSH	2020	<b>All social housing providers</b>	<p>The Council is required to ensure that all stock achieves the minimum energy rating under the Energy Efficiency Standard for Social Housing (EESSH) by the first milestone of 31 December 2020.</p> <p>It has been assessed that as at April 2018 approximately 72% of the Council's housing stock will meet the 2020 standard as a result of the measures introduced to achieve SHQS.</p> <p>The Council's position is that EESSH will be achieved through the capital funding plans for planned investment programmes, together with Government sourced supplementary funding (e.g. HEEPS:ABS) and other external sources such as ECO.</p>



Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>4.3 Continue to support energy efficiency improvements in the private sector by promoting access to energy savings advice and external funding.</b>	2012-2014 SHCS average SAP of 68.3 for Council stock and 62.3 for owner occupied stock	Annual SHCS	Increased SAP rating	Ongoing	<b>RC Finance and Resources,</b> Communities, Housing and Planning Services, housing associations, private owners and tenants	2014-2016 SHCS average SAP of 68.7 for social housing stock and 61.9 for owner occupied stock.

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised							
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update	
4.4 Continue to maximise HEEPS funding from the Scottish Government to benefit private owners and enable participation in energy efficiency programmes.	N/A	N/A	Data indicator only	Ongoing	Communities, Housing and Planning Services	<p>The Scottish Government have made funds available to assist private owners with the costs of a range of insulation and heating measures through an interest free loan scheme which is administered by Home Energy Scotland (HES).</p> <p>In order to assist owners in wholly private blocks whose properties are not included in our mixed tenure investment programme, the Council will work in partnership with Home Energy Scotland to assess homeowners' eligibility for a range of energy efficiency measures and offer advice on the financial support available to support the installation of these measures.</p>	

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised							
Action		Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
4.5	Consider proposals and recommendations from the Scottish Government SEEP working group when available to address issues of energy efficiency and fuel poverty.	2012-2014 SHCS Renfrewshire fuel poverty levels 29%	Proposals and recommendations available	Proposals and recommendation s considered	Ongoing	<b>Communities, Housing and Planning Services</b> , Finance and Resources	Renfrewshire Council has secured a further SEEP pathfinder pilot project fund award of £75,000 to engage with wholly privately owned properties in the Lochfield area of Paisley and will work in partnership to deliver solid wall insulation upgrades for households.  RC continues to respond to various Scottish Government energy efficiency consultations.

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>4.6 Encourage the use of renewable technology in new housing developments</b>	<p>Renewable technology used in Council development at Barrhead Road, Paisley across 37 units</p> <p>Renewable technology used in Loretto development at Charleston Square, Paisley across 53 units</p>	<p>Incorporation of renewable technology were possible in both social and private sector new build developments where feasible</p>	<p>Two developments each year</p>	<p>2016-2021</p>	<p><b>Communities, Housing and Planning Services</b>, housing associations, private developers</p>	<p>The use of renewable energy technology in new housing continues to be promoted through the Local Development Plan and the Building Standards process.</p> <p>The council has undertaken a number of pilot projects over the last year that include fabric improvements, such as EWI and IWI, renewable energy/technology such as air and ground source heat pumps as well as solar PV, battery storage, heating controls and mechanical ventilation.</p> <p>The council will monitor the use of these technologies and evaluate whether they can form part of a wider investment strategy over the coming years to meet EESSH .</p>

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need							
Action		Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
5.1	Work with partners to build on existing, and identify new, homelessness prevention activities, including initiatives such as “Foundations First” and “Housing First”	<p>Foundations First started in 2015</p> <p>20 service users supported by Housing First service in Year 2 (2015/16) and living in settled accommodation</p> <p>505 Prevent1 cases opened by Prevention team in 2015/16</p>	<p>New prevention activities identified</p> <p>Number of service users accessing prevention activities</p>	<p>Increased number of service users accessing prevention activities</p>	2018	<p><b>Communities, Housing and Planning Services,</b> Homelessness Partnership, Shelter Scotland, Turning Point Scotland</p>	<p><b>Foundations First</b> continues to be delivered by Shelter Scotland, to support children and their families with 84 referrals received in 2017/18, 68 new cases opened and 113 cases closed.</p> <p>Turning Point Scotland continues to offer support for up to 20 service users at any one time via the <b>Housing First</b> project. Glasgow Homeless Network are now carrying out a cost-benefit analysis on the Housing First service. Consideration is being given to the upscaling of the service in line with Rapid Rehousing Transition Plan guidance</p> <p>Evaluation complete of the <b>Make it Your Own (MIYO)</b> pilot project delivered by Impact Arts to help homeless applicants create</p>

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
						items to help furnish their homes. The project successfully engaged with 26 tenants between April 2017 and March 2018. 96% of referrals who engaged in the programme have sustained their tenancies since accessing MIYO.
<b>5.2</b> Develop initiatives to minimise the proportion of people presenting as homeless giving reasons as “leaving prison/hospital/other institution”.	2015/16 - 13%	HL1 Report - Reasons for Homelessness	Reduce proportion of presentations	Annually	<b>Communities, Housing and Planning Services</b>	<p>2017/18- 10%.</p> <p>Protocol developed between Renfrewshire Homeless Services and Renfrewshire Council for Alcohol (RCA) to facilitate /encourage prisoners on release to access services for assessment and potential intervention.</p> <p>A short life Working Group was established to identify barriers and develop options to try and reduce the rate of homelessness for people with convictions.</p> <p>Following a successful bid</p>

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
						by Community Justice Renfrewshire, the Employability Service and Housing & Homelessness Services, the Scottish Government awarded over £223k to set up an integrated programme of training, skills development and employment activities for people with convictions living in/returning to Renfrewshire. This service aims to help homeless people who have been in prison access sustainable employment and break the cycle of repeat convictions and homelessness.
<b>5.3 Review the existing temporary accommodation model to ensure it meets the changing needs of homeless people</b>	N/A	Review of provision of temporary accommodation	Completion of Review	2017	<b>Communities, Housing and Planning Services</b>	Steering Group established to investigate opportunities for a new temporary accommodation model for people with complex needs.

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>5.4 Develop and improve referral processes with the HSCP to improve access to Health and Social Care services for homeless people</b>	N/A	Referral processes considered	Referral processes developed	2018	<b>Communities, Housing and Planning Services, HSCP, Homelessness Partnership</b>	The new Communities, Housing and Planning and Health and Social Care Partnership Operations Group will review current/established protocols and whether new ones require to be created.
<b>5.5 Contribute to the delivery and implementation of the Health and Homelessness Action Plan</b>	HHAP reviewed 2015/16	Targets and referral processes with HSCP developed for homeless people and vulnerable households	Annual review of HHAP completed	2018	<b>HSCP, Homelessness Partnership, Communities, Housing and Planning Services</b>	2017/18 review completed. No further HHAPs will be published, with on-going work being incorporated within related strategies and plans.
<b>5.6 Review current and develop new opportunities for financial advice and support for homeless people as a response to Welfare reform</b>	N/A	Review complete and new opportunities developed	Increased proportion of homeless people accessing financial support	2017	<b>Communities, Housing and Planning Services, Advice Works</b>	A new Resource Assistant post has been created to assist homeless people with: <ul style="list-style-type: none"> <li>➤ personal income and expenditure awareness</li> <li>➤ maximisation of their benefits and</li> <li>➤ arrears management for current and former clients.</li> </ul>



Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
						A Digital Participation Officer is scoping out opportunities to improve online access to offer help and support to homeless people.
<b>5.7</b> <b>Develop initiatives to address the training and employment needs of homeless people</b>	N/A	New opportunities developed	Increased proportion of homeless people accessing training or employment	2017	<b>Communities, Housing and Planning Services</b>	An Officer from Invest in Renfrewshire is offering outreach support to homeless clients in temporary accommodation which includes assessing work readiness , CV creation, access to courses and interview preparation.
<b>5.8</b> <b>Undertake research into repeat homelessness and the reasons for the lower rate of tenancy sustainment among former homeless</b>	Rate of repeat homelessness in 2015/16 - 10.6%  Proportion of previously	Analysis of reasons complete and Action Plan in place to decrease figure	Decrease proportion of repeat homelessness	Annually	<b>Communities, Housing and Planning Services</b> , housing associations	The George Street Prevention Service offers young homeless people a range of services including: ➤ “Homes for Keeps” – 1 to 1 pre tenancy

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<p><b>applicants and develop interventions for improvement.</b></p>	<p>homeless people sustaining permanent social rented tenancies for 12 months 2015/16</p> <p>RC - 72%</p> <p>Bridgewater HA – 86%</p> <p>Ferguslie Park HA – 100%</p> <p>Linstone HA – 79%</p> <p>Paisley HA – 71%</p> <p>Williamsburgh HA – 68%</p>	<p>Annual Council and RSL records</p>	<p>Increase proportion of previously homeless people sustaining permanent social rented tenancies for 12 months</p>	<p>Annually</p>		<p>training that supports them in managing their own home with 48 “Homes for Keeps” sessions completed in 2017/18 and</p> <p>➤ the “Tenancy Resettlement Service” offered 81 young people tailored support in 2017/18 to help them successfully move into and manage the first year of their tenancy.</p> <p>These services have contributed to a decrease in the rate of repeat homelessness from 7.6% in 2016/17 to 7.2% in 2017/18 and an increase in the sustainment figure for homeless applicants allocated a Council property from 78% in 2016/17 to 85% in 2017/18.</p>

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>5.9 Continue to monitor outcomes for homeless applicants and ensure they have access to permanent social rented housing through effective use of Section 5 referrals and other partnership arrangements.</b>	2015/16 - 28% of general Council lets to homeless; 14.5% of RSL general lets to homeless through S5 referrals	Charter Return; Council and RSL records	Increase lets to homeless people	Annually	<b>All social housing providers</b>	2017/18 –30% of general Council lets were made to homeless people and 19% of RSL general lets were made to homeless people through S5 referrals.

Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>6.1 Implement actions arising from the External Reviews of Older Persons Housing.</b>	Reports by Craigforth consultants	Actions considered and recommendations developed	Actions agreed and implemented	2016 - 2021	<b>Communities, Housing and Planning Services</b> , housing associations, HSCP	A number of operational service improvements have been implemented by the Council and individual landlords.  The two key strategic recommendations are being progressed as individual actions at 6.2 and 6.3 below.
<b>6.2 Develop proposals with partners for additional Extra Care Housing in the Paisley area.</b>	Reports by Craigforth consultants	Proposals developed and included in the SHIP, 2018	Increased provision of extra care housing	2021	<b>Communities, Housing and Planning Services</b> HSCP, housing associations	Discussions are underway between Renfrewshire Council, Linstone Housing Association and the HSCP and provision is included in the Strategic Housing Investment Plan.
<b>6.3 Develop proposals for sheltered housing reprovisioning in Erskine.</b>	Reports by Craigforth consultants	Proposals developed and included in the SHIP, 2018	Plans in place for sheltered housing reprovisioning	2021	<b>Bridgewater Housing Association</b> , Communities, Housing and Planning Services, HSCP,	Discussions continuing between Renfrewshire Council and Bridgewater Housing Association and provision is included in the Strategic Housing Investment Plan.

Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>6.4 Develop proposals to establish a “retirement village” model of housing for older people at the four high rise blocks at Neilston Road, Paisley .</b>	Existing RC initiatives in multi-storey blocks	Research undertaken and options reviewed	Proposals developed and implemented	2019	<b>Communities, Housing and Planning Services, HSCP</b>	This work will be undertaken in 2019
<b>6.5 Evaluate the low cost home ownership amenity development for older people in Paisley to inform future policy development.</b>	Site completed August 2016	Success of new model of provision evaluated using a range of information	Evaluation complete	2018	<b>Communities, Housing and Planning Services, Link Group Ltd</b>	Link Group Ltd. has completed an evaluation of the development and the outcomes will assist in developing future policy.

Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
6.6 Contribute to the implementation of the Renfrewshire Autism Strategy Action Plan.	N/A	Housing contribution/ requirements identified	Proposals developed	Ongoing	HSCP, Communities, Housing and Planning Services	<p>Housing, Homelessness and Housing Support staff have access to autism training and resources to help inform practice and develop knowledge and understanding of supporting autistic people living within Renfrewshire.</p> <p>Renfrewshire's Autism Strategy 2014-17 will be reviewed and updated taking account of the Scottish Strategy for Autism's Outcomes and Priorities 2018-2021.</p>

Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>6.7 Identify the needs of those living with aged carers to develop planned pathways for independent living arrangements.</b>	N/A	Research undertaken and options considered.	Proposals developed	2017	<b>HSCP</b> , Communities, Housing and Planning Services	A review of Renfrewshire's Learning Disability Services is planned, which will include consideration of future commissioning needs. Revenue Funding for any potential future supported housing development will be based on the reconfiguration of existing HSCP resources.

Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>6.8 Work in partnership with the HSCP to develop Joint Needs Assessments for Mental Health Services, Learning Disability Services, Physical Disability, Sensory Impairment /Long Term Conditions and to identify housing related needs.</b>	N/A	Housing needs identified as part of Joint Needs Assessments	Housing requirements/ contribution identified and proposals developed	2016 - 2021	<b>HSCP</b> , Communities, Housing and Planning Services, housing associations	<p>Two new groups established to address strategic and operational housing and health linked matters:</p> <ul style="list-style-type: none"> <li>➤ The Communities, Housing and Planning and Health and Social Care Partnership Liaison Group (CHP/HSCP Liaison Group); and</li> <li>➤ The Communities, Housing and Planning and Health and Social Care Partnership Operations Group. (CHP/HSCP Operations Group)</li> </ul>



Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
6.9 Consider the need for site provision for Gypsy/Travellers and Travelling Show People.	N/A	Consultation through the review of the LDP	Need for site provision addressed in LDP	2018	<b>Communities, Housing and Planning Services</b> , other local authorities in Glasgow and Clyde Valley area and Ayrshire	Renfrewshire Council will continue to monitor and work with neighbouring local authorities to review housing needs. Should future updates of the Renfrewshire Local Housing Strategy identify a need to allocate land to address the housing needs of key groups this will be addressed through the Local Development Plan Delivery Programme.

Outcome 7: People can access affordable housing that meets their needs at the right time						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>7.1 Develop and implement a single housing allocation policy for Renfrewshire Council and local housing associations</b>	Single housing allocation policy in development	Policy developed	Policy approved and implementation plan in place.	2019	<b>Communities, Housing and Planning Services</b> , local housing associations	Progress is being made in developing the new Common Allocation Policy with partners.  Consultation will take place on a draft policy in late 2018. It is anticipated that the finalised policy will be approved in early 2019 and implemented in Spring 2019.
<b>7.2 Consider recommendations from research into the affordability of social rented housing commissioned as part of the Tackling Poverty agenda and agree appropriate interventions.</b>	Study commissioned	Study complete	Report complete and interventions agreed	2017	<b>Communities, Housing and Planning Services</b> , housing associations	Study complete. Conclusions and recommendations with the Council and Registered Social Landlords to inform future actions.

Outcome 7: People can access affordable housing that meets their needs at the right time						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>7.3 Promote partnership arrangements to monitor the impact of Universal Credit on tenants, provide information to tenants and maximise incomes.</b>	UC introduced in Renfrewshire from June 2015 for some claimant groups	Partnership arrangements prepared	Universal Credit and income maximisation information available to social rented tenants	2019	<b>Communities, Housing and Planning Services</b> , housing associations	<p>Regular Welfare Reform and UC updates are provided to the Leadership Board.</p> <p>A range of additional support for UC claimants including digital, personal budgeting and housing support is in place. This will continue alongside the Universal Credit Full Digital Service roll out in Renfrewshire from September 2018 to ensure an effective and coordinated response.</p>

**Outcome 7: People can access affordable housing that meets their needs at the right time**

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2017/18 Update
<b>7.4 Monitor national policy development on future Welfare Reform changes and develop action to mitigate against the impact on tenants.</b>	Welfare Reform Working Group established	Monitor national policy and impact identified	Actions to mitigate impacts developed	Ongoing	<b>All social housing providers,</b> Welfare Reform Working Group	Report to the Council's Leadership Board on 20 June 2018, provided an updated on the Council's plans to support the Universal Credit Full Service Rollout in September 2018. This included supporting customer access, maintaining UC claims and mitigating the impact on Council services and revenue.



This document can be made available in braille, large print or audio.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੇ ਮੰਗ ਲਓ।

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie,  
prosimy dać nam znać.




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**To:** Communities, Housing and Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Communities, Housing and Planning Services

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**Heading:** Renfrewshire Strategic Housing Investment Plan 2019/20 – 2023/24

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## **1. Summary**

- 1.1 The new Strategic Housing Investment Plan (SHIP) has been developed for the five-year period 2019/20 to 2023/24.
  - 1.2 The Strategic Housing Investment Plan sets out how investment in affordable housing will be targeted to meet the objectives of the Renfrewshire Local Housing Strategy 2016-2021 and to deliver 1000 new affordable homes across Renfrewshire over the next five years.
- 

## **2. Recommendations**

- 2.1 It is recommended that the Policy Board:
    - (i) approves the Renfrewshire Strategic Housing Investment Plan 2019/20 to 2023/24, which is attached to this report;
    - (ii) authorises the Director of Communities, Housing and Planning Services to submit the Strategic Housing Investment Plan 2019/20 to 2023/24 to the Scottish Government; and
    - (iii) agrees that the site at St Ninian's Crescent and Rowan Street, Paisley (as shown on Plan A), is declared surplus to requirements and authorises the Head of Property Services to negotiate disposal to a housing association for affordable housing, as explained in Section 5 of this report.
-

### **3. Background**

- 3.1 Local authorities are required to prepare a Strategic Housing Investment Plan (SHIP) and submit this to the Scottish Government. The SHIP sets out how investment in affordable housing will be targeted to achieve the objectives set out in the Renfrewshire Local Housing Strategy (LHS).
- 3.2 The Strategic Housing Investment Plan is reviewed on an annual basis. It includes a wide range of projects which have been rolled forward from the programme set out in last year's Strategic Housing Investment Plan.
- 3.3 The draft Strategic Housing Investment Plan 2019/20 – 2023/24 was approved for consultation by the Communities, Housing and Planning Policy Board in August 2018. Consultation took place over a 4-week period from 22 August 2018, involving all housing associations operating in Renfrewshire, local stakeholder groups such as Community Councils and tenants and residents' associations, community planning partners and other stakeholder groups and residents.
- 3.4 This consultation included meeting with housing association partners to discuss current and future projects within the programme, ensuring a continuing programme of investment in new affordable homes in Renfrewshire.
- 3.5 The finalised Strategic Housing Investment Plan has taken account of the comments received from respondents during the consultation period. Key amendments to the SHIP are highlighted below.

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### **4. The New Strategic Housing Investment Plan 2019/20-2023/24**

- 4.1 Renfrewshire's Local Housing Strategy 2016-2021 includes a target for affordable housing which equates to 1,000 new affordable homes by 2021. This will be delivered through the new Strategic Housing Investment Plan programme.
- 4.2 In line with Scottish Government guidance, the Strategic Housing Investment Plan has been rolled forward to 2023/24. The level of grant funding for the period beyond March 2021 is not yet known. Renfrewshire's new Strategic Housing Investment Plan therefore includes a number of newbuild projects which will be brought forward in the later stages of the plan period, depending on the availability of grant funding.
- 4.3 Taking account of this funding position, the new Strategic Housing Investment Plan now includes both a 'core' and 'shadow' programme. Projects within the 'core' part of the programme plan will be progressed in the early years of the programme, with shadow projects progressed as funding becomes available, or where the Council or housing association are able to front-fund their projects in the short term.



- 4.4 In the event that additional funding from the Scottish Government becomes available and/or slippage occurs within the programme, additional sites may be incorporated within the Strategic Housing Investment Plan programme where these sites could help to deliver new affordable housing in line with Local Housing Strategy strategic outcomes and agreed investment priorities.
  - 4.5 The Strategic Housing Investment Plan includes provision for grant funding to support the strategic acquisition of existing residential property, where funding is available and where properties meet specified criteria relating to need/demand, house type, location and condition.
  - 4.6 A project at Seedhill Road, Paisley which was being progressed by Renfrewshire Council and Williamsburgh Housing Association, has been removed from the current development programme for the time-being due to on-site drainage and water capacity constraints. Despite protracted discussions between the Council's technical advisors and Scottish Water over several years, it has not been possible to identify a viable drainage solution which is acceptable to Scottish Water.
  - 4.7 Officers from Communities, Housing and Planning Services continue to work very closely with the Scottish Government and housing associations to ensure effective management of the local affordable housing programme, making adjustment as required to the timing of project starts and grant spend in order to maximise the number of affordable homes which can be completed by 2021.
- 

## **5. The Re-development of Council Owned Land at Thrushcraigs, Paisley**

- 5.1 Appendix 3 of the attached Strategic Housing Investment Plan lists the affordable housing projects which the Council and housing associations will take forward over the next five years. A number of these projects are proposed on previously used sites which are owned by the Council.
  - 5.2 Several Council-owned sites had various actions approved or noted at the Communities, Housing and Planning Board on 21 August 2018 to support the delivery of new affordable homes across Renfrewshire. One of these sites is an area of ground at St Ninian's Crescent, Paisley which is part of the Thrushcraigs Phase II project.
  - 5.3 To fully progress this development and deliver 20 new affordable homes as set out in the SHIP, a further area of HRA ground (0.07ha at St Ninian's Crescent and Rowan Street as illustrated in Plan A attached), requires to be declared surplus to requirements with authority given for the Head of Property Services to negotiate disposal to a housing association for affordable housing.
-

## Implications of the Report

1. **Financial** – Subject to valuation and negotiations by the Head of Property Services, there may be a financial receipt and cost to the HRA associated with the land transaction listed in Section 5.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
  - *Building strong, safe and resilient communities* - Increasing the supply of affordable housing and regenerating communities.
4. **Legal** – Conveyancing work associated with land disposals.
5. **Property/Assets** – Disposal of HRA land to housing associations for affordable housing.
6. **Information Technology** – None.
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** - The procurement of contracts in relation to Council newbuild projects.
10. **Risk** – Risks will be identified and managed for individual projects.
11. **Privacy Impact** – None.
12. **COSLA Policy Position** – Not applicable.

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## List of Background Papers

- (a) Attachment - Renfrewshire Strategic Housing Investment Plan 2019/20 – 2023/24
- (b) Appendix 2 - Thrushcraigs Phase 2 Plan A
- (c) Report to Housing and Community Safety Policy Board, 21 August 2018: 'Draft Strategic Housing Investment Plan 2019/20 - 2023/34'.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141 618 6259, [Lesley.muirhead@renfrewshire.gov.uk](mailto:Lesley.muirhead@renfrewshire.gov.uk)

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*FC/LM/MC*  
*15 October 2018*

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## Strategic Housing Investment Plan for Renfrewshire 2019/20 to 2023/24





## Strategic Housing Investment Plan 2019/20 to 2023/24

### Strategic Housing Investment Plan Preparation

This Strategic Housing Investment Plan 2019/20 to 2023/24 has been produced following discussions with Registered Social Landlords operating in Renfrewshire as well as private developers.

A draft of the Strategic Housing Investment Plan 2019/20 to 2023/24 was prepared for public consultation with key stakeholders including statutory bodies, community councils and tenants and residents associations invited to provide comments over a 4 week period from 22<sup>nd</sup> August 2018 to 21<sup>st</sup> September 2018.

The draft document was also made available on the Council's community website with comments invited from all interested parties.

The comments and feedback received as part of the consultation process have been used to finalise the development of this plan for the next five years.

The finalised Strategic Housing Investment Plan will be submitted for approval to the Council's Communities, Housing and Planning Policy Board on the 30<sup>th</sup> October 2018. The finalised Strategic Housing Investment Plan will also be submitted to the Scottish Government.

Following submission of the Strategic Housing Investment Plan to the Scottish Government, a Strategic Local Programme Agreement for Renfrewshire will be agreed. This will form the basis of individual agreements between the Scottish Government, Renfrewshire Council and Registered Social Landlords on funding for specific projects.

# Ambitious Targets for Affordable Homes

## Introduction

This Strategic Housing Investment Plan sets out how investment in affordable housing will be targeted to meet the objectives of Renfrewshire's Local Housing Strategy 2016-2021 and meet the affordable housing supply target of 200 homes each year to 2021.

The Scottish Government allocates grant funding to local authority areas through the Affordable Housing Supply Programme.

Affordable Housing can include a range of tenure types including homes for social rent, low cost home ownership/shared equity, shared ownership, intermediate/Mid-Market Rent and private sector delivered below market cost housing.

As part of the Affordable Housing Supply Programme process, local authorities are required to prepare and update a Strategic Housing Investment Plan each year, which sets out key investment priorities for affordable housing that will help to achieve the outcomes set out in the Renfrewshire Local Housing Strategy.

The Scottish Government's Affordable Housing Supply Programme sets out a framework to deliver local housing projects and priorities to assist in achieving the 'More Homes Scotland' 50,000 affordable homes target during the life of the current Parliament. **(A diagram of the process is shown in Appendix 1)**



**Andrew Avenue Phase 1, Renfrew, Sanctuary Scotland**

# Renfrewshire Local Housing Strategy

## Renfrewshire Local Housing Strategy

Renfrewshire's current Local Housing Strategy 2016-2021 was approved by the Council's Communities, Housing and Planning Policy Board in January 2017. It identifies seven outcomes which the Council and its partners will work to achieve in the period up to 2021.

1. The supply of housing is increased;
2. Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well functioning town centres;
3. People live in high quality, well managed homes;
4. Homes are Energy Efficient and Fuel Poverty is minimised;
5. Homelessness is prevented and vulnerable people get the advice and support they need;
6. People are able to live independently for as long as possible in their own home; and
7. Affordable housing is accessible to people who need it.



Shortroods, Paisley, Sanctuary Scotland Housing Association



## Wider Housing Market, Demographic Trends and Housing Supply Targets

### Glasgow and the Clyde Valley Housing Market Area

Renfrewshire forms part of the Glasgow Clyde Valley Housing Market Area, which includes eight local authority areas. All eight local authorities worked in partnership to produce the second Glasgow and the Clyde Valley Housing Need and Demand Assessment. It was appraised as 'robust and credible' by the Scottish Government's Centre for Housing Market Analysis in May 2015 and covers the entire Glasgow Clyde Valley Housing Market Area.

Renfrewshire forms a distinct market in itself, but there are strong links with neighbouring areas.

The second Housing Need and Demand Assessment considered the existing stock base across all tenures, as well as projected changes to the stock base and projected demographic changes. It produced estimates in relation to the future need for new affordable housing and market housing for each local authority area.

### Demographic Trends

As part of the process of setting housing supply targets, account has been taken of demographic trends and projections for the future. There has been a small growth in Renfrewshire's overall population in recent years growing from 170,250 people in 2011 to 176,830 in 2017, whilst the number of households increased

steadily from around 80,900 to around 84,900 over the same period.

These trends are expected to continue with people living in smaller households and with an ageing population making up an increasing proportion of the population. These population trends continue to be considered when assessing local housing need and developing the Strategic Housing Investment Plan programme for the next five years.

### Housing Supply Targets

The Housing Need and Demand Assessment informed the affordable housing supply targets for Renfrewshire which are included in the Local Housing Strategy for the period 2016-2021:

- 2,500 private homes, and
- 1,000 affordable homes over the five years to March 2021

At the moment Resource Planning Assumptions (RPA's) are only known up to 2020/21. It is the aim of the Council and its partners to deliver 1,000 new affordable homes in the five year Local Housing Strategy period to 2021.

This new Strategic Housing Investment Plan rolls the programme forward to 2023/24. It shows how grant funding could be utilised over the next five years to assist in the delivery of new affordable homes subject to available funding.

## Affordable Housing Investment Priorities

### Renfrewshire Affordable Housing Investment Priorities

Good quality housing enhances the built environment of Renfrewshire's towns and villages. It has a positive impact on health and general wellbeing and on the economic prosperity of local communities.

Provision of a range and choice of housing plays an important role in helping to tackle poverty and deprivation and also assists in promoting equality of opportunity.

Increasing the number of new affordable homes built in Renfrewshire over the life of the new Strategic Housing Investment Plan is important, but these homes also need to be of the right type, size and tenure and be located in the right places.

To meet these aims and objectives, the investment priorities in Renfrewshire are set out in the Renfrewshire Local Housing Strategy as follows:

- Support local housing regeneration programmes;
- Replace social rented housing (where major improvements to existing stock would not be cost effective and/or sustainable) and where there is continued need;
- Address the mismatch between the supply of social rented housing and the housing people need and want to live in, taking account of type, size, quality and location;
- Deliver new affordable homes in the areas where there is pressure on the supply of affordable housing;
- Support the development of sustainable mixed communities by delivering affordable housing in Community Growth Areas and other larger housing developments;
- Expand the supply of housing for older people and people with particular needs and complex needs;
- Complete the comprehensive tenement improvement programme at Orchard Street in Paisley town centre;
- Support town centre residential investment and regeneration; and
- Support the development of a graduated housing market in areas where there is a requirement for affordable options.

## Affordable Housing Investment Priorities

All projects included within this Strategic Housing Investment Plan have clear links to the outcomes of the Local Housing Strategy. As in previous years, housing development projects will only be taken forward where they assist in the delivery of Renfrewshire Local Housing Strategy outcomes.

Projects within this Strategic Housing Investment Plan have been prioritised to reflect project deliverability in terms of local needs assessments, site availability, strategic priorities and funding availability from both a programme perspective and the housing developers' own financial capacity.



Thrushcraigs Crescent, Paisley, Link Group

## Preparation of the New Strategic Housing Investment Plan

In preparing this Strategic Housing Investment Plan for the next five years, account has been taken of ongoing discussions with Registered Social Landlord partners and the Scottish Government.

There is also continuous discussion between services within the Council to support the development and delivery of affordable housing priorities.

### Consultation

As part of the consultation process, a draft Strategic Housing Investment Plan was sent to local Tenants and Residents Associations, Community Councils and other key partners for comment. It was also placed on the Council's website with comments invited from interested parties. Feedback received through this consultation process was then used to help inform this Strategic Housing Investment Plan.

This new Strategic Housing Investment Plan includes a wide range of projects which have been rolled forward from the programme set out in last year's Strategic Housing Investment Plan which was approved by the Council in November 2017.

Following the consultation, an updated and ambitious development programme has been formed that will deliver affordable homes for a range of different needs groups across Renfrewshire. The proposed development programme is included at Appendix 3.



**Western Park, Renfrew, Sanctuary Scotland**

## Preparation of the New Strategic Housing Investment Plan

### **This new Strategic Housing Investment Plan**

This Strategic Housing Investment Plan reflects both the Local Housing Strategy outcomes and the investment priorities outlined on page 5 of this document. It also takes account of:

- Renfrewshire's supply target of 1,000 new affordable homes in the five year period 2016 to 2021;
- The programme has been rolled forward to 2023/24 to include projects which are progressing through various stages of the project planning and design process. Timescales for delivery beyond 2021 will be dependent on the availability of grant funding; and
- Advice about forward planning and programme management and the national target of 50,000 new affordable homes over the five year period to 2021.

Each year an updated Strategic Housing Investment Plan will be produced which notes progress made in the previous year as well as outlining the development programme over the next five year period.

In between updates a range of project management activities are used to ensure resources are managed effectively and that projects progress as planned. These project management activities include:

- Ongoing liaison between services within the Council and between the Council and Registered Social Landlord partners on specific projects;
- Multi-agency project group meetings;
- Quarterly tripartite meetings involving the Council, individual developing Registered Social Landlord partners and the Scottish Government;
- Quarterly Renfrewshire Council/Scottish Government Strategic Housing Investment Plan liaison meetings; and,
- Six weekly internal officer group meetings to review progress.

## Renfrewshire Affordable Housing Project Updates

### Projects Expected to Complete in 2018/19

Development	Units	Status	Comment
<b>Andrew Avenue Phase II, (Station Road) Renfrew</b>	60	Due to complete Autumn 2018	This development by Sanctuary Scotland includes <b>60</b> new homes for social rent and will complete the wider Andrew Avenue area new build development.
<b>Inchinnan Road (Western Park), Renfrew</b>	67	Due to complete Summer 2018	This development by Sanctuary Scotland includes <b>67</b> new homes for social rent.



## Renfrewshire Affordable Housing Project Updates

### Projects on Site/Due to Start on Site

Development	Units	Status	Comment
<b>Paisley West End Phase I (Co-op site), Paisley</b>	39	Due to complete Spring 2019	This development by Sanctuary Scotland consists of <b>39</b> homes for social rent and is expected to complete in early 2019 with initial handovers to tenants anticipated in December 2018. The development will contribute to the regeneration of Paisley West End and will complement regeneration plans for the Well Street area of Paisley.
<b>Johnstone Castle Phase I</b>	95	Due to complete March 2020	Renfrewshire Council is progressing works on the construction of <b>95</b> new homes for social rent in the Johnstone Castle area where tenement flats are being replaced with high quality, predominantly back and front door houses. Completion is anticipated for March 2020.
<b>Bishopton Phase I, North Renfrewshire</b>	80	Expected to complete in 2019/20	Bishopton Community Growth Area (CGA) (Dargavel Village) is expected to provide around 4,000 new homes on brownfield land in North Renfrewshire. This development will provide affordable homes as part of the overall masterplanned approach in this area.  The Strategic Housing Investment Plan includes provision for <b>200</b> new affordable homes including <b>80</b> new social rented homes from the Council as phase I.
<b>Love Street, Paisley</b>	132	Due to complete July 2019	The redevelopment of this brownfield site is contributing to regeneration in Paisley through the development of <b>132</b> new homes for social rent and low cost home ownership by Sanctuary Scotland. This project started on site in August 2017 and will complete in phases up until July 2019.

## Renfrewshire Affordable Housing Project Updates

### Projects still to start on site (All sites previously identified in SHIP 2018/19 to 2022/23)

Development	Comment
<b>Smithhills Street, Paisley Town Centre</b>	This affordable housing development of approximately <b>26</b> flats by Link Group is the third phase of the redevelopment of the former Arnott's department store site in Paisley. This project will contribute to the wider regeneration of Paisley town centre, adding to the tenure diversification and increased residential provision within this key central location.
<b>Milliken Road, Kilbarchan</b>	This social rented development of around <b>18</b> one and two bedroom homes by Williamsburgh Housing Association will add to the affordable housing supply in West Renfrewshire.
<b>Amochrie Road, Foxbar, Paisley</b>	This social rented development of approximately <b>36</b> homes by Link Group will add to the affordable housing supply in the Foxbar area and will bring a derelict site back in to use.
<b>Thrushcraigs Phase II, Paisley</b>	This social rented development of around <b>20</b> homes by Link Group will add to the affordable housing supply by complementing Thrushcraigs Phase I which was completed in 2016/17.
<b>Westerfield House, Phase II</b>	This development of approximately <b>10</b> flats by Paisley Housing Association will provide housing particular needs. Discussions are ongoing about revenue funding and client groups with Renfrewshire's Health and Social care Partnership.
<b>Bishopton Phase II, North Renfrewshire</b>	The Strategic Housing Investment Plan includes provision for <b>200</b> new affordable homes for social rent with the Council currently progressing plans to build <b>80</b> new homes as a first phase. The second phase of affordable housing will involve construction of around <b>120</b> homes for social rent by an as yet to be identified housing association partner.
<b>Ryefield, Johnstone</b>	This social rented development of approximately <b>24</b> homes by Linstone Housing Association will add to the affordable housing supply of houses in the Johnstone area.



## Renfrewshire Affordable Housing Project Updates

Development	Comment
<b>Millarston, Paisley</b>	Two sites where housing was demolished a number of years ago will be redeveloped by the Link Group to provide around 80 affordable homes.
<b>Albert Road, Renfrew</b>	This social rented development of approximately <b>44</b> homes by Williamsburgh Housing Association will add to the affordable housing supply in Renfrew.
<b>Gallowhill, Paisley</b>	This social rented development of approximately <b>60</b> homes by Renfrewshire Council will add to the affordable housing supply in the Gallowhill area. It is envisaged that some private housing may also be developed at this location.
<b>Glenburn Regeneration</b>	This affordable development of approximately <b>130</b> homes by Sanctuary Scotland and Paisley Housing Association will provide a range of property types with homes developed for predominantly social rent with around 24 homes also developed for low cost home ownership.
<b>Auchengreoch Road, Johnstone</b>	This social rented development of around <b>35</b> homes by Renfrewshire Council will add to the affordable housing supply in the South West Johnstone area.
<b>Spateston, Johnstone</b>	This social rented development of approximately <b>35</b> homes by Renfrewshire Council will add to the affordable housing supply in the South West Johnstone area.

## Renfrewshire Affordable Housing Project Updates

Development	Comment
<b>Paisley West End, Phase II</b>	<p>A Regeneration Masterplan for Paisley West End was approved by the Council in December 2017 following public consultation.</p> <p>The Masterplan seeks to achieve transformational change in the Well Street area and involves the construction of approximately 155 new homes for sale and social rent, with a mix of property types and sizes. The Council is working with Sanctuary Scotland and the Scottish Government to progress the Regeneration Masterplan</p> <p>It is anticipated that the early stages of work will focus on the acquisition of privately owned properties and the development of vacant land.</p>
<b>Ferguslie Park, Paisley</b>	<p>This social rented development of around 100 homes by Renfrewshire Council will assist in the regeneration of the Ferguslie Park area where options are being explored to replace existing low demand housing.</p>
<b>Orchard Street, Paisley</b>	<p>Town centre regeneration is a key strategic priority for Renfrewshire.</p> <p>Plans are now progressing for a Comprehensive Tenement Improvement (CTI) project at Orchard Street/Causeyside Street, Paisley following 5 blocks of flats being designated as a Housing Renewal Area (HRA) in March 2017.</p> <p>Paisley Housing Association is leading on this project and is engaging with private owners.</p>
<b>Extra Care &amp; Amenity Accommodation, Paisley</b>	<p>This development by Linstone Housing Association will provide extra care housing and amenity housing for older people (around 48 new homes). Provision will be made by Renfrewshire's Health and Social Care Partnership for revenue funding for the extra care housing.</p>
<b>Foxbar Rivers, Paisley</b>	<p>This mixed tenure development with approximately <b>80</b> houses by Renfrewshire Council and Paisley Housing Association will bring back in to use vacant sites and a regeneration area and improve the mix of house types available for social rent in the area.</p>

## Renfrewshire Affordable Housing Project Updates

Development	Comment
<b>Erskine - Sheltered Housing Reprovisioning &amp; General Needs</b>	Bridgewater Housing Association will develop new sheltered housing which will replace existing dispersed sheltered provision across Erskine.
<b>Cartha Crescent, Paisley</b>	This social rented development of approximately <b>25</b> homes by Williamsburgh Housing Association will add to the affordable housing supply and complement previous investment by Williamsburgh Housing Association and the Council in this regeneration area.
<b>Paisley Town Centre Site 1 (site to be identified)</b>	In line with the Local Housing Strategy aim of regenerating Paisley town centre, and encouraging more people to live in the town centre, site options in suitable locations will continue to be explored.
<b>Johnstone Castle Phase II</b>	Link Group are progressing plans for a second phase of affordable housing development in the Johnstone Castle area with around <b>40</b> new homes to be built for social rent (including around <b>10</b> homes for Linstone Housing Association) as part of a mixed tenure development.
<b>Gibson Crescent, Johnstone</b>	This social rented development of approximately <b>25</b> homes by Williamsburgh Housing Association will add to the affordable housing supply in Johnstone.
<b>Linwood (Stirling Drive or Napier Street)</b>	This social rented development of approximately <b>50</b> homes by Linstone Housing Association will add to the affordable housing supply in Linwood.

## The finalised Renfrewshire Strategic Housing Investment Plan

As part of the consultation process, the Council met with partner housing associations to discuss potential new projects for inclusion in this new Strategic Housing Investment Plan.

Following these discussions, no new projects are being added to the programme at this time. However in the event that additional funding from the Scottish Government becomes available and/or slippage occurs within the programme, additional sites may be incorporated within the Strategic Housing Investment Plan programme where these sites could help to deliver new affordable housing in line with Local Housing Strategy strategic outcomes and agreed investment priorities.

In line with guidance from the Scottish Government, this Strategic Housing Investment Plan takes an 'over programming' approach. It identifies a potential grant spend in the first years of the programme which is significantly in excess of minimum Resource Planning Assumptions (RPA's).

It seeks to promote a flexible approach to programme management to ensure that affordable development projects can be brought forward to mitigate any slippage within the programme and take advantage of any additional resources that may become available to Renfrewshire.

In order to manage the development programme in terms of available funding, this Strategic Housing Investment Plan includes

both a 'core' and 'shadow' programme which will consist of the projects identified in **Appendix 3** which will be progressed over the next 5 years.

Projects within the 'core' element of the programme will be progressed in the early years of the programme. Projects included in the shadow programme will be progressed as funding becomes available or as changes in the programme facilitate these projects being pulled in to the 'core' programme.

Housing Association partners have also been asked to consider 'front funding' options to allow 'shadow' programme projects to proceed in the earlier years of the Strategic Housing Investment Plan. In such instances, both the Council and housing association partners would initially fund the early stages of project development costs from their own resources, with grant being paid to developing organisations at the first available opportunity in the later years of the current programme.

Where possible early site feasibility work will be undertaken on projects identified in the later years of the programme.

## New Homes Delivered in Renfrewshire

There is strong emphasis in the Local Housing Strategy on making best use of existing stock where possible. However, there are issues of mismatch and some localised cases where it may not be possible

or cost effective to improve the existing stock. Consideration may be given in the later years of the Strategic Housing Investment Plan for the reprovisioning of some existing low demand properties.

Within the Council's stock in Renfrewshire, there is currently an imbalance between the type of stock available and the type of housing stock people would like to live in, with a disproportionate proportion of tenement flats and significant shortage of back and front door houses (79% of the Council's dwellings are flats). Much of this low demand stock is concentrated within the most deprived 5%, 10% and 15% of Scottish Government data zones.

### New Homes Delivered in Renfrewshire

Aligned to the Local Housing Strategy, regeneration activity remains a key focus of this Strategic Housing Investment Plan reflecting the strategic importance of this for Renfrewshire. This is reflected in the projects identified in Appendix 3 to be taken forward over the next five years.

The delivery of new homes has assisted in supporting existing communities by providing modern, energy efficient homes,

providing the type of accommodation that people need and want to live in and addressing fuel poverty. Moving forward, the Council will continue to encourage and maximise opportunities for energy efficiency and promote the incorporation of greener measures in future new build developments.

### Renfrewshire Council new build programme

This Strategic Housing Investment Plan includes ambitions plans to deliver around 450 new Council homes over the next five years throughout the Paisley, Johnstone and Bishopston areas.



**Shortroods, Paisley, Sanctuary Scotland, completed 2015/16**

## Particular Housing Needs

### Particular Housing Needs

The Local Housing Strategy highlights the need for housing which meets the particular housing needs of a range of client groups. The Local Housing Strategy focuses on homeless prevention (strategic outcome 5) and enabling people to live independently in their own home as long as possible (strategic outcome 6). This Strategic Housing Investment Plan includes a number of projects to address identified particular needs. These include:

- Extra care housing, Paisley (**48** unit development that will include both extra care and amenity standard housing). Renfrewshire Health and Social Care Partnership revenue funding will be provided for the extra care homes through the reconfiguration of existing Health and Social Care Partnership resources;
- Sheltered housing reprovisioning, Erskine (around **25** purpose built sheltered houses to replace existing housing);
- Amenity/Supported housing in Paisley (Westerfield House phase II - **10** unit development which will be designed to either amenity standard for older people **or** to provide supported accommodation for people with learning disabilities or mental health needs). Discussions are ongoing with Renfrewshire Health and Social Care Partnership about revenue funding requirements and the potential availability

of funding through the possible reconfiguration of existing resources.

- General Needs and Amenity Standard Housing at Smithhills Street, Paisley (**26** Unit development that will include 10 flats designed to amenity standard).
- The Local Housing Strategy also recognises the need for supported housing in the Paisley area for people with complex needs. We will look to develop proposals for a small supported housing project for this group. In developing plans for this provision, account will be taken of Rapid Rehousing Transition Plans Guidance.

Discussions have taken place with Renfrewshire Health and Social Care Partnership to ensure that where appropriate when planning new developments, full account is taken of future revenue funding requirements.

Further work is planned in partnership with Renfrewshire's Health and Social Care Partnership to develop joint needs assessments and to investigate revenue funding issues for particular needs developments at an early stage to ensure that projects are viable, sustainable and capable of meeting tenants and residents needs.

## Wheelchair Accessible Housing

Where appropriate, the Council will encourage provision of wheelchair housing in new affordable developments. The location and topography of individual sites may mean that some sites are not suitable for this type of provision. However developers of sites that are relatively flat and in close proximity to transport links and local amenities will be expected to make provision for suitable wheelchair housing within their developments.

Partners are also encouraged to develop housing that is capable of being adapted in the future to meet people's longer term needs. This could include future proofing a small proportion of properties to allow additional floor space for potential future requirements such as through floor lifts etc.

A Design Guide is currently under development to assist affordable housing developers in the provision of both general needs and wheelchair accessible housing. This should be available by the start of 2019 and will promote the development of wheelchair accessible homes across suitable affordable housing sites.



Wheelchair Bungalow, Link Housing Development, Tannahill Crescent, Johnstone

## Rapid Rehousing Transition Plans

The Scottish Government have recently issued Guidance on 'Rapid Rehousing Transition Plans', following recommendations from the Homeless and Rough Sleeping Action Group.

Both the Council and partners have been advised to promote a position where homeless households are provided with settled accommodation more quickly with the time spent in temporary accommodation reduced, amongst other things, through access to



an up-scaled 'Housing First' model. This model will provide intensive housing support for homeless people following their move to settled housing for as long as necessary.

Local Authorities are now expected to consult with partners and to produce costed 'Rapid Rehousing Plans' covering the 5 year period from April 2019.

Funding will be provided by the Scottish Government to support local authorities' transition to 'Rapid Rehousing' with a national

Working Group to be established to oversee the roll out. There is no indication yet of the level of funds that Renfrewshire can expect.

**Recently completed particular needs developments include:**

Development	Comment
<b>Neilston Road, Paisley (Loretto Housing Association, 2013/14)</b>	This mixed use development of <b>55</b> units included supported housing for young people as well as general needs housing for social rent.
<b>Blackhall, Paisley (Renfrewshire Council, 2013/14)</b>	Mixed use development of <b>37</b> units which included <b>15</b> grouped amenity flats for older people as well as <b>22</b> general needs houses for social rent.
<b>Abbey Place, Paisley (Link Group, 2016/17)</b>	Innovative new build development of <b>38</b> flats specifically designed to meet the needs of older people in Paisley town centre which included <b>25</b> flats for shared equity low cost home ownership and <b>13</b> properties for social rent. This project assisted in addressing affordability issues for older people who may have been restricted in a property that no longer met their housing needs.
<b>Thrushcraigs, Paisley (Link Group, 2016/17)</b>	Mixed tenure development of <b>70</b> new homes for social rent and low cost home ownership. This development included <b>7</b> purpose built wheelchair properties designed to meet the needs of a wheelchair user.



## Meeting the Housing Need and Demand in Renfrewshire

### Meeting Housing Need & Demand in Renfrewshire

The second Housing Need and Demand Assessment which was approved in May 2015 estimated that across Renfrewshire, there was an identified shortfall of available social and below market rent homes equivalent to 140 homes each year between 2012 and 2029.

To supplement the findings of the second Housing Need and Demand Assessment, the Council commissioned a further study into the operation of the housing system in Renfrewshire, including affordability issues, movement between sectors and the suitability of existing social rented sector stock to meet future need and demand. This study focused on the sub-market area level and was used to help inform the ambitious Housing Supply Target of 200 new affordable homes contained within the Local Housing Strategy.

As outlined in Appendix 3, plans are in place to deliver a substantial number of new affordable homes throughout Renfrewshire to meet Renfrewshire's target of at least 1,000 new affordable homes in the five year period to 2021.

Recently completed and ongoing developments in Renfrewshire have included a range of tenures to promote different opportunities for lower income households to promote access to affordable housing. These tenures have included shared equity low

cost home ownership, mid-market rent and both housing association and Council social rent.

This approach will be continued where appropriate, taking account of local needs and market circumstances, in order to maximise the benefit of the available grant funding available across the programme and to also lever in private finance where possible.

A map showing sub-area boundaries and settlements is shown in Appendix 4.

### North and West Renfrewshire

Development at Dargavel Village, Bishopton presents a significant opportunity for new affordable housing provision within North Renfrewshire. The large scale mixed use regeneration of the site will be delivered over a period of 20 years and a legal agreement with site owners BAE Systems provides for a range of affordable house types and tenures over the life of the construction programme, including 200 new homes for social rent.

This includes the delivery of 80 new Council homes as the first phase of social rented housing at Dargavel Village with construction works due to start on site shortly and completion estimated for early 2020.

## Meeting the Housing Need and Demand in Renfrewshire

A second phase of affordable housing at Dargavel Village by a registered social landlord partner is included within this Strategic Housing Investment Plan. A registered social landlord will be identified shortly to take this project forward and deliver around 120 new social rented homes.

In West Renfrewshire, Williamsburgh Housing Association are progressing plans to develop 18 one and two bedroom homes at Milliken Road, Kilbarchan which will assist in meeting demand for social rented housing in the pressured West Renfrewshire area.

Moving forward, we will continue to try and identify potential sites for affordable housing provision in both North and West Renfrewshire to help meet affordable housing need in these areas.



**Dargavel Village, Bishopton**

## Resources for Future Housing Delivery

### Resources for Future Housing Delivery

The Scottish Government have provided guidance on the minimum future resource planning assumptions (RPA's) which councils can expect to receive in the two years 2019/20 to 2020/21 with a minimum RPA of £4.608M in year 3 (2021/22).

The total figure for Renfrewshire over the first two years of the programme is £32.378M, with the following split across the years:

- £15.665m for 2019/20
- £16.713m for 2020/21
- Minimum of £4.608m for 2021/22
- To be confirmed (£M) for 2022/23
- To be confirmed (£M) for 2023/24

The grant requirement for projects shown in Appendix 3 is currently around £87 million across the five year period of the new Strategic Housing Investment Plan. This total requirement, taking account of all projects, is well above the combined Resource Planning Assumptions. However at the moment, funding levels beyond 2021 are unclear and a flexible programme management approach is being promoted by the Scottish Government to ensure a continual supply of affordable homes sites is available.

This level of over programming will also allow Renfrewshire to take advantage of any additional money made available from the Scottish Government over the lifetime of the Strategic Housing Investment Plan.

### Core and Shadow Programme

In order to manage the development programme in terms of available funding, the Strategic Housing Investment Plan includes both a 'core' and 'shadow' programme which will consist of the projects identified in Appendix 3.

Projects within the 'core' element of the programme will be progressed in the initial years of the programme. Projects included in the 'shadow' programme will be progressed as funding becomes available or where the Council (if the developer) or the developing housing association partners are able to 'front fund' projects in the short term to allow project to proceed in the early years of the programme.

As with previous Strategic Housing Investment Plans, this plan seeks to maintain the focus on delivering projects which have the highest priority, taking account of the Renfrewshire context and the strategic objectives of the Council and its community planning partners.

The Council and its partners are continuing to explore a range of mechanisms available to deliver affordable housing in Renfrewshire.

## Resources for Future Housing Delivery

### Grant Benchmarks

There is currently a disparity between the level of benchmark grant available to Councils at £57,000 per unit (£59,000 for greener standard) compared to the equivalent figure of £70,000 per unit (£72,000 for greener standard) for housing associations.

Renfrewshire Council would welcome a review of this position to take account of pressures on Housing Revenue Account business plan resources and to create greater capacity to deliver new build Council housing.

In addition, the current grant benchmarks were set by the Scottish Government in January 2016 and are likely to be held at this level until March 2019. Both the Council and developing housing association partners would find it useful for planning purposes to understand the Scottish Government's plans beyond March 2019 given that tender prices for construction and development costs have continued to increase in recent quarters.

### Council Tax on Empty and Second Homes

At present, there is no funding allocated to the affordable housing programme in Renfrewshire from revenue raised from empty homes.

### Acquisition of Private Housing

The Local Housing Strategy highlights the importance of ensuring existing housing is well maintained, well managed and is energy efficient.

Much of the poorest quality housing in Renfrewshire continues to be found in older private sector tenements in town centre locations.

The Local Housing Strategy sets out a commitment to consider initiatives targeted at tenements in disrepair, or those at risk of falling into serious disrepair in order to preserve the built heritage and to maintain good quality, attractive neighbourhoods.

Within this Strategic Housing Investment Plan, provision is included to enable a small amount of resources to be used to assist housing association partners to acquire tenemental properties, where this would help to meet housing needs and enable the housing association partners to undertake pro-active management and maintenance of common areas of the block. This may include the acquisition of empty homes.

As the local approach to addressing tenement disrepair develops, consideration may be given to a further Housing Renewal Area or tenement repairs scheme.

## Resources for Future Housing Delivery

Subject to the availability of funding, grant may also be made available to the Council and housing associations of up to £30,000 per unit to support the strategic acquisition of existing private properties where this would increase the supply of affordable housing and address the priorities set out in the Local Housing Strategy. Consideration would be given to properties which:

- Would meet identified needs in terms of stock type, size and location
- Meet particular needs which may be difficult to address within the existing stock base
- Represent good value for money, taking account of repair and investment requirements as well as purchase price
- Are located close to the stock base of the acquiring landlord, for management and maintenance purposes
- May assist in allowing common works to be progressed on mixed tenure blocks.

Housing association partners will be expected to investigate all other available options for funding, alongside consideration of grant funding from the Affordable Housing Supply Programme.

### Affordable Housing Policy

Currently there is no overall shortage of land for affordable housing. However there are specific challenges in identifying land for affordable housing in both north and west Renfrewshire.

Renfrewshire's Local Housing Strategy and the Main Issues Report for the next iteration of the Local Development Plan include a commitment to develop an Affordable Housing Policy for Renfrewshire which is specifically targeted to increase the provision of affordable housing in areas of identified shortfall.

### Delivery

In terms of procurement, the Council has been working with partners to develop opportunities for a shared approach to simplify the procurement process.

Renfrewshire Council is working with a number of Councils and Scotland Excel to develop a joint framework for housing construction procurement.

A number of affordable housing projects in this Strategic Housing Investment Plan are being taken forward by housing association partners on Council-owned land. The Council is working closely with

## Resources for Future Housing Delivery

housing associations to transfer ownership of sites to facilitate development.

Throughout the lifetime of the Strategic Housing Investment Plan, the Council will continue to explore options around innovative delivery mechanisms to expand the supply of affordable housing.

As noted earlier, this Strategic Housing Investment Plan includes both a 'core' and 'shadow' programme. Projects within the 'core' element of the programme will be progressed in specific years with available Scottish Government grant funding used in these years to progress these projects. Projects included in the 'shadow' programme will be progressed as funding becomes available either through additional funding allocations from the Scottish Government or through the exploration of opportunities with partners in terms of front-funding development.



**Barrhead Road, Paisley, Renfrewshire Council Development**



## Resources for Future Housing Delivery

### Potential Site Constraints

Link Group are progressing plans to develop 36 general needs homes at Amochrie Road in Foxbar, Paisley. There are constraints in terms of an existing building on this site which is due to be demolished and a water mains in close proximity to the demolition area. Link Group are currently exploring ways to resolve these issues and bring the site forward for redevelopment.

Williamsburgh Housing Association and the Council were previously progressing plans to develop 23 general needs houses and 24 amenity standard flats for older people at Seedhill Road, Paisley. This development was subject to delays due to issues with site drainage and Scottish Water system capacity issues.

Despite prolonged discussions between the Council, Williamsburgh Housing Association and Scottish Water, it has not been possible to identify a viable solution and bring this site forward for development. This project has therefore been removed from the current development programme for the time being.

### Housing Infrastructure Fund

Following the issue of new Scottish Government guidance in relation to the Housing Infrastructure Fund in July 2017, partners will consider potential Housing Infrastructure Fund projects at:

- Smithhills Street, Paisley
- Dargavel Village, Bishopton
- South West Johnstone

## Appendices

### Strategic Housing Investment Plan Appendices and Priorities

**Appendix 1** shows the Affordable Housing Supply Programme process (this is an extract from Scottish Government guidance).

Housing associations have a strong track record of delivering good quality affordable housing in Renfrewshire. As shown in **Appendix 2** - 842 affordable homes were completed over the course of the last Local Housing Strategy (2011/12- 2015/16) with a further 108 homes completed in 2016/17, 77 new homes completed in 2017/18 and 127 new homes expected to be completed in 2018/19.

**Appendix 3** lists projects that are expected to start in 2019/20 as well as projects that are currently progressing and/or expected to draw down grant funding and/or be completed during the lifetime of this Strategic Housing Investment Plan.

Potential projects have been assessed as either 'core' or 'shadow' projects for inclusion in the Strategic Housing Investment Plan by taking account of three key factors:

- Strategic fit with the Local Housing Strategy,
- Deliverability and
- Grant funding requirement taking account of current Scottish Government benchmarks and availability of funding in individual years.

The Strategic Housing Investment Plan Guidance includes a set of technical templates which local authorities are required to complete. These will be provided separately to the Scottish Government.

The appendices to this document provide a summary of the detailed project information which will be submitted to the Scottish Government.

**Appendix 4** gives details of sub-areas and settlements within Renfrewshire.

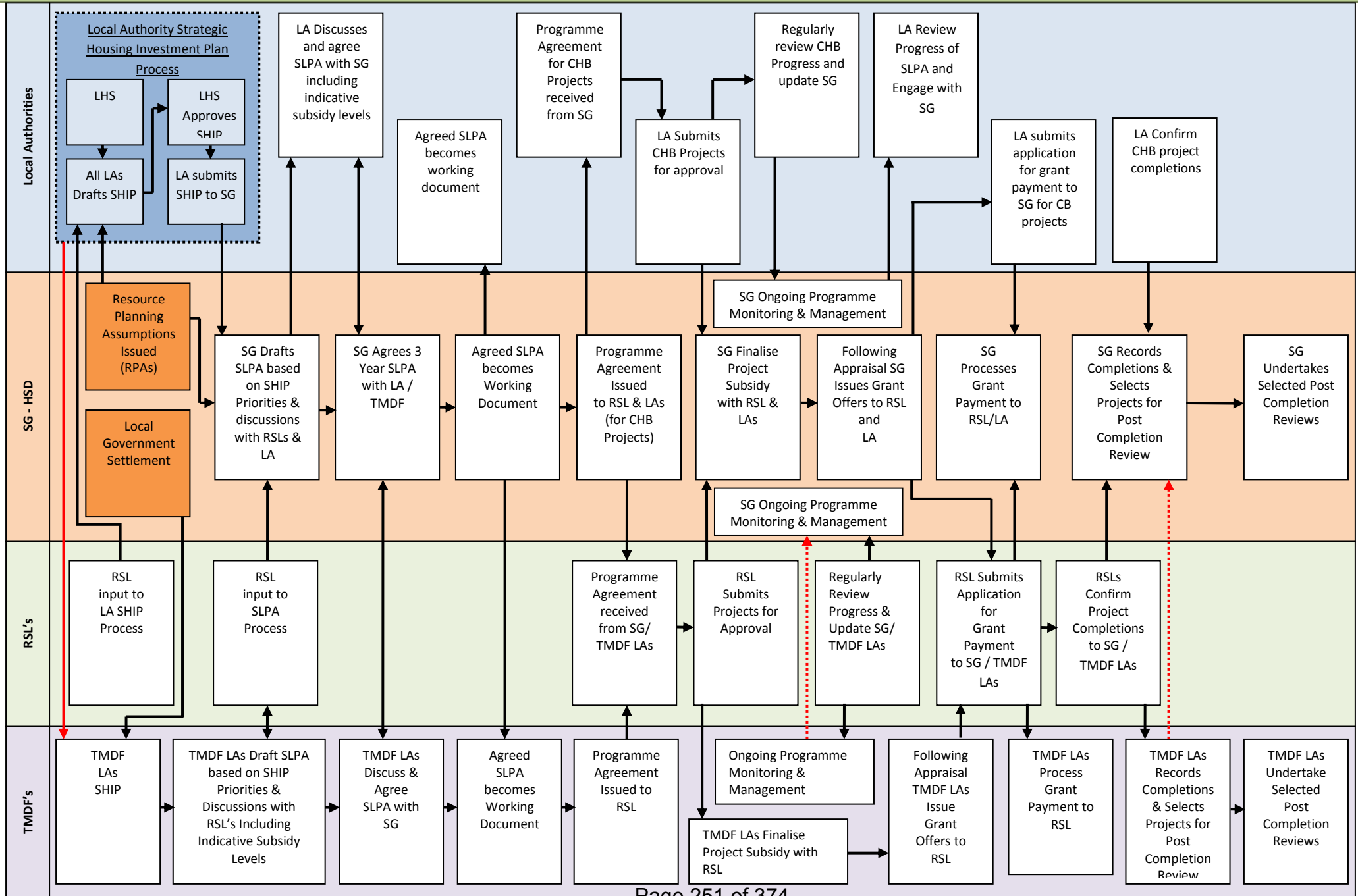
### Equalities

This Strategic Housing Investment Plan (SHIP) has been subjected to an Equality and Human Rights Impact Assessment with respect to The Equality Act 2010 and the associated protected characteristics.

The aim of this assessment was to identify the likely or actual effects of the Strategic Housing Investment Plan 2019/20 to 2023/24 on people. This includes identifying where there will be a positive impact and further opportunities to further promote equality. Where there are any potential negative impacts identified, we will identify any action that is required to eliminate or mitigate these negative impacts.



# Appendices



## Appendix 2 - Affordable Housing Investment Programme: Completions

Completions in the current LHS Period 2016 to 2021					
2016/2017					
Link	Thushcraigs	Paisley & Linwood	Community renewal	70	
Link	Abbey Place	Paisley & Linwood	Particular needs	38	<b>108</b>
2017/2018					
Sanctuary	Andrew Avenue Phase I	Renfrew	Affordable supply	77	<b>77</b>
2018/2019 Est. Completions					
Sanctuary	Andrew Avenue Phase II	Renfrew	Affordable supply	60	
Sanctuary	Inchinnan Road (Western Park)	Renfrew	Affordable supply	67	<b>127</b>
					<b>312</b>

Completions in the previous LHS Period 2011 to 2016					
2011/2012					
Paisley South	Gordon Street HAA	Paisley & Linwood	Town centre/Ten rehab	47	
Sanctuary	Linwood Regeneration	Paisley & Linwood	Community renewal	190	
Link	Cotton Street Phase I	Paisley & Linwood	Town centre/Ten rehab	30	
Sanctuary	Abercorn St Phase II	Paisley & Linwood	Town centre/Ten rehab	16	<b>283</b>
2012/2013					
Bridgewater	Rashilee North	North Renfrewshire	Affordable supply	92	
Sanctuary	Shortroods Phase II	Paisley & Linwood	Community renewal	83	<b>175</b>
2013/2014					
Sanctuary	Gallowhill	Paisley & Linwood	Community renewal	71	
Link	Tannahill Crescent	Johnstone & Elderslie	Community renewal	33	
Loretto	Neilston Road	Paisley & Linwood	Particular needs	55	
Renfrewshire Council	Blackhall	Paisley & Linwood	Community renewal	37	<b>196</b>
2014/2015					
Linstone	Brown Street	Paisley & Linwood	Community renewal	16	
Sanctuary	Braille Crescent Phase I	Renfrew	Affordable supply	40	<b>56</b>
2015/2016					
Sanctuary	Shortroods Phase III	Paisley & Linwood	Community renewal	86	
Sanctuary	Braille Crescent Phase II	Renfrew	Affordable supply	15	
Link	Paisley Town Centre	Paisley & Linwood	Community renewal	31	<b>132</b>
					<b>842</b>

## Appendix 3

### Core Programme (A)

Projects in the Affordable Housing Supply Programme	Sub-Area	Category	Developer	Number of Affordable Units
Andrew Avenue Phase II (Station Road)	2	Affordable Supply	Sanctuary Scotland	60
Inchinnan Road (Western Park)	2	Affordable Supply	Sanctuary Scotland	67
Paisley West End Phase I (Co-op)	1	Regeneration	Sanctuary Scotland	39
Smithhills Street, Paisley Town Centre	1	Affordable Supply/Regen	Link Group	26
Johnstone Castle Phase I	3	Regeneration	Renfrewshire Council	95
Bishopton Phase I	4	Affordable Supply	Renfrewshire Council	80
Milliken Road, Kilbarchan	5	Affordable Supply	Williamsburgh HA	18
Paisley Regeneration (Love Street)	1	Regeneration	Sanctuary Scotland (SR)	132
Amochrie Road, Foxbar	1	Affordable Supply	Link Group	36
Westerfield House	1	Particular Needs	Paisley HA	10
Millarston, Paisley	1	Regeneration	Link Group	80
Albert Road, Renfrew	2	Affordable Supply	Williamsburgh HA	44
Glenburn Regeneration	1	Affordable Supply/Regen	Sanctuary/Paisley HA	120
Paisley West End Phase II (Part A)	1	Regeneration	Sanctuary Scotland	45
Paisley West End Phase II (Part B)	1	Regeneration	Sanctuary Scotland	110
Ferguslie park, Paisley	1	Regeneration	Renfrewshire Council	100
Orchard St/Causeyside St (HRA)	1	Town Centre/CTI	Paisley HA	47
				<b>1109</b>

### Shadow Programme (B)

Projects in the Affordable Housing Supply Programme	Sub-Area	Category	Developer	Number of Affordable Units
Thruschraigs Phase II	1	Regeneration	Link Group	20
Bishopton Phase II	4	Affordable Supply	RSL tbc/Renfrewshire Council	120
Ryefield, Johnstone	3	Affordable Supply/Regen	Linstone HA	24
Gallowhill, Paisley	1	Affordable Supply/Regen	Renfrewshire Council	60
Auchengreoch Road, Johnstone	3	Affordable Supply	Renfrewshire Council	35
Spateston, Johnstone	3	Affordable Supply	Renfrewshire Council	35
Extra Care/Amenity Housing (Station Road), Paisley	1	Particular Needs	Linstone HA	48
Foxbar Rivers, Paisley	1	Affordable Supply/Regen	Paisley HA/Ren Council	80
Erskine - Sheltered Housing Reprovisioning	4	Particular Needs	Bridgewater HA	25
Cartha Crescent, Paisley	1	Regeneration	Williamsburgh HA	25
Paisley TC Site 1 (tbc)	1	Affordable Supply/Regen	Williamsburgh HA	30
Johnstone Castle Phase II	3	Regeneration	Link Group/Linstone HA	40
Gibson Crescent (North Road)	3	Regeneration	Williamsburgh HA	25
Linwood (Stirling Drive or Napier Street)	1	Affordable Supply/Regen	Linstone HA	50
North & West Ren (sites tbc)	4 & 5	Affordable Supply	tbc	tbc
Town Centres (Paisley/Johnstone/Renfrew) (tbc)	1, 2 & 3	Affordable Supply	tbc	tbc
Strategic Acquisition of Private Dwellings	All	Affordable Supply	tbc	tbc
				<b>617</b>
				<b>All Units</b>
				<b>1726</b>

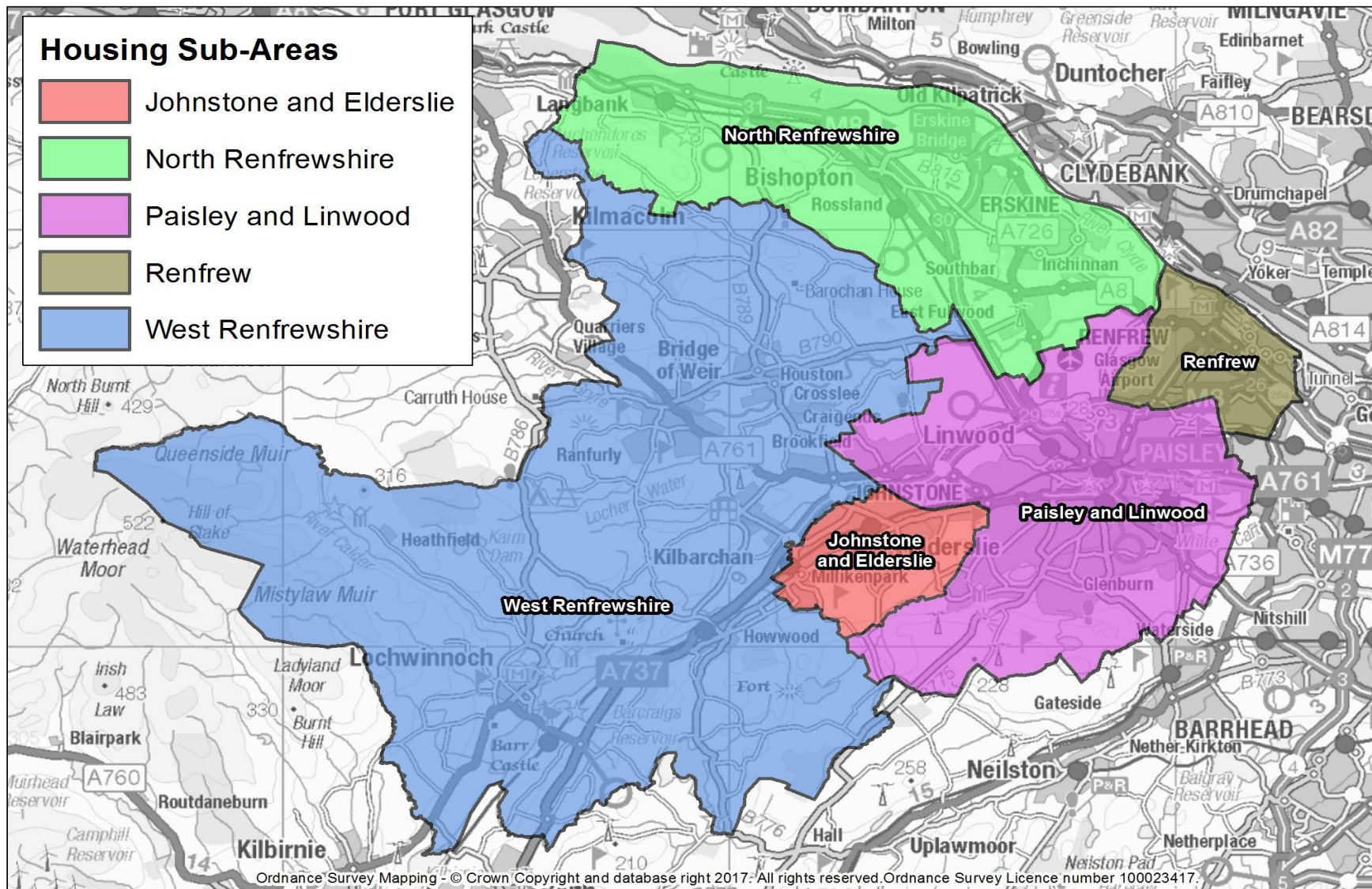
Sub-Areas
1. Paisley & Linwood
2. Renfrew
3. Johnstone & Elderslie
4. North Renfrewshire
5. West Renfrewshire

Year	Minimun SG Funding (RPA) (£M)	3 Year Total: £36.986
2019/20	£15.665	
2020/21	£16.713	
2021/22	£4.608	
2022/23	tbc	
2022/23	tbc	

£ Million			
Core Grant Requirement (£M)	Estimated Spend by End March 2019	Estimated Grant Requirement (Yrs 1-3) 2019/20-2021/22	Estimated Grant Requirement (Yrs 4-5) 2022/23-2023/24
£4.738	£4.738	£0.000	£0.000
£5.320	£5.320	£0.000	£0.000
£3.356	£3.356	£0.000	£0.000
£2.469	£1.597	£0.872	£0.000
£5.605	£3.897	£1.708	£0.000
£4.720	£2.377	£2.343	£0.000
£1.214	£0.408	£0.806	£0.000
£9.615	£9.615	£0.000	£0.000
£2.687	£0.750	£1.937	£0.000
£0.720	£0.000	£0.720	£0.000
£5.280	£0.500	£4.780	£0.000
£3.521	£0.000	£3.521	£0.000
£8.640	£1.200	£7.440	£0.000
£3.402	£1.227	£2.175	£0.000
£8.393	£0.000	£8.393	£0.000
£5.900	£0.000	£5.900	£0.000
£4.422	£0.209	£4.213	£0.000
<b>£80.002</b>	<b>£35.194</b>	<b>£44.808</b>	<b>£0.000</b>

£ Million			
Core Grant Requirement (£M)	Estimated Spend by End March 2019	Estimated Grant Requirement (Yrs 1-3) 2019/20-2021/22	Estimated Grant Requirement (Yrs 4-5) 2022/23-2023/24
£1.818	£0.340	£1.478	£0.000
£8.640	£0.000	£8.640	£0.000
£1.728	£0.000	£1.728	£0.000
£3.540	£0.000	£3.540	£0.000
£2.065	£0.000	£2.065	£0.000
£2.065	£0.000	£2.065	£0.000
£3.456	£0.250	£3.206	£0.000
£5.240	£0.000	£5.240	£0.000
£1.800	£0.000	£1.800	£0.000
£1.962	£0.000	£1.962	£0.000
£2.160	£0.000	£2.160	£0.000
£2.880	£0.000	£1.440	£1.440
£1.962	£0.000	£0.000	£1.962
£3.600	£0.000	£0.000	£3.600
tbc	tbc	tbc	tbc
tbc	tbc	tbc	tbc
tbc	tbc	tbc	tbc
<b>£42.916</b>	<b>£0.590</b>	<b>£35.324</b>	<b>£7.002</b>
<b>Parts A+B</b>	<b>Parts A+B</b>	<b>Parts A+B</b>	<b>Parts A+B</b>
<b>£122.918</b>	<b>£35.784</b>	<b>£80.132</b>	<b>£7.002</b>

## Appendix 4 – Housing Sub Market Areas







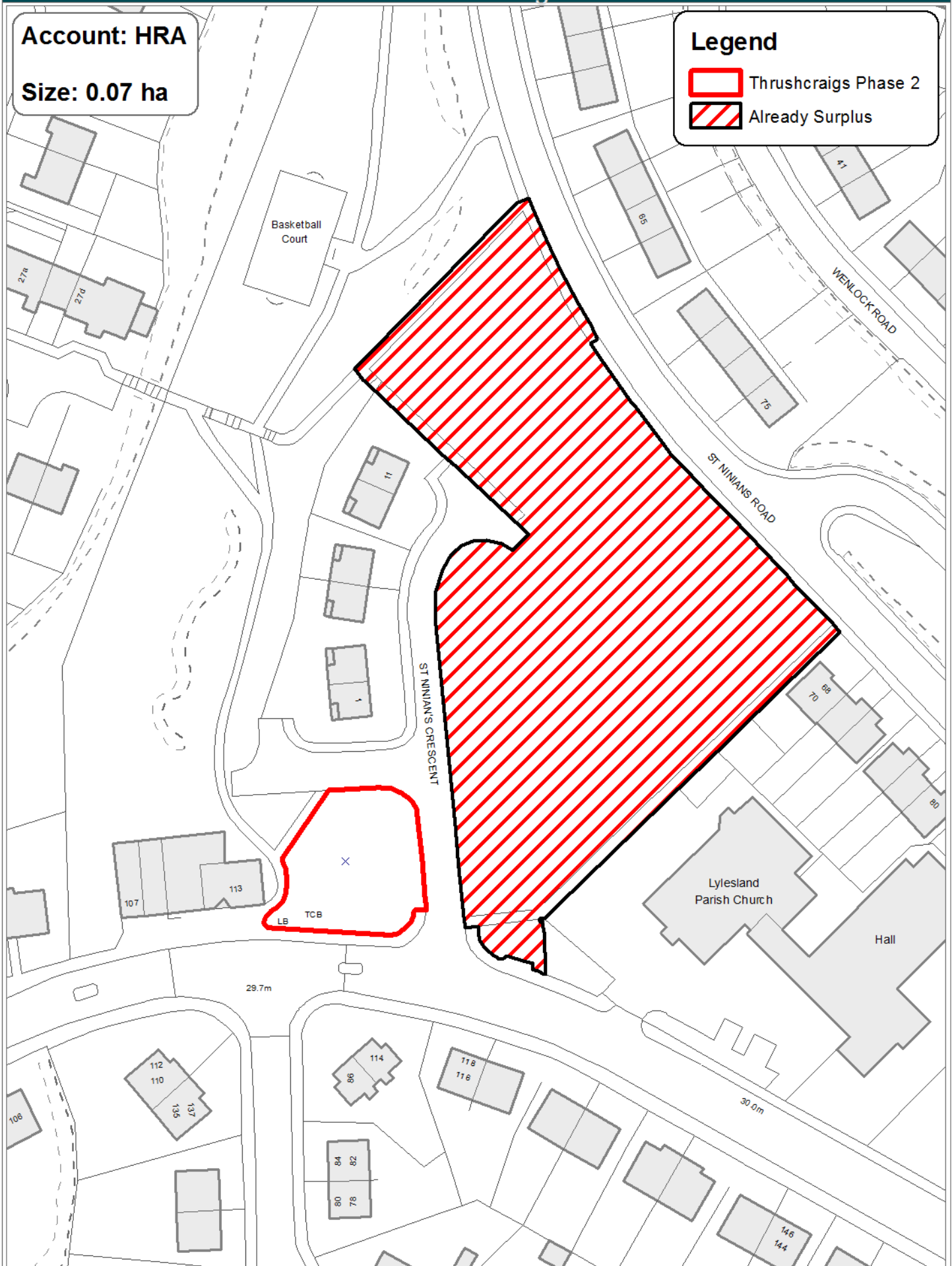
## Plan A: Thrushcraigs Phase 2

Account: HRA

Size: 0.07 ha

## Legend

-  Thrushcraigs Phase 2
-  Already Surplus



User: ptpollock1

Date: 14/09/2018

Ordnance Survey Mapping - © Crown Copyright and database right 2018. All rights reserved. Ordnance Survey Licence number 100023417.





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**To: Communities, Housing and Planning Policy Board**

**On: 30 October 2018**

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**Report by: Director of Communities, Housing and Planning Services**

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**Heading: Housing Investment Strategy for the Tannahill Area, Ferguslie Park**

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## **1. Summary**

1.1 This report contains updated housing investment proposals for the Tannahill area of Ferguslie Park. It is proposed that:

- around 100 new homes are built by the Council on adjacent vacant land to enable existing tenants and residents who wish to remain in the area to move to newbuild housing,
  - this housing will be designed and built to modern standards to meet current and future needs.
  - a Development Framework will be prepared in consultation with the local community for the wider Tannahill area which will take into account the timetable for demolition and identify potential uses for the sites which are vacated.
- 

## **2. Recommendations**

2.1 It is recommended that the Policy Board agrees:

- i. that around 100 new Council homes are built on vacant land adjacent to existing housing in the Tannahill area, as shown on the attached plan;
- ii. that the Director of Communities, Housing and Planning takes appropriate action in relation to the rehousing options for Council tenants as set out in section 5 of this report;

- iii that rehousing priority and home loss payments/ disturbance assistance are awarded to tenants and residents subject to qualifying criteria;
- iv. that the Council properties listed in Table 2 are to be demolished, with secure tenants being offered other suitable accommodation;
- v. that the Council enters into discussions with the owners of the 30 privately-owned properties listed in table 3 with a view to reaching agreement on voluntary acquisition of the properties and, if appropriate, demolition thereafter.

### 3. Background to the Amended Housing Investment Proposals

3.1 There are 252 residential properties in the Tannahill area of Ferguslie Park.

**Table 1**

	<b>Number of Properties</b>
Council – occupied properties	125
Council – void properties	98
<i>(All Council properties)</i>	<i>(223)</i>
Private properties	29
<b>Total</b>	<b>252</b>

3.2 Following approval by the Leadership Board in February 2017, tenants, residents and owners were consulted on regeneration proposals which included:

- Partial demolition (204 properties)
- Retention and improvement of 48 properties
- Construction of around 40 newbuild homes.

On 29 June 2017, the Council agreed that officers should review housing investment options, taking account of tenant and community views.

3.3 Key outcomes from the 2017 consultation were reported to the Leadership Board on 19 September 2017 and Members agreed that a further report should be presented to the Communities, Housing and Planning Policy Board following a review of housing investment options.

3.4 In late 2017 and 2018, further work was undertaken including: review of the specification and cost of improving the existing housing; further analysis of consultation feedback and housing management information; review of waiting list data. Potential investment options were identified and assessed against a set of criteria which included: tenants' and residents' priorities; area renewal impact; deliverability; financial impact and funding considerations; and contribution to wider strategic priorities.



- 3.5 A newsletter and covering letter asking for feedback was sent to all tenants, residents and owners in the Tannahill area in September 2018. This explained that officers were considering two major changes to the housing investment proposals:
- Construction of around 100 newbuild Council houses
  - Potential demolition of all 252 residential properties in the Tannahill area.
- 3.6 Overall feedback to this most recent consultation has been very positive:
- 83 of the 126 Council tenants have responded (66%) and 78 (94%) agree with the amended proposals
  - 24 (83%) of the 29 owners of private residential properties have responded and 15 (63%) agree with the amended proposals.
- 3.7 Officers have carried out door-knocking in the area which was previously proposed for retention to make sure contact is made with as many people in the part of the Tannahill area most affected by the changed proposals. There are 48 residential properties which were previously identified for retention and improvement in the 2017 consultation – 40 Council properties (29 of these properties are currently occupied and 11 are empty) and 8 private residential properties.
- 3.8 Feedback from tenants and owners of these properties has also been very positive:
- all 29 Council tenants have responded (100%) and 26 (90%) agree with the amended proposals
  - all 8 owners have responded and 4 (50%) agree with the amended proposals.
- 3.9 Discussions have also taken place with representatives from Ferguslie Park North Tenants and Residents Association and Ferguslie Community Council, with both confirming broad support for the amended proposals.
- 3.10 An initial meeting has taken place between officers and members of a Liaison Committee set up by the Community Council. A range of issues were discussed, including some concerns which apply specifically to resident owners. These issues will be addressed through ongoing dialogue with the group and with individual owners, with officers seeking to identify potential solutions which could address issues raised.

#### **4. Updated Housing Investment Strategy – Summary Proposals**

- 4.1 There are currently 125 Council tenants in the Tannahill area. During previous consultation, 15% of Council tenants said they did not wish to remain in the Ferguslie Park area if regeneration plans go ahead, 21% said they would consider other housing options within the Ferguslie Park area (another

Council or housing association property) and 64% said they only wanted only to remain in the Tannahill area.

- 4.2 The number of occupied Council properties has reduced to 125 from 159 in February 2017. Through normal turnover, it is anticipated that there is likely to be a further reduction over the next two years.
- 4.3 Around 100 newbuild homes is therefore considered a sufficient number to fully provide for all existing Council tenants who wish to remain in the area as well as enabling a mix of house types / sizes to meet future needs and attract new households to the area. It is proposed that this number is kept under review as planning work proceeds and may be adjusted in line with changing requirements.
- 4.4 It is proposed that new housing is built on one or both of the vacant sites adjacent to the Tannahill area as shown on the attached plan. A feasibility study of these sites has been commissioned and this will provide feedback on ground conditions, site capacity and indicative costs. Consultation feedback indicated high level of need for ground floor/ accessible housing. This will be taken into account in developing plans for the newbuild housing.
- 4.5 Following completion of the newbuild housing, it is proposed that all the vacated Council properties in the Tannahill area, as well as the voluntarily acquired private properties, as listed in the Table 2 below, are demolished.

**Table 2**

House No	Street Name	Council Tenants	Council Voids	Total Council	Privately Owned	Total
1-156	Tannahill Road	69	59	128	16	144
1-163	Tannahill Terrace	49	39	88	12	100
26-31*	Drums Avenue	3	0	3	2	5
45-51	Ferguslie Park Avenue	4	0	4	0	4
	<b>TOTAL</b>	<b>125</b>	<b>98</b>	<b>223</b>	<b>30</b>	<b>253</b>

*\* includes one commercial property at 26 Drums Ave*

## 5. Council Tenants

- 5.1 A key objective of the proposed strategy is to try and ensure that there is a sufficient number of newbuild houses of a suitable type and size to meet current and future needs and enable existing households to remain in the area if they wish to do so.
- 5.2 It is proposed that new Council houses are built to enable existing tenants to transfer before existing occupied properties are demolished. This will avoid the need for tenants to move twice and will minimise the disruption to them. Tenants will be consulted on the development of plans for new Council housing.
- 5.3 Previous consultation indicates that some tenants may prefer to transfer to another Council property. Where this is the case, suitable alternative

accommodation will be made available in line with the Council's allocation policy. Tenants will be eligible for home loss payments and disturbance assistance subject to eligibility criteria.

- 5.4 Ferguslie Park Housing Association owns and manages around 800 properties and some tenants may wish to consider moving to a housing association property. Officers will work with Ferguslie Park Housing Association and assist tenants who wish to consider this option.

## 6. Private Owners and Tenants

- 6.1 As in other housing regeneration projects, it is proposed that the Council will seek to voluntarily acquire ownership of privately owned properties (as listed in Table 3 below) to enable demolition and redevelopment. Owners may also wish to consider the option of exchanging their property for another Council property under the excambion process.

**Table 3**

Street Name	House No	Total
Drums Avenue	26* and 31	2
Tannahill Road	8, 23, 26, 38, 40, 51, 75, 77, 86, 91, 132, 139, 146, 148, 152 and 156	16
Tannahill Terrace	1, 2, 3, 6, 7, 23, 25, 32, 54, 79, 113, and 139	12
<b>TOTAL</b>		<b>30</b>

*\*includes one commercial property*

- 6.2 Some resident owners may want to remain in the area and it is proposed that officers will work with resident owners to make available other options, including selling their property to the Council and becoming a Council tenant of one of the newbuild properties or an existing property in Ferguslie Park or another part of Renfrewshire.
- 6.3 The Council is in discussion with the Scottish Government about the possibility of including shared equity as an option for resident owners.
- 6.4 It is proposed that officers will seek to reach voluntary agreement on the acquisition of privately-owned properties. If this is not possible, a further report will be presented to a future meeting of the Policy Board.
- 6.5 Housing options advice will be provided to tenants of private landlords who are affected by these proposals.

## 7. Wider Area and Community Involvement

- 7.1 It is proposed that a Development Framework is developed which will address existing vacant and underused sites as well as the cleared site which will be created following demolition. This will include consideration of opportunities for new community uses and activities as well as Green Network and

environmental enhancements for the area which will complement the housing investment strategy for the Tannahill area.

- 7.2 The local community and partner organisations will be consulted and involved in the preparation of the Development Framework and implementation of the proposed housing investment strategy as outlined above

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## Implications of the Report

1. **Financial** – The cost of developing around 100 new Council homes is estimated to be in the region of £14m. This will be funded partly from Scottish Government grant and partly from the Council's HRA business plan. Increased provision has been made in Renfrewshire's Strategic Housing Investment Plan 2019/20 to 2023/24 for Scottish Government grant subsidy (the current grant benchmark is £57,000 per unit for local authorities) and the Council's HRA business plan will be updated to reflect the higher number of newbuild houses now proposed. In addition. Costs associated with the acquisition of privately owned properties, demolition and homes loss payments are estimated to be around £3.2m and these costs will be funded from the HRA capital investment programme.
2. **HR & Organisational Development** - None
3. **Community/Council Planning**
  - **Building strong, safe and resilient communities** – working with tenants and residents to deliver high quality newbuild homes to meet needs and improve the local neighbourhoods.
4. **Legal** -Conveyancing work associated with the acquisition of privately owned properties.
5. **Property/Assets** – The Asset and Estates team within Finance and Resources will instruct the services of an independent valuer and co-ordinate the acquisition of privately owned properties listed in this report.
6. **Information Technology** - None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. Some negative impacts have been identified arising from the need for existing residents to move home. Mitigating action will include minimising the need for temporary moves and other disruption, and the provision of information, advice and practical assistance to older people and vulnerable people who may need additional help.
8. **Health & Safety** -None.
9. **Procurement** – A tender exercise will be carried out to procure a construction contract for the newbuild housing.

10. **Risk** – The key risk in delivering the proposed strategy relates to the acquisition of private properties. All efforts will be made to come to a voluntary agreement with owners, and a range of options will be made available to resident owners. However, in the event that voluntary agreements cannot be secured for all private properties, mitigating action may include the use of Compulsory Purchase Order powers by the Council, but this would be the subject of a further report to the Policy Board. There is a high level of risk associated with taking no action and continuing with the current position which involves both financial and non-financial risks (e.g. high number of voids, lost rent and community safety).
  11. **Privacy Impact** -None
  12. **Cosla Policy Position** – N/A
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### **List of Background Papers**

- (a) Report to the Leadership Board, 15 February 2017, 'Ferguslie Park Regeneration – Community Consultation'
  - (b) Report to the Leadership Board, 19 September 2017, 'Ferguslie Park Regeneration / St James Park – Update'
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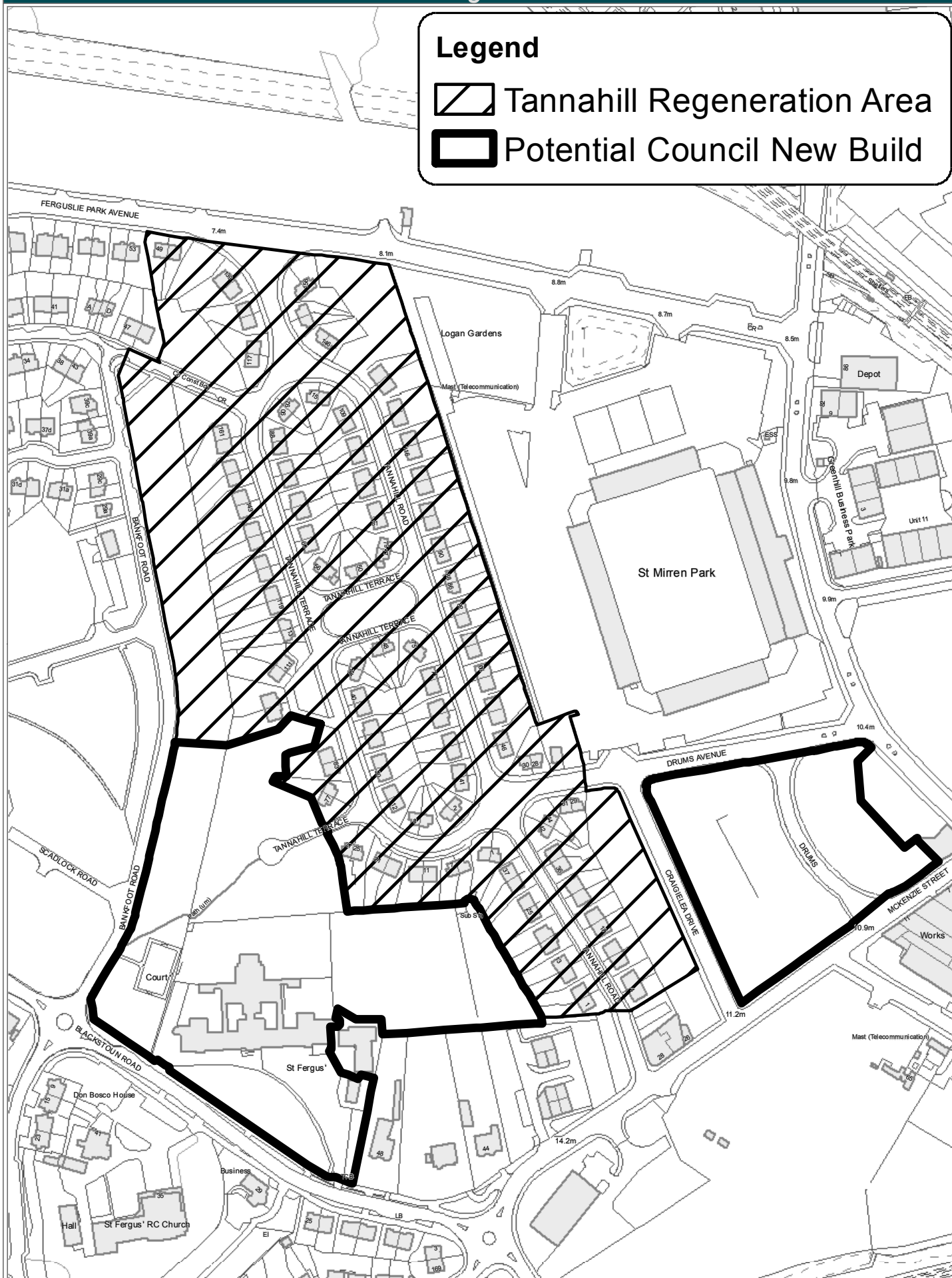
*FC/LM*  
*9 October 2018*

**Author:** Lesley Muirhead, Planning and Housing Manager,  
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# Tannahill Regeneration Area

## Legend

-  Tannahill Regeneration Area
-  Potential Council New Build






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**To:** Communities, Housing and Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Communities, Housing and Planning Services

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**Heading:** Housing Energy Efficiency and Carbon Reduction Programmes:  
Update

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## **1. Summary**

- 1.1 On 22 May 2018 the Board approved a report noting the outcome of the application for resources under the Scottish Government's Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS) for 2018/19 and on 21 August 2018 the Board noted the allocation of additional resources under this scheme.
  - 1.2 This report advises members of a further allocation of additional resources in the HEEPS:ABS programme, which have been allocated from 2017/18 resources from Scottish Government.
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## **2. Recommendations**

- 2.1 It is recommended that the Board:
    - (i) note that Renfrewshire Council has been allocated an additional £224,250 for qualifying projects within the Renfrewshire Council area as part of the Scottish Government's 2017/18 HEEPS:ABS programme; and
    - (ii) authorises the Director of Communities, Housing and Planning Services to accept this offer of grant and oversee the delivery and operational management of the programme for Renfrewshire Council.
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### **3. Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS)**

- 3.1 The Scottish Government's HEEP:ABS programme was introduced in 2013/14 and its key objectives are to address fuel poverty, reduce carbon emissions and demonstrate an appropriate strategic fit and approach to improving energy efficiency.
  - 3.2 The potential benefits of HEEPS:ABS therefore complement and support a wide range of social housing initiatives including maintaining the stock at the levels required by the Scottish Housing Quality Standard (SHQS) as well as the requirements of the Energy Efficiency Standard for Social Housing (EESH).
  - 3.3 Local authorities act as coordinating agents for all HEEPS:ABS programmes for their area. To date, a total of over £13.2m has been secured for Renfrewshire which has enabled a range of energy efficiency improvement programmes to be carried out by the Council and local Housing Associations.
  - 3.4 On 22 May 2018 this Board noted that Renfrewshire Council had been awarded £1,518,477 for HEEPS:ABS projects in 2018/19 for qualifying projects within the Renfrewshire area.
  - 3.5 On 21 August 2018 this Board noted that Renfrewshire Council had been awarded additional grant of £97,175, taking the total grant for 2018/19 to £1,615,652.
  - 3.6 On 8 October 2018 the Scottish Government advised that additional funding of £224,250 was available from 2017/18 resources due to funds returned from other local authorities. Renfrewshire Council confirmed it would be able to allocate these funds to qualifying projects and meet the Scottish Government's requirement to draw down this funding by 31<sup>st</sup> December 2018. This additional funding will be utilised to extend the current wall insulation programme within the Lochfield area to more owners within mixed tenure blocks.
  - 3.7 As reported to this Board on 22 May 2018, in addition to the HEEPS:ABS grant allocated to local authorities, the Scottish Government has made funds available to assist private owners with the costs of a range of insulation and heating measures through a variety of grants, interest free loan and equity loan schemes which are administered by Home Energy Scotland (HES). In order to assist owners in wholly private blocks whose properties are not included in our mixed tenure investment programme, the Council will continue to work in partnership with Home Energy Scotland to assess homeowners' eligibility for a range of energy efficiency measures and offer advice on the financial support available to support the installation of these measures.
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## Implications of the Report

1. **Financial:** Scottish Government allocation of £244,250 to support owner participation in energy efficiency projects within the Renfrewshire area.
2. **HR & Organisational Development:** None
3. **Community/Council Planning –**
  - *Tackling inequality, ensuring opportunities for all* – Improving housing conditions benefiting tenants and private owners. Addressing fuel poverty.
4. **Legal:** None
5. **Property/Assets:** Improvements in the energy performance of both social rented and private dwellings.
6. **Information Technology:** None
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety:** None
9. **Procurement:** Variation to existing contracts.
10. **Risk:** None
11. **Privacy Impact:** None
12. **COSLA Policy Position:** N/A.

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## List of Background Papers

- (a) Report to Communities, Housing and Planning Policy Board on 21 August 2018 – Housing Energy Efficiency and Carbon Reduction Programmes: 2018/19
- (b) Report to Communities, Housing and Planning Policy Board on 22 May 2018 - Housing Energy Efficiency and Carbon Reduction Programmes: 2018/19
- (c) Report to Communities, Housing and Planning Policy Board on 13 March 2018 - Housing Energy Efficiency and Carbon Reduction Programmes: 2018/19

- (d) Report to Communities, Housing and Planning Policy Board on 7 November 2017 - Housing Energy Efficiency and Carbon Reduction Programmes: 2017/18 Update
- (e) Report to Communities, Housing and Planning Policy Board on 6 June 2017 – Housing Energy Efficiency and Carbon Reduction Programmes: 2017/18

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Louise Feely, Housing Asset and Investment Manager, 0141 618 6049, [louise.feely@renfrewshire.gov.uk](mailto:louise.feely@renfrewshire.gov.uk)

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FC/LF  
11 October 2018

**Author:** Louise Feely, Housing Asset and Investment Manager, Tel: 0141 618 6049, [louise.feely@renfrewshire.gov.uk](mailto:louise.feely@renfrewshire.gov.uk)



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**To:** Communities, Housing and Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Communities, Housing and Planning Services

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**Heading:** Energy Efficient Scotland Decarbonisation Fund – Award of Funding 2018/19

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## **1. Summary**

- 1.1 The Scottish Government announced the Energy Efficiency Scotland Decarbonisation Fund in May 2018 and invited expressions of interest from social landlords for a share of £3.5m capital funding which was made available for decarbonisation activity.
- 1.2 This report sets out the outcome of the application process and provides members with details of the project which will be supported.
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## **2. Recommendations**

- 2.1 It is recommended that the Board:
- (i) note that Renfrewshire Council has been allocated £145,720 for 2018/19 as part of the Scottish Government's Energy Efficient Scotland Decarbonisation Fund;
  - (ii) authorise the Director of Communities, Housing and Planning Services to accept this offer of grant and oversee the delivery and operational management of the programme; and
  - (iii) note the use of resources from the Housing Revenue Account (HRA) Capital Programme to supplement the funding as set out in paragraph 3.6 of this report.
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### **3. Energy Efficient Scotland Decarbonisation Fund 2018/19**

- 3.1 The Scottish Government launched the Route Map for Energy Efficient Scotland in May 2018 as a co-ordinated programme to improve the energy efficiency of homes and buildings in the commercial, public and industrial sectors.
  - 3.2 As part of the wider aims for Energy Efficient Scotland and the removal of poor energy efficiency as a driver of fuel poverty and ambitions for emissions reductions, social landlords were invited to submit expressions of interest for a share of £3.5M capital funding for decarbonisation activity. The funding is to assist social landlords in complying not only with the Energy Efficiency Standard for Social Housing (EESH) 2020 target, but also maximising compliance with potential EESH2 standards post 2020.
  - 3.3 The funding criteria set out that the funding should be utilised for energy efficiency measures (e.g. internal works, insulation) within projects that also include decarbonisation activity (e.g. ground or air source heat pumps, biomass, solar PV and storage etc). Applications should also take cognisance of blending the funding to join up their own proposals and investments for energy efficiency with decarbonisation activity.
  - 3.4 Following the submission of an expression of interest in June and positive feedback from Scottish Government, Renfrewshire Council submitted an application in August for £145,720 funding to support existing investment proposals and allow these to be expanded to include a pilot project of decarbonisation measures in 8 properties in Blackstoun Oval, Paisley.
  - 3.5 The pilot project will specify, install and monitor the performance of a decarbonised heating solution that can be installed in flatted accommodation and assess whether this is a viable option to be rolled out on a larger scale. The project will include a full external works package (external wall insulation, roof, fascias and soffits, rainwater goods and service pipes) as well as trialling the installation of a range of measures including underfloor insulation, underfloor heating, ground source heat pumps, solar PV panels and smart controls.
  - 3.6 The Council was advised on 11 September 2018 of the outcome of the application process which confirmed the allocation of £145,720. The project also requires additional financial support of £213,000 from the Council's own financial resources which will be delivered as part of our Housing Investment Programme (External Works) with resources allocated from our Housing Revenue Account (HRA) Capital Programme.
-

## Implications of the Report

1. **Financial:** Scottish Government allocation of £145,720 to deliver a pilot project including decarbonisation works.
2. **HR & Organisational Development:** None
3. **Community/Council Planning –**
  - Tackling inequality, ensuring opportunities for all – Improving housing conditions benefiting tenants. Addressing fuel poverty.
4. **Legal:** None
5. **Property/Assets:** Improvements in the energy performance of social rented dwellings.
6. **Information Technology:** None
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety:** None
9. **Procurement:** Variation to existing contracts.
10. **Risk:** None
11. **Privacy Impact:** None
12. **COSLA Policy Position:** N/A.

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## List of Background Papers

None

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FC/LF  
9 October 2018

**Author:** Louise Feely, Housing Asset and Investment Manager, Tel: 0141 618 6049,  
louise.feely@renfrewshire.gov.uk





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**To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD**

**On: 30 OCTOBER 2018**

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**Report by: DIRECTOR OF COMMUNITIES, HOUSING & PLANNING SERVICES**

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**Heading: COUNTER TERRORISM AND FRAUDS & SCAMS WITHIN  
RENFREWSHIRE**

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## **1. SUMMARY**

- 1.1. Renfrewshire Council has a duty under the Counter Terrorism and Security Act, 2015, to have due regard to the need to prevent people from being drawn into terrorism and to work with partners to be vigilant and work together to identify signs where someone may be in danger of becoming radicalised or involved in terrorist activities. This is known as the Prevent Duty.
  - 1.2. During 2017 5 attacks took place in the UK and the nature of the threat from terrorism and our understanding of how to address this has changed. Updated guidance was published earlier in 2018 that puts safeguarding at the heart of the prevent agenda and this paper highlights the work undertaken in Renfrewshire in conjunction with Police Scotland to form a divisional Multi-Agency CONTEST and Serious Organised Crime Group for Renfrewshire/ Inverclyde to highlight and tackle key issues of vulnerability and to co-ordinate work across the public sector to tackle terrorism and serious organised crime. This group is an important part of the governance framework to oversee these issues.
  - 1.3. While vulnerable people can be targeted by serious organised crime groups to become involved in criminal activities they may also become the victim of frauds and scams. This paper also highlights what Renfrewshire Council and partners are doing to prevent vulnerable residents from becoming victims of these crimes and some of the wider implications of these types of activity.
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## **2. RECOMMENDATIONS**

- 2.1 It is recommended that the Communities, Housing & Planning Policy Board:
- (i) notes the implementation of a Divisional Multi-Agency CONTEST and Serious Organised Crime Group for Renfrewshire/Inverclyde;
  - (ii) notes the new CONTEST strategy 2018; and
  - (iii) notes the update on frauds and scams within Renfrewshire.
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## **3. BACKGROUND**

### **CONTEST 2018**

- 3.1 An updated version of the CONTEST strategy was published by the Home Office in June 2018. This new document replaces the previous UK CONTEST strategy and updates the Prevent Strategy, both published in 2011 and updated in 2015. Scottish guidance on Prevent is now being updated in line with the CONTEST 2018 strategy.
- 3.2 The response to counter-terrorism is built around the objective of leaving no safe space for terrorists to recruit or act. The CONTEST strategy, is the framework that enables the public sector to organise the work required to counter all forms of terrorism. The overarching aim remains to reduce the risk posed by terrorism to the UK and its citizens, including interests overseas, so that citizens can go about their lives freely and with confidence. Last year's attacks in London and Manchester served as a stark reminder of the continued threat that terrorism poses, both to our people and to our way of life.
- 3.3 For all of the successes of the original strategy, in the years since it was implemented the threat from terrorism has not stood still. The war in Syria, which was in its infancy when the last Strategy was published, has created both a haven and a training ground for British and foreign terrorists.
- 3.4 Across the UK since 2013, counter terrorism arrests have doubled with over 500 charged and over 400 convicted. Since 2017, 12 Islamist and 4 extreme right-wing plots have been foiled. As of 2018 there are over 500 live investigations, 3,000 subjects of interest and over 20,000 individuals in post-investigation stage. An emerging threat is the development of radicalism in communities that seeks to detract against the state and the counter terrorism response to build structures that widen the divide between communities and the state.



- 3.5 In considering the current position, the Director General of the Office of Security and Counter Terrorism (Tom Hurd) views that the nature of attacks has changed, with a shift in the nature of the threat rather than a spike in overall threat and a much faster move from conception to execution of attacks and a trend towards low sophistication attacks. Vehicles are increasingly used as weapons with which to kill and maim innocent people and there is an increasing role for the internet, making the cyber resilience and cybercrime agenda much more closely linked to the counter terrorist agenda. This has implications for how counter terrorism activities can be policed and particularly for the role played by the wider public sector.
- 3.6 In the wake of the attacks in London and Manchester the Prime Minister pledged to undertake a comprehensive review of the approach to counter terrorism to ensure it was working as effectively as possible. This delayed the planned refresh of the CONTEST strategy for a period and the new Strategy is the result of that review. The CONTEST 2018 strategy builds on progress made since 2011 and has evolved to reflect the changing situation around the world and learns lessons from the tragic attacks in the UK and elsewhere.
- 3.7 Because the threat is large and multi-faceted, and it is considered that we are facing at least 2 years of heightened threat, there is a greater focus in the refreshed Strategy on the known threat and expanding interventions to rehabilitate and disengage those engaged in terrorism. There will be a focus – particularly in metropolitan highest threat areas in England and Wales, in piloting new multi-agency approaches to early intervention, developing a desistance and disengagement programme and in working in prisons with conflict zone returners, half of whom will be coming out of prison over the next 4 years.
- 3.8 The 2018 strategy continues to focus on developing increased co-ordination across the public sector to support more local interventions that will share information and data with a broader set of partners, seeking a more integrated approach with the private sector to protect our economic infrastructure. By linking up not just the intelligence agencies but also local authorities, health providers and many others, it will make it harder for terrorists and those who support them to plan and carry out attacks. There will also be a concerted effort to make the internet a hostile environment for terrorist activities through work with communities, service providers and the technology industry. Facebook now remove 99% of Daesh and Al-Qaeda content using automated systems – 83% within the first hour of it being posted. During 2017/18 the counter extremism, Research Information and Communications Unit, RICU produced over 4,000 products to counter terrorism online with more engagement than in the previous 3 years combined.

- 3.9 While the threat from Islamic terrorism is still foremost in most people's minds the strategy reflects the growing threat from extreme right-wing terrorism and also acknowledges that left wing terrorism is a developing threat. Northern Ireland related terrorism also remains a threat. In December 2016, the then Home Secretary proscribed the first extreme right-wing group, National Action, under the Terrorism Act 2000. The Government took further action in September 2017, proscribing Scottish Dawn and National Socialist Anti-Capitalist Action as aliases of National Action. For the Director General of the Office of Security and Counter Terrorism non-proscribed groups are an issue of concern. In his view, while we know what to do about groups or individuals of concern and are getting better at supporting groups that want to strengthen our society and approach there is a need to focus more on those that are seeking to create structures that target those that are vulnerable and radicalise them.
- 3.10 Last year's attacks in London and Manchester highlighted both the challenge of detecting individuals who may be inspired to commit terrorist acts in the UK, and the pace at which individuals or small groups can move to commit acts of violence. This places a renewed importance on developing our understanding of those individuals who are vulnerable to radicalisation or who are (or have been) of interest to the police and the security and intelligence agencies due to their possible links to terrorist-related activities, but who are not currently the subject of any active investigations. This information will be shared more widely and will support local interventions with individuals in our own communities who are potentially vulnerable to being groomed or incited to commit or support acts of terrorism.
- 3.11 It is important to note that there is no single profile for a person that might be vulnerable to becoming involved in terrorism. While the majority are male, there are female terrorists. While some live alone or are relatively isolated, some are involved in steady relationships - and the group is ethnically diverse. The majority are British citizens and half are UK born. A range of education and career levels have been attained. Few have a deep knowledge or understanding of faith – but there is a disproportionately high level of converts to religious belief. While mental health issues or autism or aspergers can be present and have been noted in some terrorists, there is absolutely no causality link with these that can be made.
- 3.12 For individuals to become susceptible requires a level of background vulnerability, together with an ideological opening that makes them question their beliefs and a number of initial influences that come together in the absence of protective factors and/or obstacles that would otherwise mitigate or reduce their susceptibility.

- 3.13 The updated and strengthened CONTEST 2018 strategy reflects the challenges of operating in this environment and the findings of a fundamental review of all aspects of counter-terrorism, to ensure the best response to the current position and heightened threat in coming years. Overall however, the review found CONTEST to be well-organised and comprehensive and seeks to update and build on a successful approach rather than develop an entirely new strategy. As a result the tried and tested and well understood strategic framework of four 'P' work strands has been retained:

- Prevent: to stop people becoming terrorists or supporting terrorism.
- Pursue: to stop terrorist attacks.
- Protect: to strengthen our protection against a terrorist attack.
- Prepare: to mitigate the impact of a terrorist attack.

#### **Divisional Multi-Agency CONTEST and Serious Organised Crime Group**

- 3.14 On a wider level, research and analysis has highlighted that groups and individuals that engage in or are vulnerable to becoming involved in terrorist activities are also vulnerable to becoming involved in serious organised crime. In addition, serious organised crime groups and terrorist organisations operate across a wider geography than simply Renfrewshire and are best understood locally at a Police Divisional level covering both Renfrewshire and Inverclyde Council areas.
- 3.15 The agreed response to this has been to replace the current Renfrewshire CONTEST/Prevent group with a strategic CONTEST and Serious Organised Crime Multi Agency Group operating at a Police Divisional level. This group will still require to be supported by a Renfrewshire Council Prevent / Divert Group and potentially a number of tactical and operational sub groups with a focus on serious organised crime.
- 3.16 Establishing a strategic meeting that has the responsibility and a role to consider both CONTEST and Serious Organised Crime issues is a positive step. There is significant academic and operational evidence to support that terrorism and serious organised crime are linked – even if only in relation to the groups and individuals that they seek to prey on. There is also evidence that serious organised crime groups are sometimes more directly involved in fundraising or other support for those with terrorist sympathies.
- 3.17 Progress has now been made, with agreement across key partners on the key purpose of the new group and its way of operating. This is attached in Appendix 1 to this report. A key priority for the group will be the development and use of Emerging and Residual Threat Profiles for both terrorism and serious organised crime to assist in understanding the nature of risk in the divisional area, and in prioritising the areas of focus and nature of response for the partners involved in the group.

- 3.18 The proposed group will also have a particular focus on addressing the key indicators and issues that make people vulnerable to becoming involved with serious organised crime or terrorist groups or that might indicate that they are already becoming involved in activities that are of concern. The group is chaired by the Head of Communities and Public Protection and the first meeting of the group was held on 4 September 2018. At this meeting the approach and principles outlined in Appendix 1 were agreed and a focus on a number of key challenges was also agreed. These included Drugs; Human Trafficking; Missing Persons; Cyber and Social Media; Sexual Exploitation and Brexit. In order that swift progress on the development of a risk and threat profile can be made it was also agreed that the next meeting should be held in November 2018.
- 3.19 Alongside the Counter Terrorism / Serious Organised Crime Divisional Group a specific Serious Organised Crime Group will also be established and is referred to in Appendix 1. This will be chaired by the Detective Superintendent with responsibility for Serious Organised Crime across the division and will be responsible for strategic oversight of this agenda and tactical governance. It is proposed by the Divisional Commander for Renfrewshire that regular reports on Serious Organised Crime be brought to the Community Protection Chief Officer Group by the Detective Superintendent.
- 3.20 The information and strategic understanding of the nature of the risk to Renfrewshire that will be developed by the Divisional CONTEST and Serious Organised Crime Multi Agency Group will also be used to guide the work of the local Renfrewshire Multi Agency Prevent Group, will inform the focus and agenda of the Renfrewshire Community Protection Steering Group and the Renfrewshire Council Integrity Group.
- 3.21 These new multi-agency approaches will support Police Scotland in sharing relevant information with partners and allow the partnership to establish robust and effective referral and review pathways. The revised strategy's increased focus on safeguarding those at risk of radicalisation and rehabilitating those that have previously been identified as being vulnerable or having committed relevant offences is also welcome as it reflects to a significant extent the position that has been developed successfully in Scotland over a number of years in relation to Prevent.

#### **4 Frauds and Scams**

- 4.1 Anyone can become a victim of a scam or fraud. However, some people are traditionally more vulnerable to becoming a victim. This vulnerability could be a result of a range of factors including age, capacity, loneliness and uncertainty in the use of technology.

- 4.2 Fraudsters target the elderly and the vulnerable and prey on their insecurities. This can be done by visits, letter or increasingly by e-mail/computer or social media. Sometimes the person being defrauded may feel they are helping someone whilst there have been other cases of people simply wanting social interaction and therefore knowingly being scammed.
- 4.3 As well as Police Scotland with an obvious role to play in tackling fraud, Trading Standards Officers tackle both local and national issues and are often the first port of call for advice and support in relation to what can appear initially to be solely a “civil” issue e.g. a dispute between a trader and a consumer, over goods or a service. Upon discussion however, it can become evident that the consumer may have fallen victim to a scam or fraud and may require help and support to prevent recurrence in the future.
- 4.4 The nature, scale and threat posed by frauds and scams is also changing. Frauds and scams are becoming increasingly sophisticated and can be difficult to spot. Perpetrators are often based outside the UK and can use modern technology to contact vulnerable people and organisations. They can be difficult to trace. There is also a trend of using some of the approaches and techniques developed to target individuals and organisations to defraud them of money, to target large businesses and governmental organisations in a form of online terrorism – sometimes even in the form of state sponsored attacks. In these cases the object is not always to defraud, but can be to destabilise or undermine. These attacks can be indiscriminate – the victims are not always specifically targeted – they are simply caught up in wider events. The costs of attacks of this nature can be very significant for those impacted – in one recent attack one company had to fund the replacement of all their IT systems worldwide at a cost of \$300M - and the attack was swift – with complete destruction of their IT system happening within 17 minutes after they were breached. During this attack a number of companies were impacted in the same way.
- 4.5 The types of scams and frauds currently impacting on communities in Renfrewshire are very wide ranging - however some of the more common types of fraud that are currently being experienced in Renfrewshire include but are not limited to:
- 4.6 Social Engineering Fraud, where malware and phishing emails are used to obtain customers’ details. Offenders are increasingly using social engineering tools, particularly obtaining information by phone and SMS text message. Police research shows that approximately half of the total loss from fraud could be attributed to crime groups using these techniques.
- 4.7 The primary techniques used include:
- Posing as a bank or security company employee, cold-calling complainers to inform them that their savings are at risk and monies in their account therefore had to be transferred to a 'safe account' (in reality, an account in the control of the perpetrator);

- Posing as a Microsoft employee and calling complainers purportedly in relation to a computer virus, thereafter inducing them to pay a fee for the virus to be removed (or with the complainer's assistance installing a remote access terminal in their PC to obtain financial information)
- Calling complainers and posing as an HMRC employee and thereafter requesting due payment via iTunes vouchers - a technique which Action Fraud identified as having first emerged in the UK in May 2016.
- Hacking complainers accounts, transferring money to their accountant and then telephoning the accountant and convincing them to transfer the money to a different account.

#### Key Issues

- iTunes vouchers are an increasingly attractive commodity due to the fact that they are easily and instantaneously redeemable, non-physical (the perpetrator merely has to get the victim to read out the serial number over the phone), essentially untraceable and unrecoverable.
- The capability of some fraudsters alleging to be calling from banks and other financial institutions to mask their true telephone number and 'spooof' genuine numbers recognised and trusted by complainers represents a significant threat, as this capability allows them to bypass the concerns of many 'security conscious' victims.
- The sheer scale of attempted phone frauds is evidenced by the fact that one single number associated with 'HMRC' phone frauds has been checked nearly 34,000 times by members of the public on the 'Who-Called' website.

4.8 Online Fraud – includes both failure to supply goods, services or payment following online advertising on sites such as eBay and Gumtree and hacking into eBay, Paypal and online banking accounts to transfer funds. This technique is indicative of a high degree of technical expertise in some cases. Recent threat analyses have highlighted that online fraud is set to become increasingly sophisticated, in order to bypass advancing fraud prevention solutions. This is an area where internet fraudsters are exploiting the growing volume of online personal data and the diversification of internet connected devices, eg 'The Internet of Things' to maximise their chances of successfully perpetrating criminal acts. Meanwhile, the continuing move towards digitalisation of major currencies including sterling is encouraging fraudsters to gravitate towards digital currency and goods.

4.9 Credit/Debit Card Fraud continues to be a threat, with unauthorised use of complainers' bank accounts, personal details or credit cards to purchase items online, Presenting stolen cards at banks while purporting to be the account holder Using stolen cards and PINs to make unauthorised withdrawals from ATMs and more recently using the contactless function of payment cards to purchase goods in person.

- 4.10 Mandate Fraud relates to the act of intercepting emails between businesses who are paying invoices and the perpetrators thereafter sending a similar email requesting a change in bank details for the funds to be paid into. Cybersecurity intelligence assessments suggest that the method for perpetrating mandate frauds is likely to be malware disguised as an email attachment - often a word document containing a malicious macro - which then infects the target computer and allows network traffic (including emails) to be intercepted - providing the information required to develop a customised mandate fraud.
- 4.11 Small businesses and contractors are identified as being particularly vulnerable to this type of fraud as they are used to receiving invoices on a regular basis. Research suggests that small business owners aged 18 - 35 are much more likely to be a victim of this type of attack with more than a third of young business owners stating they have been a victim of mandate/invoice or similar frauds - increasing to 55% for businesses with owners aged under 25. In a similar manner email attachments or other malware can be used to infiltrate computer systems and defraud through the use of Ransomware – software that denies access to information or systems until a payment is made.
- 4.12 Romance Frauds are primarily the result of internet-initiated dating, with perpetrators using dating websites and social media platforms to meet potential victims, develop a relationship with them and then attempt to exploit their trust to request monies (usually transferred electronically). These frauds are arguably one of the most distressing frauds as victims suffer both financially and emotionally. Complainers may be repeatedly victimised by the perpetrator before realising that they have been 'scammed'.
- 4.13 Responding to these risks is an ongoing focus for the work of the Renfrewshire Adult Protection Committee and a specific sub group has been established and a financial harm work plan developed to assist in tackling the issues. This plan sets out the actions and targets for addressing Financial Harm within Renfrewshire, covering the period 2017 – 19. It outlines the local multi-agency plans of Police Scotland, Trading Standards (Renfrewshire), Renfrewshire Adult Protection Committee, Renfrewshire Health and Social Care Partnership, and local partners, based on the resources available.
- 4.14 On 22<sup>nd</sup> March 2018, a Financial Harm Event was held within Paisley Town Hall. This event highlighted the key issues and what could be done to minimise the risk and impact for vulnerable people.
- 4.15 Responding to the use of some of these techniques to perpetrate damage on communities and organisations as well as to defraud will be an area of focus for the Divisional CONTEST and Serious Organised Crime Group as one area of activity where the approach and impact of both crime and terrorist activities is beginning to merge.
-

## **Implications of the Report**

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community Planning** –

Renfrewshire is safe – the Renfrewshire Community Safety Partnership continues to work to keep people that live, work and visit Renfrewshire safe. The Divisional Multi-Agency CONTEST and Serious Organised Crime Group will assist in this process.

By monitoring and actioning frauds and scams, Renfrewshire Council will ensure vulnerable people do not fall victim to frauds and scams.

4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None
12. **Cosla Policy Position** – None

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## **List of Background Papers**

None

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**Author:** Oliver Reid, Head of Communities & Public Protection



## **Renfrewshire and Inverclyde Divisional Multi Agency CONTEST / Serious Organised Crime Group**

***The purpose of the Renfrewshire and Inverclyde Divisional Multi Agency CONTEST / Serious Organised Crime Group will be to identify priorities and opportunities for jointly tackling terrorism and organised crime across the communities of Renfrewshire and Inverclyde so that residents and businesses can go about their lives freely, safely and with confidence.***

***The Group will achieve this by:***

- **Understanding the nature of the risk and threat posed by Serious Organised Crime and Terrorism in Renfrewshire and Inverclyde**

***We will do this by –***

- *Improving information sharing to enrich our understanding of the risk and threat posed by serious organised crime and terrorism at the local level*
  - *Preparing and maintaining a risks and threats assessment for terrorism and for serious organised crime to guide the priorities and response of all agencies*
  - *Sharing this assessment as relevant with neighbouring areas to ensure that relevant cross border issues and focus are understood and addressed*
- **Ensuring appropriate preventative action is being taken to protect Renfrewshire and Inverclyde communities from the threats faced by terrorism and serious organised crime groups**

***We will do this by –***

- *Intervening early - to safeguard and support those at most risk of radicalisation or becoming involved in organised crime and to identify business practices and models of operation that indicate potential organised criminal activity*
- *Avoiding duplication of effort. The group will look to existing fora such as the Local Resilience Partnership (LRP) and the newly established Divisional Serious Organised Crime Group for elements of supportive strategic and tactical activity, and act as a strategic oversight body, only identifying and engaging subgroups as and when required or if necessary.*
- *Working across agencies and with communities to identify those vulnerable to becoming involved in serious organised crime or terrorism and developing appropriate interventions that reduce these risks*
- *Taking robust action to ensure that there are no safe places for terrorists or serious organised crime groups online or in our communities and that strong counter – terrorist or organised crime narratives are developed and disseminated through our communities that empower communities and individuals*

- *Identifying and targeting groups or individuals that are seeking to groom or incite individuals in our communities to commit or support serious organised crime or terrorism.*
- *Reinforcing safeguarding activities to ensure that communities and families are not exploited by serious organised crime or terrorism*
- **Identifying and encouraging innovative ways of working together to interdict Serious and Organised crime or Terrorism in Renfrewshire and Inverclyde**

**We will do this by –**

- *Obtaining and sharing intelligence on those individuals/groups involved in Serious Organised Crime and/or Terrorism.*
- *Using creative intervention tactics to deprive and prevent Organised Crime Groups from accessing or subverting legitimate business*
- *Working collaboratively to identify ways of protecting public, private and third sector organisations working in Renfrewshire and Inverclyde from being targeted by serious organised crime groups or terrorists.*
- *Working collaboratively to identify ways to support and promote legitimate businesses and encourage them to succeed*
- *Targeting the insider threat by strengthening information sharing about those working in sensitive environments across all agencies to ensure that persons of concern do not have access to restricted environments, data or information that would benefit organised crime or terrorist activities*
- *Improving security at crowded places through closer more effective working across all agencies*
- *Working online and offline to empower communities and individuals and tackle the causes of radicalisation and serious organised criminal activity*
- *Intervening early using safeguarding principles to provide tailored multi-agency support to those identified as most at risk of radicalisation or involvement in serious organised crime.*
- *Providing support to those already engaged in serious organised crime or terrorism to disengage and rehabilitate*
- **Sharing best practice and improving coordination of multi-agency partners at a local and national level**

**We will do this by –**

- *Working together to target those persons responsible for the creation, storage and distribution of counterfeit and illicit goods.*
- *Considering how individual public agencies and Council services can take co-ordinated action to make a significant difference and contribution to this agenda e.g. Planning Permissions, Environmental Services, Licencing, Trading Standards*
- *Working together to identify, disrupt and record any businesses or individuals involved in the sale of New Psychoactive Substances (NPS) / Adulterants.*
- *Sharing information to achieve common goals*

- *Working with industry and partners to improve security at venues, gain faster alerts to suspicious purchases and design out vulnerabilities to infrastructure or in products or contracts that organised crime groups or terrorists can exploit*
  - *Exploitation of regulatory powers - where possible, to treat these groups with extreme prejudice (recognising processes and procedures often need to be followed).*
  - *Removing organised crime groups from acting as landlords and making substantial profits due to sharing of information.*
  - *Contributing to work at a national level to co-ordinate the response of all agencies to ensure that opportunities are minimised in Renfrewshire and Inverclyde for organised crime or terrorism groups*
  - *Developing appropriate local performance and monitoring data and contributing to developing and building a clear picture of progress at a national level*
- **Mitigating the impact of a terrorist attack and organised crime activity within Renfrewshire and Inverclyde**

**We will do this by –**

- *Encouraging the public to report any suspicious activity*
  - *Diverting vulnerable members of the community away from organised crime or terrorist activities*
  - *Increasing the number of persons arrested who are associated with Organised Crime Groups (SOCG) and/or Terrorism*
  - *Utilising the Proceeds of Crime Act 2002 to deprive criminals of financial wealth.*
  - *Ensuring appropriate joined up multi agency support to residents affected by serious organised crime or terrorism.*
  - *Regularly testing and exercising the local multi agency capabilities required to respond to and recover from terrorist or serious criminal attacks e.g. cyber resilience*
- **Addressing where there are risks of radicalisation or pathways towards Serious and Organised crime activity**

**We will do this by –**

- *Maintaining established links to the Grey Space Group as an invaluable source of intelligence around community vulnerabilities and concerns and as an informal tasking partner.*
- *Building on the existing learned and developed understanding of Counter Terrorism across Renfrewshire and Inverclyde, where partners have worked closely together.*
- *Obtaining and sharing intelligence on those individuals/groups involved in Serious Organised Crime and/or Terrorism.*
- *Raising and increasing training and awareness amongst the public, voluntary and private sector workforce on issues of concern and how to report concerns*





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**To: Communities, Housing and Planning Policy Board**

**On: 30 October 2018**

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**Report by: Director of Children's Services**

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**Heading: External Scrutiny of Community Justice and Criminal Justice Social Work**

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## **1. Summary**

- 1.1 In June 2018 Local Authorities were advised by the Care Inspectorate of initial proposals to take forward scrutiny of both community justice and criminal justice social work.
- 1.2 The Care Inspectorate has now confirmed that community justice will be subject to supported and validated self-evaluation, with criminal justice social work being subject to formal inspection. Four authorities will be subject to external scrutiny during 2018/19: two in relation to community justice and two in relation to criminal justice. Two local authorities have already been advised that they have been selected for participation in the external scrutiny programme and the other two will be advised in November 2018.
- 1.3 The community justice supported and validated self-evaluation will focus on 3 quality indicators:
  - Planning and delivering services in a collaborative way.
  - Effective use and management of resources.
  - Leadership of strategy and direction.
- 1.4 Renfrewshire Community Justice Steering Group has volunteered to be one of the first areas evaluated. The care inspector quality indicators were considered early in 2018 by this group, following their creation, in preparation for this. Progress against these three areas will be updated and analysed through questionnaires and a specific development session.

- 1.5 In relation to Criminal Justice, Inspection will focus on community payback orders (CPOs), the community sentences supervised by criminal justice social work since 2012. This scrutiny will also consider preparation for the extension from 3 to 12 months of the Presumption Against Short Sentences (PASS), which will reduce numbers in custody whilst increasing those subject to community payback orders. The inspection will also focus on the use of Section 27 funding for criminal justice services.
- 1.6 It is not planned that all Local Authorities will undertake this inspection, but that initial inspections will inform thematic areas which should be explored further within ongoing inspections. Quality assurance work will inform improvements to be undertaken.
- 1.7 The board will be updated as further information or timescales are made available.
- 

## **2. Recommendations**

- 2.1 The Communities, Housing and Planning Policy Board is asked to note:
- the planned external scrutiny of Community Justice and Criminal Justice Social Work, with potential timescales, and work undertaken locally to quality assure and inform improvements.
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## **3. Background**

- 3.1 In June 2018 Local Authority Community Justice Steering Group chairs across Scotland were contacted by the Executive of Scrutiny and Assurance at the Care Inspectorate, in relation to scrutiny activity of both community justice and updated scrutiny of criminal justice Social Work.
- 3.2 Local Authorities were advised that the Scottish Government had asked the Care Inspectorate to lead on the scrutiny and assurance activity in relation to the implementation of community justice, and on the performance of criminal justice social work in Scotland. They were also informed that a multi-agency high level Advisory Group would be created to develop the approach, scope and focus of scrutiny activity.
- 3.3 The correspondence advised that a new team, the Strategic Scrutiny Justice Team, had been established within the Care Inspectorate to lead on this work, and that Chief Social Work Officers would be contacted in relation to criminal justice social work.
- 3.4 On 24 August 2018 correspondence was received by Local Authority Chief Social Work Officers. Local Authorities were advised that inspections of criminal justice social work services during 2018-19 will focus on community payback orders. The inspection will also explore and comment on the use of Section 27 criminal justice social work funding.

- 3.5 The inspection will consider how well national outcomes and standards for criminal justice social work are being applied and what difference community payback orders are making to the lives of individuals who are subject to them. Focus will be on the following areas, using the quality indicator model in the *Guide to community justice in Scotland*:
- Outcomes for individuals subject to community payback orders, including performance measures against both local and national statistical data.
  - Impact and experience for those subject to community payback orders.
  - Key processes linked to community payback orders, including quality of risk/needs assessment, planning and intervention.
  - Fulfilment of statutory duties, performance management and quality assurance.
  - Leadership of criminal justice social work.
- 3.6 Correspondence advised that focus would also be on the service's capacity for improvement and, in particular, the extent to which criminal justice social work services is prepared for forthcoming changes in relation to the presumption of short sentences (PASS) i.e. the pending extension of 3 to 12 months presumption against short sentences. This pending change will result in reduced numbers subject to custodial sentence and a rise in community payback orders (CPOs) supervised by criminal justice social work. There is as yet no timescale for the introduction of the extension to PASS.
- 3.7 The information provided advised that the development of methodology was in progress which would be made available at the earliest opportunity. These include:
- Specific guidance on how to use the *Guide to community justice in Scotland* in respect of self-evaluation of community payback orders. This will provide useful questions and details regarding supporting evidence for self-evaluation;
  - A detailed process document that will take local authorities through each stage of the inspection process, enabling clarity at each stage as to what is required and what we will be doing.
- 3.8 Local Authorities were advised of the intention to undertake criminal justice inspections in two local authority areas before the end of March 2019, with notification of the first inspection being made to the local authority Chief Executive and Chief Social Work Officer early in September. Not all local authorities will be subject to inspection of CPOs in this format, with initial inspections informing whether there is a need for thematic reviews of more specific practice areas.
- 3.9 On 6 September 2018 Clare Wilson, Care Inspectorate Service Manager, attended the Renfrewshire Community Justice Steering Group to update partners on the new care inspectorate structure, and the scrutiny process. Information shared was that Community Justice would be subject to a Supported and Validated Self-Evaluation Process. Ms Wilson advised that correspondence was pending which would inform on how the self-evaluation process would be carried out. She did advise that this would feedback on the effectiveness of the partnership approach, the strengths, areas for development and capacity for improvement.

- 3.10 Information shared was that focus would be on 3 quality indicators:
- Planning and delivering services in a collaborative way.
  - Effective use and management of resources.
  - Leadership of strategy and direction.
- 3.11 Following the meeting Renfrewshire Community Justice Steering Group agreed to volunteer to be one of the first areas subject to self-evaluation.
- 3.12 An update provided at the Social Work Scotland Justice Standing Committee on 5 October 2018 was that 2 local authorities have been advised of their selection for scrutiny, one each for community justice and criminal justice. Two further authorities will be advised in November 2018, of the plan to commence scrutiny within 2018/19.
- 3.13 Work is in progress to prepare for this scrutiny. The Renfrewshire Community Justice Steering Group previously considered our progress against all the quality indicators. Progress against the three indicators identified for self-evaluation will be updated within the partnership through a questionnaire and a development session to inform actions to be taken forward. Within criminal justice quality assurance will inform any improvement actions.
- 3.14 Further updates will be provided to the board as information becomes available.

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## Implications of the Report

1. **Financial** - None.
2. **HR & Organisational Development** - None.
3. **Community Planning** -

The Renfrewshire Community Justice Steering Group is embedded within the community planning structure, reporting directly to the Community Protection Chief Officer's Group. Criminal Justice social work is one of the key partners within community justice in Renfrewshire.

4. **Legal** - None.
5. **Property/Assets** - None.
6. **Information Technology** - None.



**7. Equality & Human Rights –**

The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

**8. Health & Safety**

None.

**9. Procurement**

None.

**10. Risk**

None

**11. Privacy Impact**

None.

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**List of Background Papers**

None

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JT

24 October 2018

**Author:** John Trainer, Head of Service Childcare and Criminal Justice, 0141 618 6860.






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**To: Communities, Housing & Planning Policy Board**

**On: 30 October 2018**

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**Report by: Director of Finance & Resources**

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**Heading: Disposal of Land adjacent to 44 Glentyan Avenue, Kilbarchan**

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**1. Summary**

- 1.1 The purpose of this report is to declare the area of land adjacent to 44 Glentyan Avenue, Kilbarchan, shown on the attached plan (E2745), as surplus to requirements.
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**2. Recommendations**

**2.1 It is recommended that the Board:**

- 2.2 Declare the area of land located adjacent to 44 Glentyan Avenue, Kilbarchan, shown on the attached plan, as surplus to requirements, with a view to disposing to the adjacent owner.

- 2.3 Authorise the sale thereof to the adjoining proprietor of 44 Glentyan Avenue, Kilbarchan, on such terms and conditions as may be negotiated by the Head of Property utilising delegated powers.

- 2.4 Authorise the Head of Corporate Governance to conclude the sale incorporating into the bargain such terms and conditions as may be deemed necessary to protect the Council's interest.

- 2.5 Note that the Head of Planning will place an advert in the local press in terms of the Town and Country Planning (Scotland) Act 1959 for the proposed sale of an area of open space.

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### 3. **Background**

- 3.1 The area of land which is held on the Housing Revenue Account, comprises a total area of 105 sqm or thereby and is an area of open space, maintained by Environment and Infrastructure.
- 3.2 The applicant has expressed an interest in acquiring the land for the utilization of a private garden ground. A provisionally agreed purchase price has been reached; but this is subject to the Board declaring the ground as surplus.
- 3.3 Environment and Infrastructure have advised that should the applicant wish to fence the outer boundaries of the space, all fence heights must be at a maximum height of one metre (1m) from the ground so as to preserve sightlines for the junction at Montgomery Drive.
- 3.4 The applicant will also have to obtain planning permission for a change of use to garden ground.
- 3.5 The area of land concerned is such that the purchase price/value of the land will be at a level upon which delegated powers granted to the Head of Property for the disposal of surplus property will be utilised.
- 3.6 The purchasers will be liable to meet the Council's reasonable professional and legal expenses in processing this transaction.
- 3.7 The Head of Planning and Housing has confirmed that the area of land has no operational requirement and would not be opposed to the land being declared surplus.
- 3.8 The Head of Planning & Housing will place an advert in the local press in terms of the Town and Country Planning (Scotland) Act 1959 for the proposed sale of an area of open space.

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### **Implications of the Report**

1. **Financial** – The HRA will benefit from a modest capital receipt.
2. **HR & Organisational Development** – *None*.
3. **Community Planning** –
- Children and Young People** – None
- Community Care, Health & Well-being** - None
- Empowering our Communities** - None

**Greener** - None

**Jobs and the Economy** - None

**Safer and Stronger** - None

4. **Legal** – Conclude the sales contract

5. **Property/Assets** – Negotiation of the sale price and adjust the property records.

6. **Information Technology** - None

7. **Equality & Human Rights**

(a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. Required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** - None

9. **Procurement** – None

10. **Risk** - None

11. **Privacy Impact** - None

12. **Cosla Policy Position** – N.A.

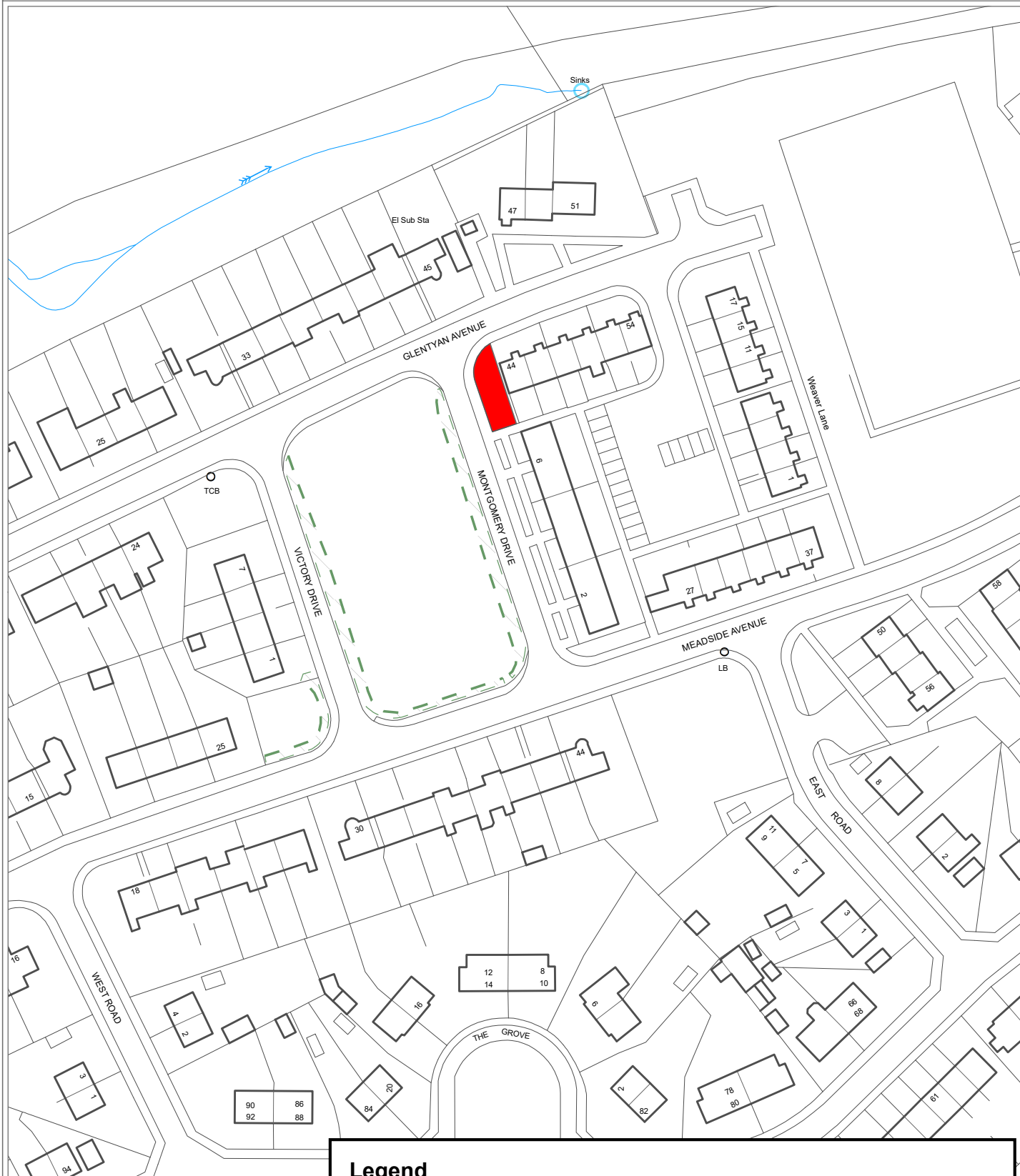
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## List of Background Papers

(a) None

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**Author:** Aaron Duncan  
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Notes:

### Legend

Area to be disposed to the proprietor of 44 Glentyan Avenue extends to 105sqm or thereby




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**To:** Communities, Housing and Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Finance & Resources

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**Heading:** Proposed Disposal of Commercial Property - 16 High Street, Johnstone

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**1. Summary**

1.1 The purpose of this report is to seek consent to declare the property at 16 High Street, Johnstone surplus to requirements, as shown on the attached plan E2775.

1.2 This is to allow the property to be disposed to the existing tenant.

---

**2. Recommendations**

2.1 That the Board declare the commercial property at 16 High Street, Johnstone surplus to requirements.

2.2 Note that should the Board declare the property surplus, the property will be sold to the existing tenant Mr Perella on terms and conditions negotiated and provisionally agreed with the Head of Property. The disposal of this property will be considered by the Infrastructure, Land and Environment Policy Board.

2.3 Please note that in accordance with the recent changes to the Scottish Ministers' consent when disposing of HRA Assets, this disposal will be under the General Consent available and will be self-certified by the Council.

---

### 3. **Background**

- 3.1 The commercial property which is located at 16 High Street is currently leased to Mr Perella. The tenant has been in occupancy of the premises since the 4<sup>th</sup> of December 2017 when the lease was transferred from the previous tenant who was trading as a newsagent. The current rent for the property is £5,200 per annum.
- 3.2 At present the property is not trading. However, Mr Perella acquired the tenants interest in this property with the intention to combine it with the adjacent property, 12/14 High Street which he owns and is currently being used as an Italian Restaurant and Takeaway. Mr Perella purchased this property from the Council on the 7<sup>th</sup> of December 2016. If this is not possible he would re-open as a retail opportunity.
- 3.3 There is a shared maintenance responsibility with the flats at High Street (3) and the flats on Walkinshaw Street (8). It is worth noting that of the 11 flats in total, 5 that have been sold under Right to Buy.
- 3.4 There has been one shop disposal within this small parade (12/14 High Street) and given the mixed tenure of flats above coupled with the capital receipt that will be received by the HRA Account, the Head of Planning and Housing has confirmed there would be no objections to this disposal.
- 3.5 The Head of Corporate Governance has advised that there is no restriction that would prevent this property being sold.
- 3.6 The tenant has approached the Council to acquire the interest, and following negotiations, a provisional agreement of £67,000 has been reached as a purchase price.

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### **Implications of the Report**

1. **Financial** - A capital receipt of £67,000 will be achieved for the Housing Revenue Account.
2. **HR & Organisational Development** – Not applicable.
3. **Community/Council Planning** – Not applicable
4. **Legal** – Conclusion of Sale.
5. **Property/Assets** – As per the content of this report.



6. **Information Technology** – Not Applicable

7. **Equality & Human Rights** -

- (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website. (Report author to arrange this).

8. **Health & Safety** – Not applicable

9. **Procurement** – Not applicable

10. **Risk** – Not applicable

11. **Privacy Impact** – Not applicable

12. **Cosla Policy Position** – Not applicable.

---

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27/09/2018

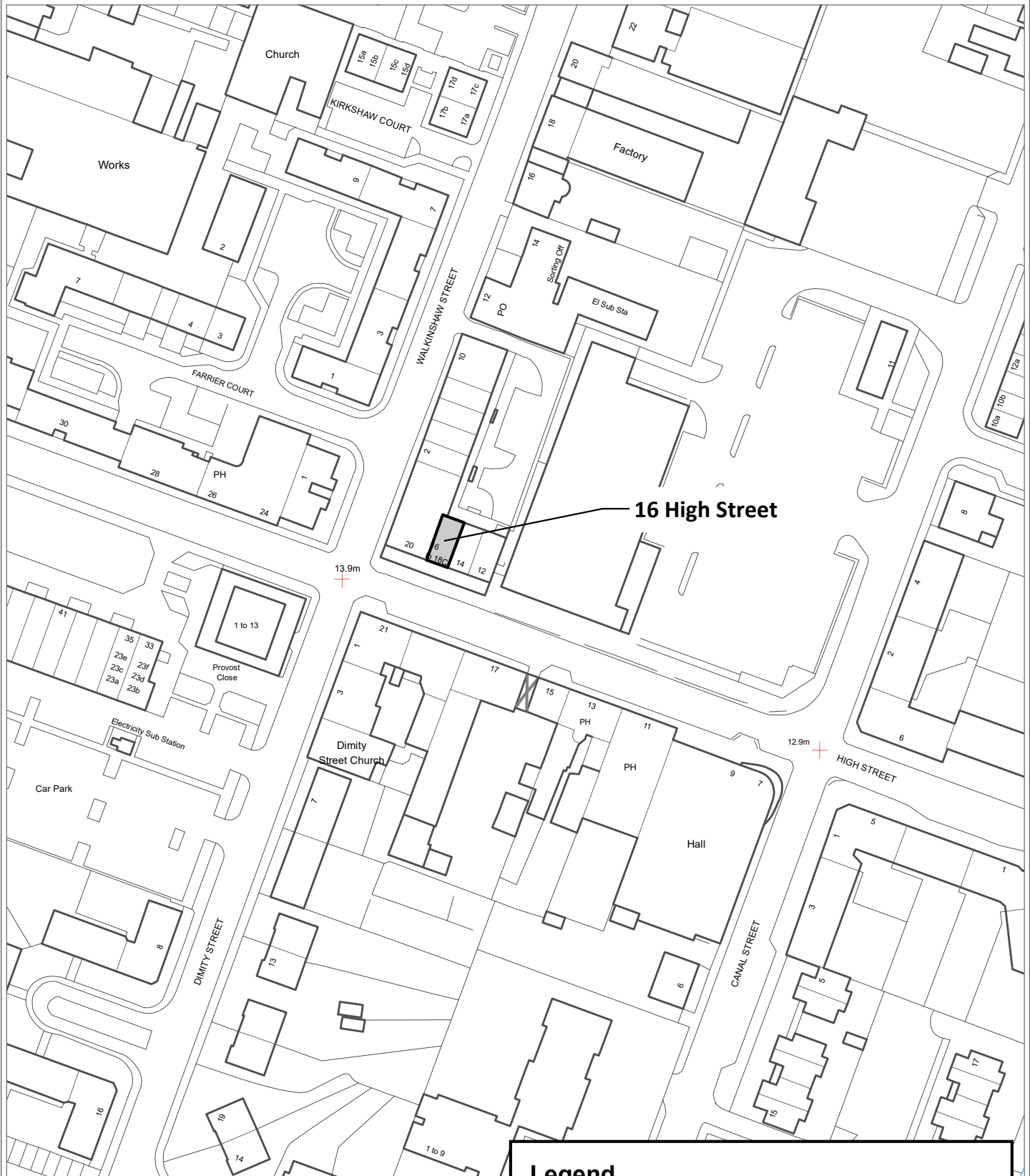
# 16 High Street, Johnstone

## Report Plan Ref. E2775




User: howardhaughj2

Date: 28/09/2018



### Legend

 Proposed disposal of 16 High Street, Johnstone

Notes:




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**To:** Communities, Housing and Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Communities, Housing and Planning

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**Heading:** Planning Appeal Decisions – 2018

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## 1. Summary

- 1.1 This paper sets out the outcomes of planning applications that were the subject of recent appeals to the Scottish Government's Directorate of Planning and Environmental Appeals (DPEA).
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## 2. Recommendations

- 2.1 It is recommended that the Board:
- (i) notes the outcomes of the planning recent appeals to the Directorate of Planning & Environmental Appeals (DPEA) as set out in Appendix 1.
- 

## 3. Appeals in 2018

- 3.1 To date, in 2018, nine appeals have been submitted to the Directorate of Planning and Environmental Appeals (DPEA), however three appeals were withdrawn prior to a decision on the matters.
- 3.2 Appendix 1 sets out the six appeals against the decisions made by the Council. In five out of the six appeals the Scottish Government Reporter decided in the appellant's favour.
- 3.3 The dismissal of the appeal against the refusal of planning permission in principle for residential development in the green belt at Johnshill in Lochwinnoch, outlines the consistent approach by Renfrewshire Council in aiming to get the right housing in the right sustainable locations across Renfrewshire. This reflects the Council approach to successfully defending appeals against development in the green belt in 2017.

- 3.4 Appeals against high hedges continues to contribute to the appeal submissions to the DPEA. The High Hedges (Scotland) Act 2013 came into force on the 1 April 2014. The purpose of the legislation is to consider issues in relation to high hedges which impact on the reasonable enjoyment of domestic properties and where issues have not been resolved amicably between neighbours.
- 3.5 The Scottish Government and Renfrewshire Council have prepared guidance to assist in understanding this piece of legislation. However there continues to be confusion and challenges with the legislation, its application and the consistency in approach from the Scottish Government Reporters in determining appeals against high hedge notices.
- 3.6 In relation to the appeal against the refusal of planning permission and listed building consent for The Institute at Maxwellton Street in Paisley, the Scottish Government Reporter found that the appeal succeeded on both main issues of acceptability of demolition of the listed building and the form of the redevelopment.
- 3.7 In terms of the appeal against the Certificate of Lawful Use at the Normandy Hotel, the Scottish Government Reporter confirmed that the burden of proof in relation to the evidence provided to confirm that the site at the Normandy Hotel had been used for car parking for more than 10 years was on the balance of probability accepted, therefore the use was considered lawful. In concluding, the Scottish Government Reporter considered that the use for airport parking was not materially different in planning terms to the use for car parking.

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### **Implications of the Report**

1. **Financial** - None
2. **HR & Organisational Development** - None
3. **Community/Council Planning** – None.
4. **Legal** – None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights** - None
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** - None
9. **Procurement** - None
10. **Risk** - None
11. **Privacy Impact** - None
12. **Cosla Policy Position** – Not applicable.

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### **List of Background Papers**

Background Paper 1 – Planning Appeal Decision Notice HHA-350-11

Background Paper 2 – Planning Appeal Decision Notice PPA-350-2025

Background Paper 3 – Planning Appeal Decision Notice HHA-350-12

Background Paper 4 – Planning Appeal Decision Notice PPA-350-2031

Background Paper 5 – Planning Appeal Decision Notice LBA-350-2001

Background Paper 6 – Planning Appeal Decision Notice CLUD-350-2001

---

*FC/SM/MC  
10 October 2018*

**Author:** The contact officer within the service is Sharon Marklow, Strategy and Place Manager, 0141 618 7835, email: [sharon.marklow@renfrewshire.gov.uk](mailto:sharon.marklow@renfrewshire.gov.uk)

<b>Application / Appeal Ref No.</b>	<b>Site Address</b>	<b>Proposal</b>	<b>Date of Decision</b>	<b>Outcome</b>
17/0236/HH HHA-350-11	38 Mansionhouse Road, Paisley	High Hedge	18 January 2018	Issue a high hedge notice to significantly reduce the height of the row of trees to improve light levels for the appellant when using the rear garden.
16/0806/PP PPA-350-2025	Site on Northern Boundary of Beech Burn, Johnshill, Lochwinnoch	Erection of residential development (in principle)	28 February 2018	Dismiss the appeal and refuse planning permission in principle for the residential development as the proposed development would not accord with the development plan and conflicts with Scottish Planning Policy as the development does not contribute to sustainable development.
17/0623/HH HHA-350-12	Land 40m South West of Lochwinnoch Parish Church, Lochhead Avenue, Lochwinnoch	High Hedge	5 June 2018	Issue a high hedge notice and fell the hedge to ground level to remove the adverse effects of the hedge.
17/0456/PP PPA-350-2031	The Institute, Maxwellton Street, Paisley	Erection of 40 flats and formation of parking and landscaping	15 August 2018	Allow the appeal and grant permission for residential development. It was considered that the building was incapable of repair. The proposal did not constitute over-development. Overall the form, siting, design, density, external finish and layout of the proposed development were acceptable.
17/0454/LB LBA-350-2001	The Institute, Maxwellton Street, Paisley	Demolition of former school building	15 August 2018	Allow appeal and listed building consent granted. Demolition is justified, particularly in the light of the unsafe condition of the surviving structures.
17/0831/CL CLUD-350-2001	Normandy Hotel, Inchinnan Road, Renfrew	Certificate of Lawful Use of Lawful Use for the use of land as airport car park	15 August 2018	Allow the appeal and grant a certificate of lawful use. On the balance of probability, the site has been used uninterrupted for car parking for more than 10 years.



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**To:** Communities, Housing and Planning Policy Board

**On:** 30 October 2018

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**Report by:** Director of Communities, Housing and Planning

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**Heading:** Making Places Initiative – Foxbar Place Plan

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## 1. Summary

- 1.1 The purpose of this report is to inform the Board of the pilot local Place Plan for Foxbar. The plan was prepared with residents, local businesses and community groups during spring 2018, informed by an extensive and varied programme of consultation and engagement. A copy of the Foxbar Place Plan is attached as appendix 1 and will feature on the Renfrewshire Council webpage.
- 

## 2. Recommendations

- 2.1 It is recommended that the Board:
- (i) notes the Foxbar Place Plan as a pilot, community led plan supporting local involvement in shaping their places; and
  - (ii) notes that guidance supporting the wider delivery of Place Plans across Renfrewshire will be reported to the Board in early 2019.
- 

## 3. Background

- 3.1 Members were advised at the Board meeting of 16 January 2018 that the Council had secured funding from the Scottish Government Making Places Initiative to support the development of a pilot Place Plan for the Foxbar neighbourhood of Paisley.

- 3.2 The Making Places Initiative supports communities to actively participate and lead the design and development of their local area. Renfrewshire's Place Plans seek to present local areas spatially, outlining areas of potential change, enhancement and prioritising areas of vacant and derelict land for new or alternative uses.
- 3.3 The Foxbar Place Plan was prepared during spring 2018 through a series of workshops and events with local residents, businesses and key stakeholders. The plan sets out a positive approach, identifying a range of themes and actions which reflect community aspirations and support the shaping of Foxbar's qualities as a place.

#### 4. **Next Steps**

- 4.1 The Foxbar local Place Plan provides a framework for partnership initiatives which support community led delivery of actions within the plan and realise the vision for the area. The Council and partners will work jointly with the local community to explore mechanisms and external resources which support delivery of the plan.
- 4.2 Some 'early wins' are already apparent, with members of Foxbar and Brediland Community Council actively exploring the creation of a new community growing space to deliver an initial action from the plan.

#### 5 **Wider Outcomes**

- 5.1 The outcomes of the Foxbar Place Plan will support delivery of actions within the Renfrewshire Community Plan 2017-2027 and will also form a key element of Place Plans to be prepared in the context of the emerging Renfrewshire Local Development Plan.
- 5.2 In this context, it is anticipated that guidance supporting the wider delivery of Place Plans across Renfrewshire will be reported to the Board in early 2019.

---

#### **Implications of the Report**

- 1. **Financial** - None
- 2. **HR & Organisational Development** - None
- 3. **Community/Council Planning** –

**Creating a sustainable Renfrewshire for all to enjoy** – The plan supports the empowerment of local communities to become more involved in shaping their places.



4. **Legal** - None
  5. **Property/Assets** - None
  6. **Information Technology** - None
  7. **Equality & Human Rights** - None
    - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** - None
  9. **Procurement** - None
  10. **Risk** - None
  11. **Privacy Impact** - None
  12. **Cosla Policy Position** - None
- 

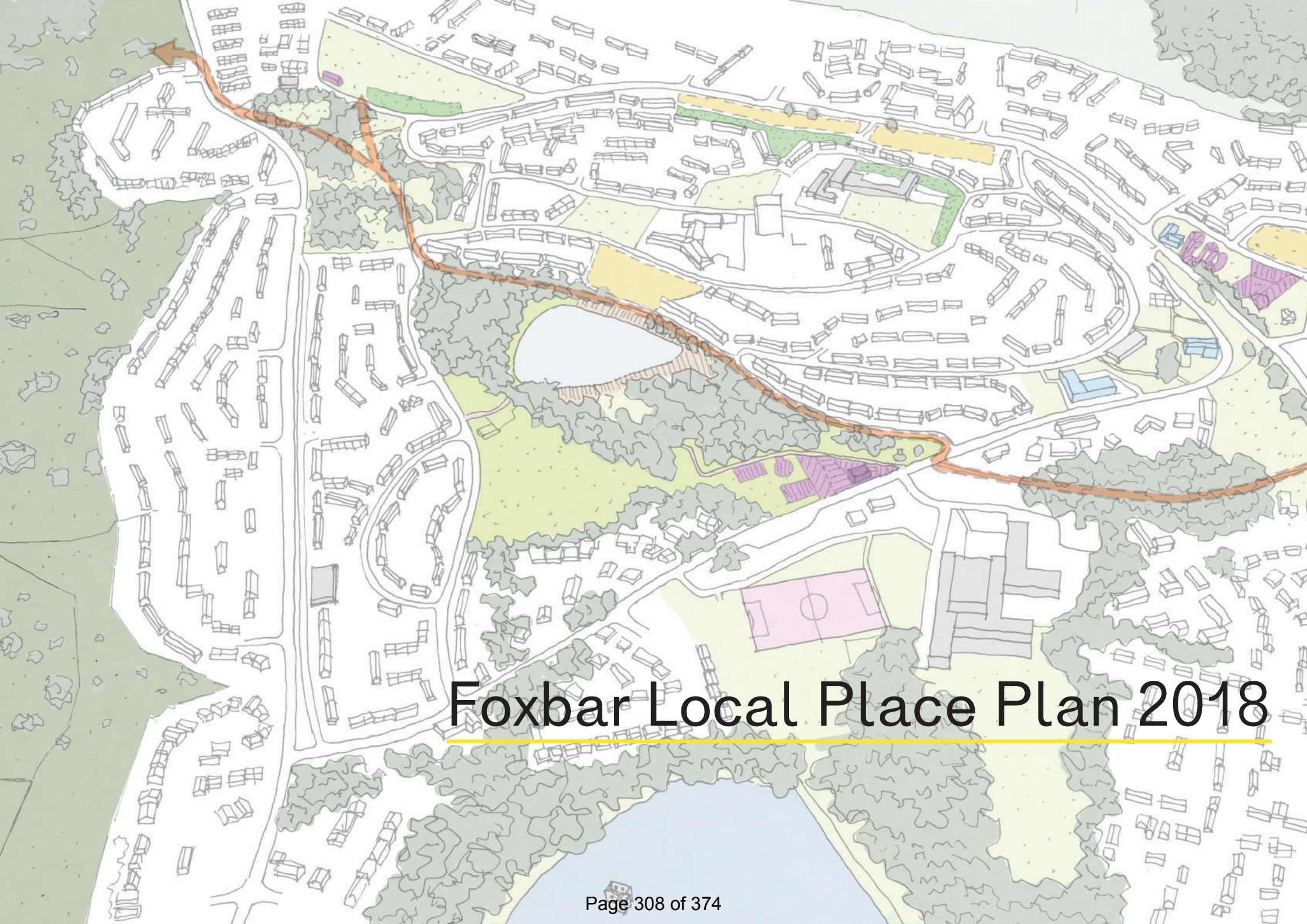
### **List of Background Papers**

- (a) Foxbar Local Place Plan
- 

*FC/SM*  
*9 October 2018*

**Author:** The contact officer within the service is Sharon Marklow, Strategy and Place Manager,  
**Tel:** 0141 618 7835, email: [sharon.marklow@renfrewshire.gov.uk](mailto:sharon.marklow@renfrewshire.gov.uk)





# Foxbar Local Place Plan 2018





## Executive Summary

We are pleased to present this Local Place Plan which sets out the local community's vision for Foxbar over the next ten years.

The plan has been led by the local community and produced in partnership with Renfrewshire Council and Renfrewshire Community Planning Partners. This reflects a new approach which jointly considers land use planning, community planning and community action, supporting local people to become more involved in shaping their places.

The local community are at the heart of this plan. Their support and enthusiasm has been instrumental in its preparation and a range of local groups will lead on delivery. The Council and partners will work jointly with Foxbar Community Council, other local groups and the community to support delivery of actions within the plan and realise the vision for the area.

This Local Place Plan is the first of its kind in Renfrewshire. A 'How To' guide has been produced as part of this pilot to support more local communities in considering Place Plans to shape their neighbourhoods and to inform future iterations of the Renfrewshire Local Development Plan.

Councillor Marie McGurk  
Convenor, Communities, Housing and Planning Policy Board  
Renfrewshire Council

Tony Lawler  
Chair  
Foxbar and Brediland Community Council

## Acknowledgements

The team would like to thank the many local residents and organisations who enthusiastically contributed to the making of this plan, and to the Scottish Government “Making Places” for matching Renfrewshire Council’s funding to support preparation of the plan.

## Team

Steering group: Renfrewshire Council, Foxbar and Brediland Community Council, Paisley Housing Association

Facilitation/design/planning support: Nick Wright Planning, 7N Architects



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<u>Appendices</u>	
1 Community aspirations	
2 Community prioritisation	









# 1. Introduction



# Purpose

This plan contains the local community’s vision for Foxbar and priority actions to turn that vision into reality. The plan is rooted in the local community’s own aspirations, gleaned through engagement with local people during spring 2018.

The plan aims to improve Foxbar’s qualities as a place. As the content of this plan demonstrates, this can cover green spaces, community activity, community development, health, wellbeing, transport and more besides. It is a flexible framework to guide collaborative action by residents, community groups, the local authority, Community Planning partners, businesses, developers and other agencies.

The intention is that the plan can realistically be delivered by the local community and partners working together over the next five to ten years. There is no guarantee that everything will be delivered: funds and commitment will need to be secured. But the plan should assist the local community to access funds and support to deliver the proposals. It will also help the public, private and third sectors understand how best to deliver services and invest in Foxbar for the

good of the community. This includes influencing land use planning (through the Renfrewshire Local Development Plan) and community planning (through the forthcoming Locality Plan).

This Local Place Plan represents a new approach in Renfrewshire: a local community, the local authority and other stakeholders working together. It is also intended to provide a template for Local Place Plans in other parts of Renfrewshire in the future. Preparation of the plan has been part-funded by the Scottish Government as a pilot for the “Local Place Plan” concept contained in the Planning (Scotland) Bill 2018.

**Finally, it is important to remember that this Local Place Plan is the local community’s plan: it has been prepared in collaboration with local residents and local organisations, and the delivery of the actions it contains will rely as much on local community action as the local authority and other partners.**



# FUTURE FOXBAR

Don't miss this opportunity to make Foxbar even better!  
Help shape the future of your community.  
Make things happen!

Come along to this series of informal events in Foxbar Community Centre on Amochrie Road.  
Please drop in for a chat.  
Everybody welcome!

More information and updates:  
@FoxbarandBredilandCC

## VISION & IDEAS

Wed 16 May  
2pm-7pm

What are our long term aspirations?  
What should Foxbar be like in the future?  
What are our opportunities?

## PROJECTS

Wed 30 May  
2pm-7pm

What are the individual projects?  
What should we focus on first?  
What's bigger and more ambitious?

## ACTION

Wed 20 June  
2pm-7pm

Who will do what?  
How will it all fit together?  
What support do we need?



Flyer



Workshop at Brediland Primary School



Drop-in workshop at Brediland Primary School



Foxbar Elderly Forum



Drop-in outside local shops

# Approach

Preparation of the plan was initiated by Renfrewshire Council, Renfrewshire Community Planning Partnership, Foxbar and Brediland Community Council and Paisley Housing Association. The plan itself was prepared in spring 2018, working closely with the local community through discussions with community groups, schools and youth groups, public drop-in sessions and online engagement. The process of preparing the plan is summarised in the accompanying diagram. More information on community engagement is contained in Appendix 1.

Organisations involved in preparing this plan:

*Active Communities Barnardos Brediland Primary School  
Elderly Forum Engage Renfrewshire Families First  
Foxbar & Brediland Community Council Foxbar Clinic  
Foxbar Community Centre Foxbar Community Resource Cafe  
Foxbar Library Foxbar Rivers Community Centre  
Foxbar Youth Drop-in Gleniffer High School Guides  
Heriot Primary School Montrose Day Centre NHS  
Paisley Disability Resource Centre Paisley Housing Association  
Police Scotland Reaching Older Adults in Renfrewshire  
Renfrewshire Access Panel Renfrewshire Community Planning Partnership  
Renfrewshire Council Renfrewshire Growing Grounds Forum  
Renfrewshire Effort to Empower Minorities  
Renfrewshire Health and Social Care Partnership  
Renfrewshire Leisure St Columba Church St Paul's Church  
St Paul's Primary School Scottish Fire & Rescue Service  
Strathclyde Partnership for Transport Scouts  
Street Stuff Turning Point Wevolution  
with apologies to anyone missing!*







Workshop at Gleniffer High School



Drop-in 1



Drop-in 3



Drop-in 1



Drop-in 2



Drop-in 3









## 2. Foxbar Now

# Overview

## Location and transport

Foxbar is a neighbourhood on the south-western edge of Paisley. There are frequent daytime bus services into the centre of Paisley, and relatively easy access to the M8 near Glasgow Airport.

## Population

The population of Foxbar- the area shown on the accompanying plan- is approximately 8,500 people. This is approximately 10% of Paisley's total population. The population has been stable in recent decades.

## History

Until the mid twentieth century, Foxbar was largely rural. Nineteenth century maps show a small number of farm steadings, large houses, and some bleachfields near Durrockstock dam related to Paisley's textile industry. Today's community grew from the 1940s as Paisley expanded towards the foot of Gleniffer Braes, with successive waves of new housing bringing new residents.

## Community facilities

Foxbar is a well-established community with three primary schools, a secondary school, library, clinic, dental surgery, care home and a number of local shops and businesses.

Nearby facilities include supermarkets approximately 1 mile to the north in Millarston and the Phoenix, and the Royal Alexandra Hospital approximately 1 mile towards Paisley town centre.

## Leisure facilities

A number of open spaces, sports pitches and play areas are situated in Foxbar including Durrockstock Park and other green spaces. Gleniffer Braes Country Park lies immediately to the south, with a number of footpath access points from Foxbar.

Indoor leisure facilities are located in Linwood (ON-X Sport Centre) and Paisley town centre (Lagoon Leisure Centre), as well as there being facilities and activities at Gleniffer High School and Foxbar Community Centre.

## Community activities

Foxbar has a range of active community groups and projects including regular activities for young people, parents and elderly people, many of which use local community and church halls. The local Community Council is active and well-attended.

See key plan overleaf.

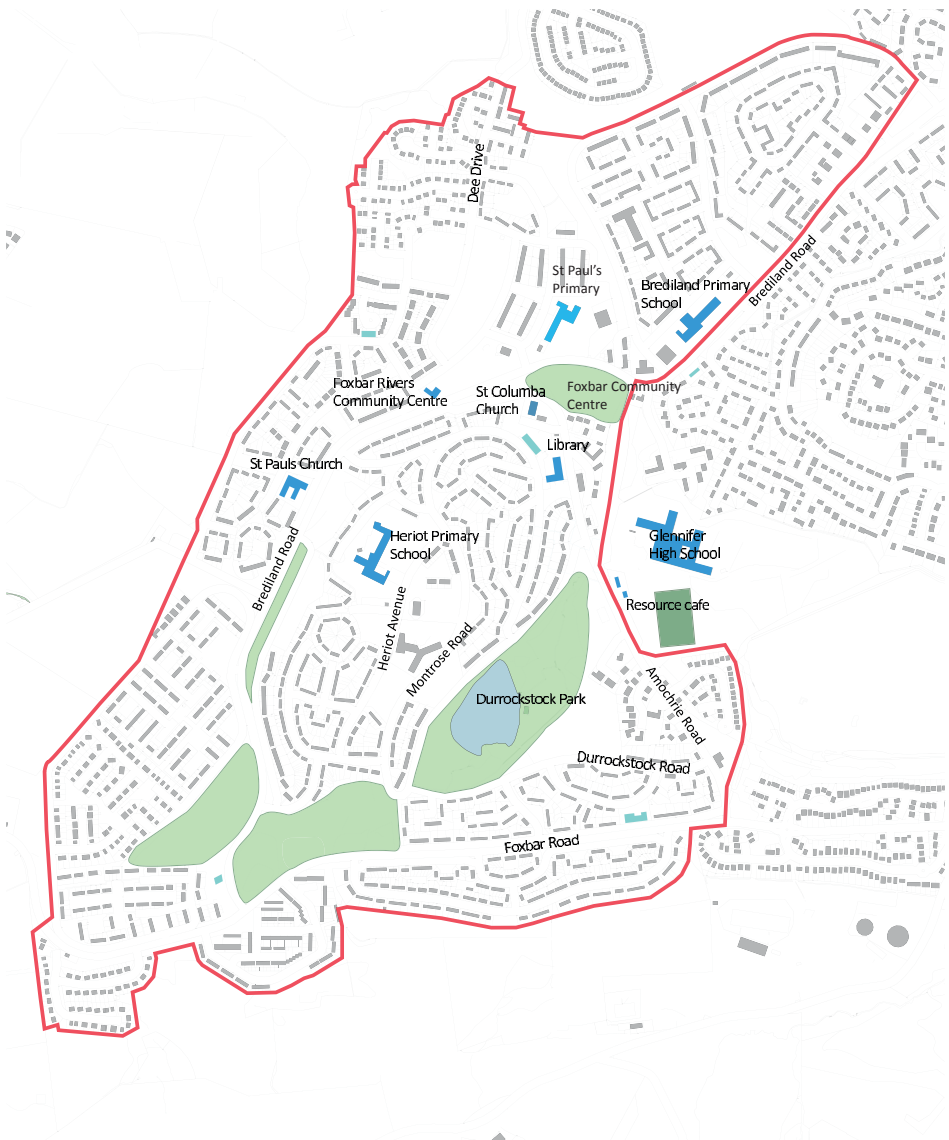
## Business and economy

Economic activity in Foxbar is limited to employment in schools and community facilities, a small number of shops and local businesses, and home-working. Being an essentially suburban neighbourhood, most employment opportunities are located elsewhere in Paisley or the Glasgow conurbation.





Plan of the Paisley area, showing Foxbar to the south-west coloured red



Plan showing key community facilities in Foxbar









## 3. Vision and Priorities

---

## Our Vision for the Future

A clear vision for the future of Foxbar emerged from the community engagement, with four themes:

- Civic pride – care and maintenance of paths, streets and spaces
- Community activity – indoor and outdoor activities and events for people of all ages
- Homes and community facilities – homes for families and elderly people, access to health facilities, cycling, traffic and parking infrastructure, community buildings
- Parks and green spaces – Durrockstock Park and other green spaces, community gardening, facilities for children and young people

To turn this vision into reality, nine priority projects were developed during the community engagement. The table on page 19 shows how they contribute to the vision themes. The plan and sketch on pages 20 and 21 show where the vision and projects would be implemented around Foxbar.

Each priority project is described in this section, with illustrative proposals and images. The priorities should be seen as a flexible framework for collaborative, community-led action. The details may need to flex over time in response to opportunities and available support. The basic aims of the nine priorities should, however, form a robust framework for action over the next five to ten years.



Durrockstock Park












Community Growing



Cycling and Mountainbiking



Gala day

		Civic Pride	Community Activity	Homes and Community Facilities	Parks and Green Spaces
1. Community Events			✓	✓	
2. “What’s on” Directory			✓	✓	
3. Community Growing		✓	✓		✓
4. Youth Projects		✓	✓		✓
5. Cycling			✓		✓
6. Durrockstock Park		✓	✓	✓	✓
7. Glennifer Braes			✓		✓
8. New Homes				✓	
9. Community Facilities			✓	✓	



# Key Plan

- KEY**
- Land suitable for housing
  - Existing parks/green spaces with potential for improvement
  - Community facilities
  - Shops
  - Synthetic sports pitches
  - Potential locations for community growing spaces
  - Commercial or community development opportunities
  - Potential location for Scout Hut
  - Potential cycle hub
  - Potential cycle route
  - Improve existing connections to Gleniffer Braes

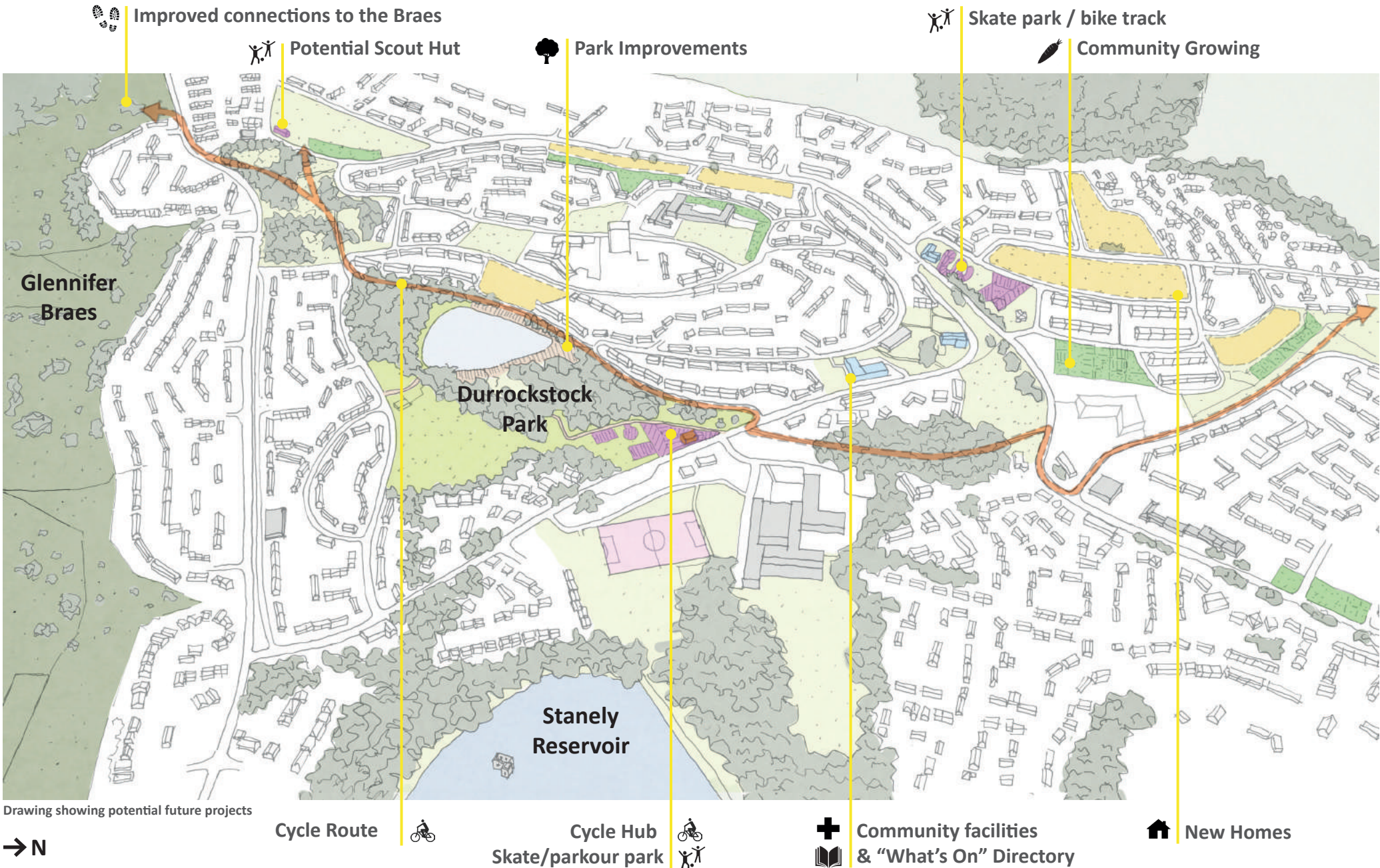


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Future Vision For Foxbar



Drawing showing potential future projects



# 1. Community Events



Many Foxbar residents feel a strong attachment to their local community, and are keen to see more activities where people can come together – from a bigger annual outdoor event to sociable opportunities to come together on winter evenings.

The local community is already working to re-introduce the Gala Day. Another aspiration is to facilitate greater use of Foxbar's many existing venues for community events and activities: Foxbar Community Centre, Foxbar Rivers Community Centre, Foxbar Youth Drop-in Centre, Foxbar Community Resource Café, Foxbar Library, St Columba Church and halls, and St Pauls Church and hall. Each of these venues is already used for community activities to some extent, but all have spare capacity which they are keen to maximise.

Potential projects could include:

- Reintroduce Foxbar Gala Day
- Fireworks display
- Christmas lights
- Community litter picks
- Greater use of community venues
- Developmental and governance support for community groups and activities



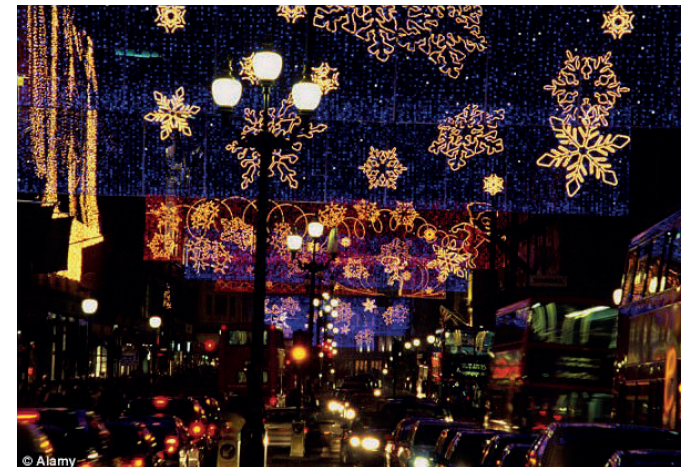
Fireworks display



Gala day



Community facilities



Christmas lights



## 2. “Whats On” Directory



With so many community venues already operating in Foxbar (and a desire for increased use), letting people know what’s on is essential to sustain viable activities and maximise the opportunities and benefits for individual residents. An excellent leaflet entitled “What’s going on in Foxbar” was published in 2015 by Engage Renfrewshire with information on community events, activities and facilities.

An updated directory could usefully be prepared and made available online also. This could be prepared by a number of local stakeholders working together.

As is natural in any community, groups and activities come and go over time. Development and governance support for new and existing voluntary groups will help to sustain them over time and ultimately increase the opportunities available to local people.



Craft Groups



Exercise groups



Dog walking groups



Markets



### 3. Community Growing

Growing fruit and vegetables is becoming more and more popular as a community activity – as the popularity of the nearby Brediland Allotments shows. Foxbar has no equivalent, but plenty of space and plenty of interest.

A new community growing organisation is being established in Foxbar and is interested in developing a community growing area. There are a number of potential opportunities across Foxbar for community growing space, as the accompanying plan shows.

Delivery of community growing spaces will depend on the local community taking the lead. Support is likely to be available from a range of sources including the Renfrewshire Growing Grounds Forum, Central Scotland Green Network and other third sector / public sector organisations with an interest in health and wellbeing, community activity, greenspace and sustainability.



Community growing



Community growing



Map of possible sites for community growing (indicated in bright green)

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# 4. Youth Projects

Creating more opportunities for young people emerged as a strong theme during preparation of the plan. Although there are a number of organisations already creating and providing opportunities – including local schools, Youth Drop-in, uniformed youth organisations and Street Stuff – more activities, projects and joint working would increase the opportunities available for teenagers in particular.

- Potential initiatives include opportunities to:
- Recognising and supporting the youth-related work of existing organisations in Foxbar.
  - Refresh and enhance maintenance of play parks and of Multi-Use Games Areas.
  - Create new skate park, graffiti wall and/or parkour for teenagers.
  - Create new play opportunities in the large open space opposite Mannering Road.
  - Organise more evening and weekend activities for young people, both indoor and out (for example, a greater role for the Youth Drop-in Centre and Street Stuff and a new Scout hut in Foxbar).

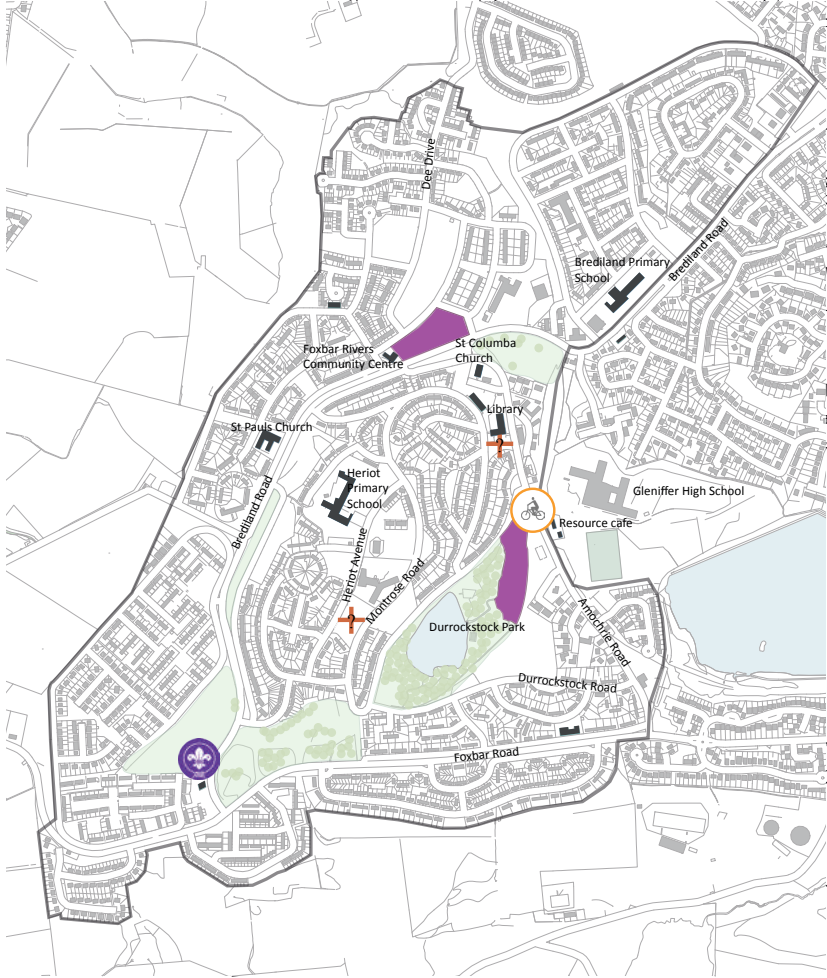
This series of projects is effectively a menu for action; other initiatives are likely to emerge too. The more that can be delivered, the greater the positive impact will be. Delivery will involve a range of stakeholders from community, third sector and public sector organisations.



Sports activities



Parkour park



Map of possible youth projects (indicated in lilac)

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# 5. Cycling

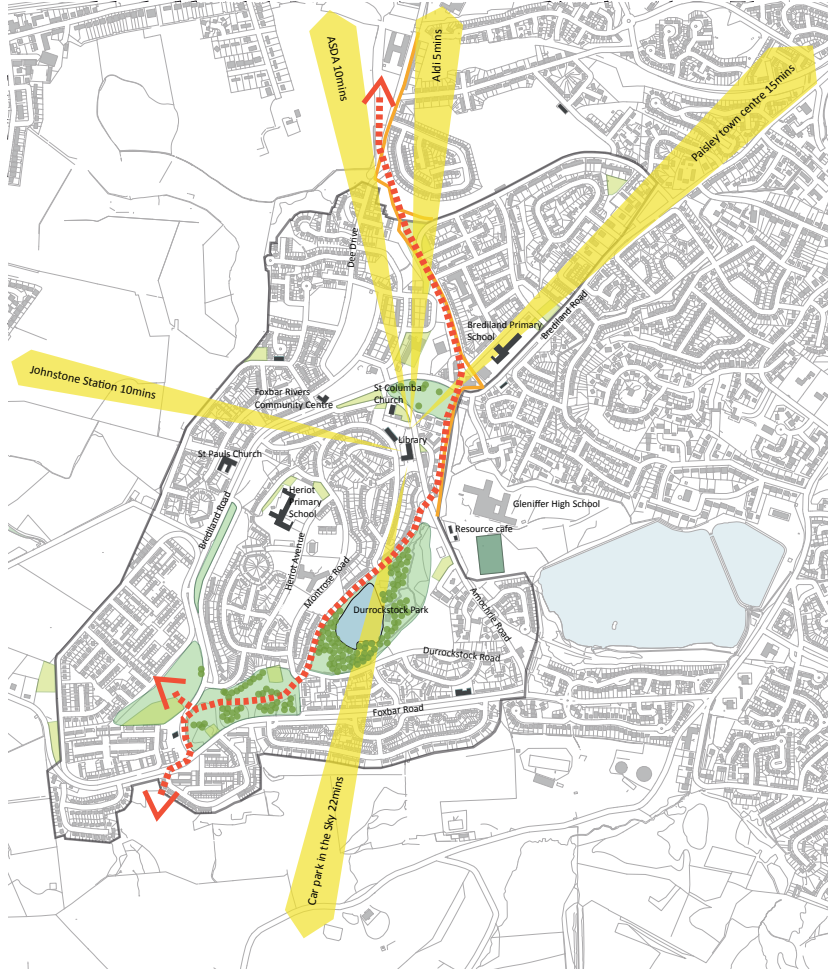


Young people and adults alike are keen to see more opportunities to get around by bike in Foxbar. In response to these aspirations, there is potential locally for two projects:

- A community-led cycle route between Gleniffer Braes and National Cycle Route 7 at Fulbar Road and/or Green Road, via Durrockstock Park, Gleniffer High School and Morar Drive. Large parts of this route already exist, so much of the work required is to connect and signpost the route – which is already identified as an aspiration in Renfrewshire Council’s Cycling Strategy. With community support, delivery assistance may be available from Renfrewshire Council and external bodies such as Sustrans.
- A community cycling hub at Gleniffer High School, initially focussing on a mountain biking circuit and then developing a hub to promote safe cycling, maintenance and qualifications. To deliver this, Gleniffer High School is seeking support from other partners including Sustrans, SportScotland, Renfrewshire Leisure and local bike shop Q-Bikes.



Cycle routes



Map showing proposed potential cycle route

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# 6. Durrockstock Park



For many local residents, Durrockstock Park lies at the heart of the community. It has long been a focus for outdoor activity and play, from fishing and model boats at the dam to walks through the woods. There is significant interest from local people in helping to revitalise the park – it emerged as the clear ‘winner’ in the voting process. The accompanying visualisation and plan show potential projects for the park, including:

- Tidy trees and vegetation, including woodland thinning within the park and along the northern and western edges to Waverley Road.
- Improve the play facilities and games area near the dam and Amochrie Road.
- Clean out the pond.
- Introduce new activities to the park.
- Route a cycleway through the park as part of the proposed cycle route linking Foxbar to the National Cycle Network (see “Cycling” project).
- Interpretation of local heritage, including the dam’s historical contribution to Paisley’s textile industry.

This series of projects could be broken down into a series of smaller projects over a number of years, with the potential for a larger heritage-based investment if funds are available. There is scope for significant involvement of local residents and community groups to improve, maintain and bring new activity to the park.



Play equipment



Improve paths and tidy vegetation



Map showing Durrockstock Park and cycle route, and connections to other green spaces

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# 7. Community Facilities



Although Foxbar residents enjoy a range of good community facilities, improvements to healthcare provision and transport emerged as common aspirations from the public engagement for this plan.

**Healthcare**  
Provision of a health facility in Foxbar would be welcomed by older people and young families in young particular. This would require consideration and major investment by Renfrewshire Health and Social Care Partnership and the NHS. What this plan does is to record the community aspiration for a health facility, an essential first step in what is a long term process. If approval is secured for a health facility in principle, it should be located in an accessible location near public transport and other facilities. There are a number of potential locations in Foxbar, such as near the Community Centre/ Library on Amochrie Road or the existing clinic on Brediland Road.

**Community transport**  
Although Foxbar is well connected by regular daytime bus services to Paisley town centre, reaching other destinations can be challenging for those without access to a car – for example leisure facilities at Linwood On-x, family and friends in other parts of Paisley, and work opportunities in the wider conurbation. Members of the local community are already working to introduce a community bus for older people. This would require external funding and commitment from local third sector organisations and/or volunteers. The project is currently seeking match funding to enable a feasibility study to be undertaken.



# 8. Gleniffer Braes



Gleniffer Braes Country Park provides a dramatic backdrop to Foxbar, with open public access right on the doorstep that also offers opportunities to a much wider local population.

Many Foxbar residents already enjoy the opportunities for exercise and access to greenspace that Gleniffer Braes offers, including walking and mountain biking. There is potential for greater enjoyment of the Braes with improvements to access points and paths from Foxbar such as signage, drainage, steps and surfacing. These improvements could initially be developed on an incremental basis by local volunteer activity.

Members of the local community are already active in promoting more activity and interest in the Braes from Foxbar and Glenburn residents, with the ultimate aim of developing a community hub on the Braes.



Map showing Gleniffer Braes and idea of improving connections to Foxbar

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# 9. New Homes



Foxbar has a number of underused and vacant sites which are allocated for development in the Local Development Plan and provide opportunities for new homes.

There is a desire from local people to see all of these sites redeveloped, with a particular aspiration for family homes with gardens and specialist elderly accommodation.

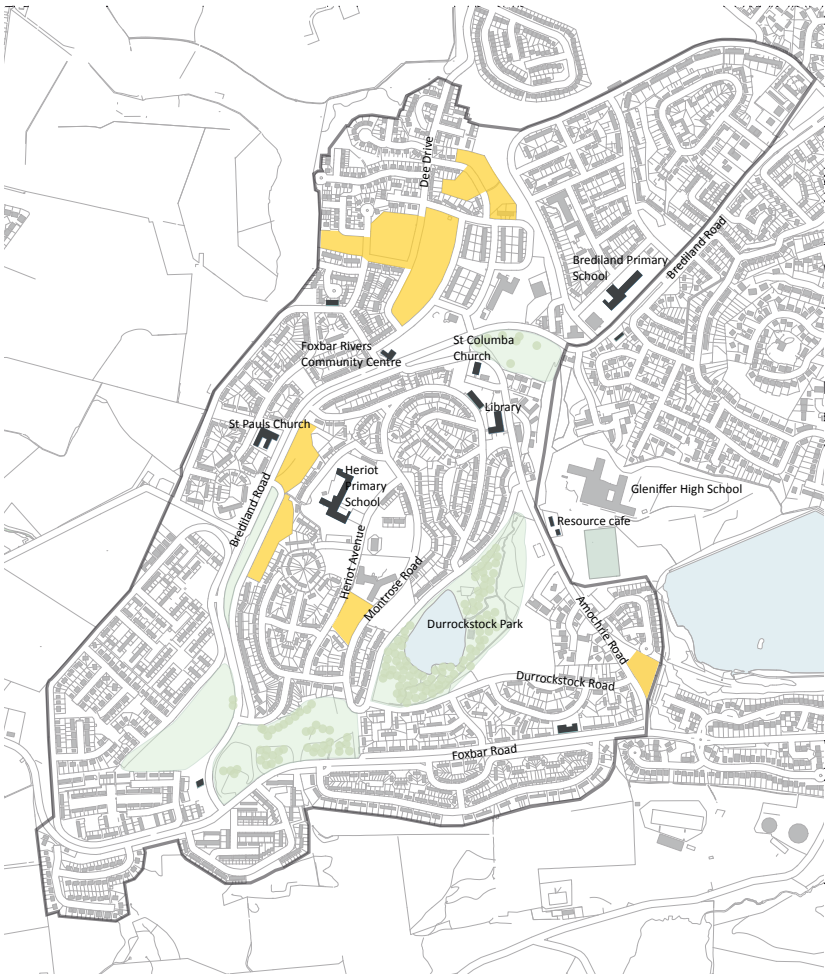
Renfrewshire Council’s Strategic Housing Investment Plan 2018/19 to 2022/23 identifies a number of these sites as having potential for grant funding to assist with their delivery.



Affordable housing



Housing with front and back gardens



Map showing potential housing sites (indicated in yellow)

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## 4. Making It Happen

# Making It Happen

The vision and priorities contained in this plan have been co-produced with the local community. They should be seen as a flexible framework for future collaborative action in Foxbar over the next five to ten years. Delivery will be community-led with support from the Council and other partners.

These action principles should guide delivery of this plan:

**1. Flexible framework:** the priorities in this plan should be seen as a framework for action. How each priority is delivered may need to flex over time in response to opportunities and available support. But the basic aims of the priorities should form a robust framework for action over the next five years.

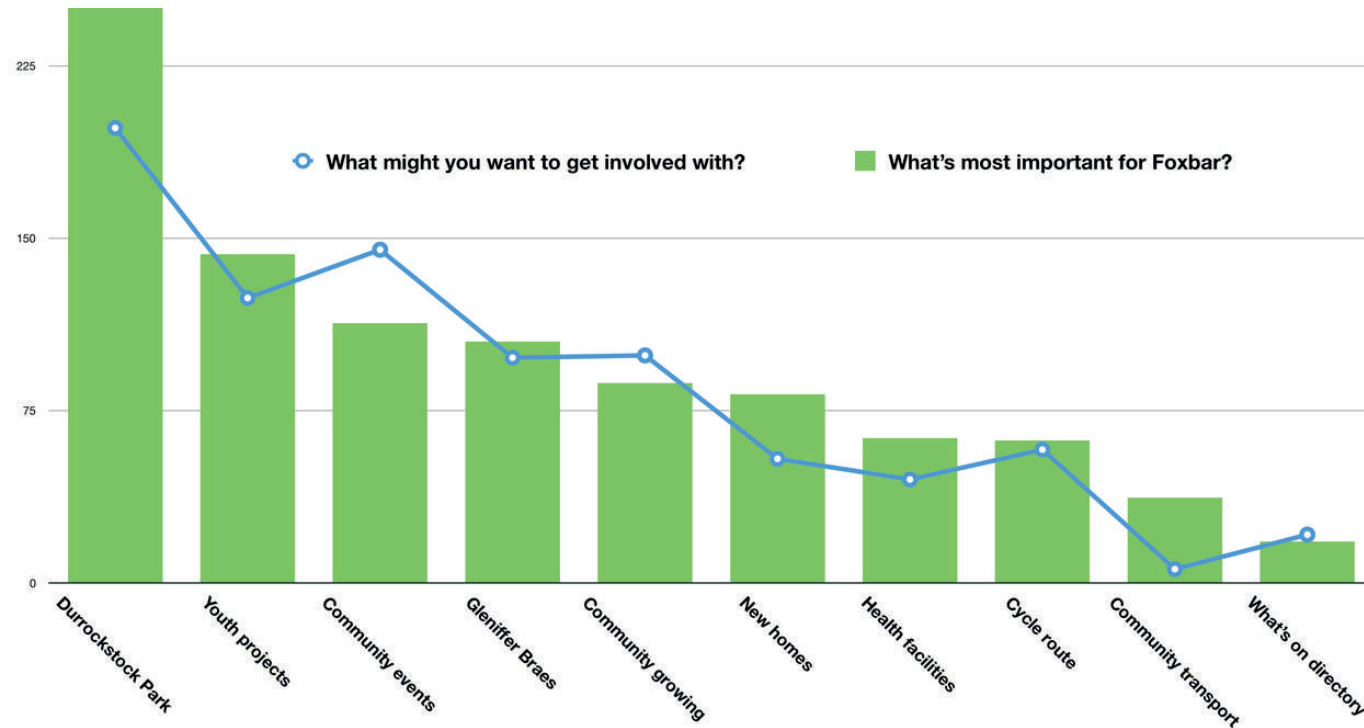
**2. Collaboration is fundamental:** delivering any of the priorities will need the local community, local authority and other stakeholders to work together. It is particularly important that local community groups and the local authority work to support each other, as both have pivotal roles in facilitating delivery.

**3. Leadership:** this plan needs to be “owned” by the local community and the local authority. They should work together to establish a Delivery Group to lead and encourage themselves and others to secure funding and deliver the plan.

**4. Encourage more local people to be involved:** delivery of the plan will rely on community action. Being able to point to one or two visible achievements – ‘quick wins’ - in the first year will help to generate momentum, recruit volunteers and sustain enthusiasm for the long term. For example, the local community is already working to deliver projects such as the Gala Day, community growing grounds, litter picks, cycling facilities and the community resource café.

During the community engagement for this plan, local people were asked to prioritise the emerging priorities. The graph below shows the results of the 175 responses.

This snapshot of opinion is a useful indicator of likely community interest, but should not be taken as a community mandate for prioritising project delivery. More detail can be found in Appendix 3.



If you would like to find out more or be involved, please contact:

Foxbar and Brediland Community Council  
foxbar.bredilandcommunitycouncil@yahoo.com  
Facebook: FoxbarandBredilandCC

Placemaking Team  
Renfrewshire Council  
strategyandplace@renfrewshire.gov.uk  
0300 300 0300

Renfrewshire Community Planning Partnership  
communityplanning@renfrewshire.gov.uk





# Prospective Planning Application

Reference No. 18/0572/NO



Renfrewshire  
Council

## KEY INFORMATION

### Ward 10

Houston, Crosslee and  
Linwood

### Prospective Applicant

Gladman Scotland  
2 Eliburn Office Park  
Livingston  
EH54 6GR

## RECOMMENDATION

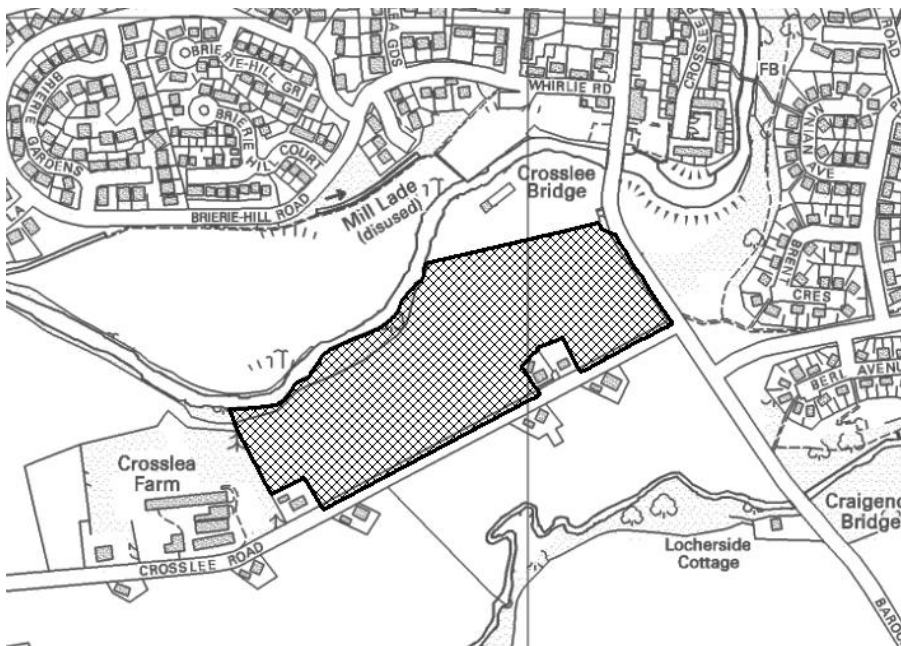
That the Board note the  
key issues identified to  
date and advise of any  
other issues.

Fraser Carlin  
Head of Planning and  
Housing

Report by Director of Communities, Housing and Planning  
Services

**PROSPECTIVE PROPOSAL:** RESIDENTIAL DEVELOPMENT  
WITH ASSOCIATED INFRASTRUCTURE AND LANDSCAPING

**LOCATION:** SITE BETWEEN CROSLEE POULTRY FARM AND  
CROSLEE BRIDGE, BAROCHAN ROAD, HOUSTON



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## IDENTIFIED KEY ISSUES

- The site is identified within the adopted Renfrewshire Local Development Plan as Green Belt



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### Site Description and Proposal

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The site comprises of a rectangular area of undulating open agricultural land lying to the north of Crosslee Road and to the west of Barrochan Road.

The site extends to approximately 5.7 hectares. The site is bounded by agricultural land to north and south, by Crosslee Farm to the west and by Barrochan Road to the east.

It is proposed to develop the site for residential purposes with associated landscaping and infrastructure.

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### Local Development Plan

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The site is identified within the Adopted Renfrewshire Local Development Plan under Policy ENV 1 (Green Belt).

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### Relevant Site History

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None

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### Community Consultation

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A public event has been intimated as taking place at The Carrick Centre, Main Street, Houston on 30<sup>th</sup> October 2018 and the details of this have been confirmed as having been communicated to Houston Community Council and local elected members and are to be press advertised.

A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.

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### Key Issues

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The principle matters which would require to be assessed should the prospective application be submitted are: -

- (1) Whether the development would be acceptable in principle, having regard

to the development plan and all relevant material considerations;

- (2) Whether the design, layout, density, form and external finishes respect the character of the area;
- (3) Whether access, parking, circulation and other traffic arrangements are acceptable in terms of road safety and public transport accessibility;
- (4) Whether the local infrastructure, sewerage and drainage are capable of accepting the requirements of the proposed development; and
- (5) Whether there are any other environmental considerations that require to be addressed, including ground conditions and noise.

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### Recommendation

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That the Board note the key issues identified to date and advise of any other issues that it considers should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind. Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact Sharon Marklow on 0141 618 7835.

# Prospective Planning Application

Reference No. 18/0680/NO



Renfrewshire  
Council

## KEY INFORMATION

### Ward 04

Paisley Northwest

### Prospective Applicant

Cairn Hotel Group  
31-32W Parade  
Newcastle upon Tyne  
NE4 7LB

## RECOMMENDATION

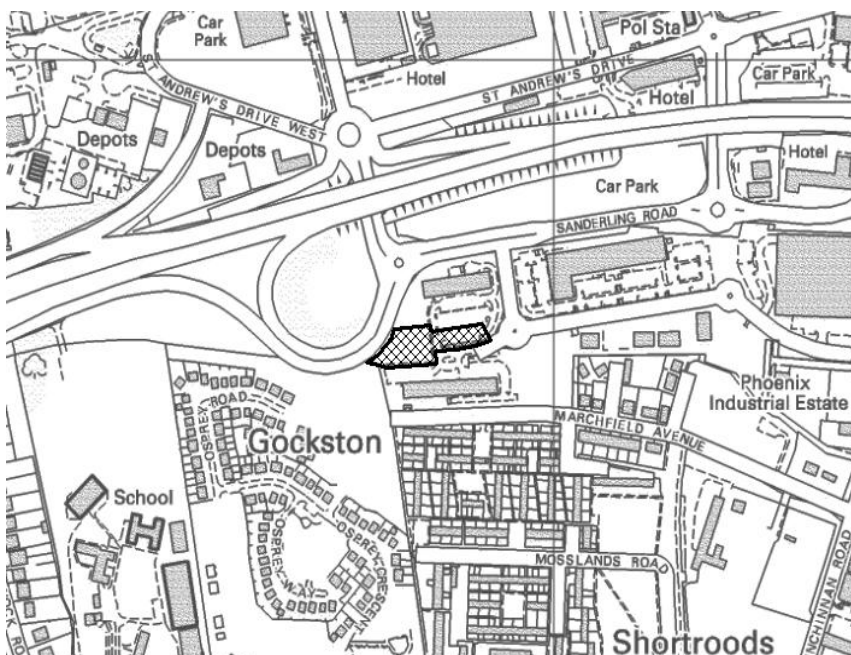
That the Board note the key issues identified to date and advise of any other issues.

Fraser Carlin  
Head of Planning and  
Housing

Report by Director of Communities, Housing and Planning Services

### PROSPECTIVE PROPOSAL: ERECTION OF HOTEL WITH ASSOCIATED FACILITIES AND ANCILLARY WORKS

**LOCATION:** SITE ON NORTH WESTERN BOUNDARY OF NO.1 MARCHBURN DRIVE, GLASGOW AIRPORT, PAISLEY



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## IDENTIFIED KEY ISSUES

- The site is identified within the Renfrewshire Local Development Plan as an Economic Investment Location.

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### **Site Description and Proposal**

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The site comprises an area of overgrown grassland and existing car park provision for an adjacent hotel, extending to approximately 0.33 ha, on the northern edge of Paisley, within the larger economic investment location. To the immediate north and south of the site are established hotels and to the east an airport associated business use.

It is proposed to erect a further hotel development, with vehicular access being taken from Marchburn Drive.

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### **Local Development Plan**

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The site is identified within the Adopted Renfrewshire Local Development Plan as an Economic Investment Location (E1).

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### **Relevant Site History**

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17/0581/PP - Erection of restaurant (class 3) with drive - thru and associated access and parking. Granted subject to conditions December 2017.

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### **Community Consultation**

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The applicant's Proposal of Application Notice advises that a public exhibition shall be held prior to the submission of a full planning application, with details of the event to be confirmed. Copies of the Proposal of Application Notice have been sent to Paisley Northwest Community Council and local members.

A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.

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### **Key Issues**

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The principle matters which would require to be assessed should the prospective application be submitted are:-

- (1) Whether the development would be acceptable in principle, having regard to the development plan;

- (2) Whether the design, layout, density, form and external finishes respect the character of the area;
- (3) Whether access, parking, circulation and other traffic arrangements are acceptable in terms of road safety and public transport accessibility;
- (4) Whether the local infrastructure, particularly sewerage and drainage are capable of accepting the requirements of the proposed development; and
- (5) Whether there are any other environmental considerations that require to be addressed, including noise impact, air quality and Glasgow Airport Safeguarding requirements.

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### **Recommendation**

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That the Board note the key issues identified to date and advise of any other issues that that it is considered should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in

Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind. Local Government (Access to Information) Act 1985  
- Background Papers: For further information or to inspect other background papers, please contact Sharon Marklow on 0141 618 7835.



RENFREWSHIRE COUNCIL

SUMMARY OF APPLICATIONS TO BE CONSIDERED BY  
THE COMMUNITIES, HOUSING & PLANNING POLICY  
BOARD ON 30/10/2018

APPN. NO: WARD:	APPLICANT:	LOCATION:	PROPOSAL:	Item No.
18/0211/PP  <b>10 - Houston, Crosslee and Linwood</b>	Taylor Wimpey West Scotland & NHS Greater Glasgow and Clyde	Johnstone Hospital, Bridge of Weir Road, Linwood, Paisley	Erection of 110 two storey dwellinghouses, associated landscaping, infrastructure and associated works.	A
<b>RECOMMENDATION:</b> GRANT subject to conditions				
18/0515/LB  <b>4 - Paisley Northwest</b>	Renfrewshire Council	Paisley Museum and Art Galleries, 68 High Street, Paisley, PA1 2BA	Demolition of side and rear extensions and internal alterations to museum and library.	B
<b>RECOMMENDATION:</b>				
16/0726/PP  <b>12 - Erskine and Inchinnan</b>	CALA Homes (West) Ltd	North Bar, Banchory Avenue, Inchinnan, Renfrew, PA4 9PR	Erection of residential development comprising 195 dwelling houses, with associated roads, parking and landscaping.	C
<b>RECOMMENDATION:</b> GRANT subject to conditions				
<hr/>				
Total Number of Applications to be considered =		3		





# Planning Application: Report of Handling

Reference No. 18/0211/PP



Renfrewshire  
Council

## KEY INFORMATION

### Ward 10:

Houston, Crosslee and  
Linwood

### Applicant:

Taylor Wimpey West  
Scotland & NHS Greater  
Glasgow and Clyde  
Cirrus Building  
Marchburn Drive  
Paisley  
PA3 2SJ

**Registered:** 23/03/2018

Report by Director of Communities, Housing and Planning  
Services

### PROSPECTIVE PROPOSAL:

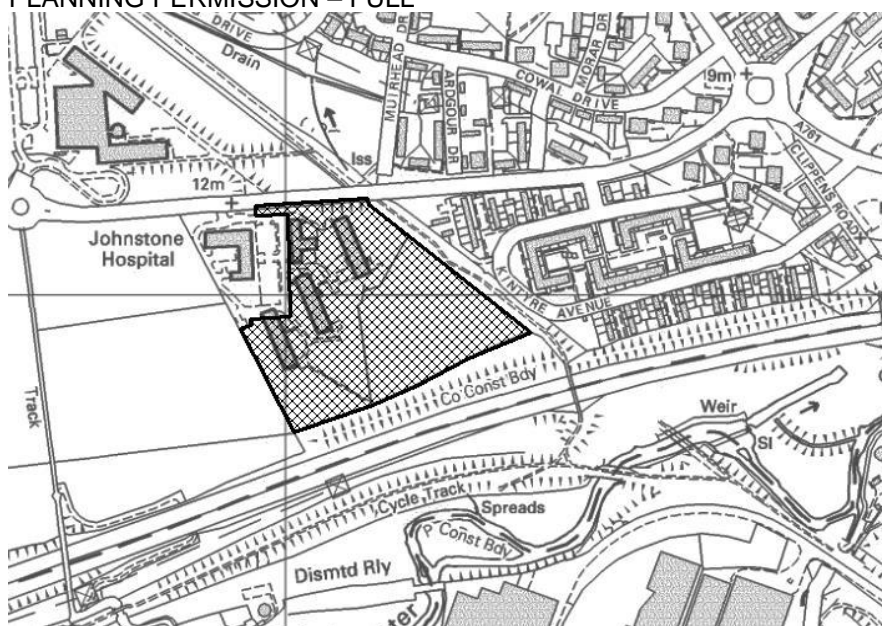
ERECTION OF 110 TWO STOREY DWELLINGHOUSES,  
ASSOCIATED LANDSCAPING, INFRASTRUCTURE AND  
ASSOCIATED WORKS.

### LOCATION:

JOHNSTONE HOSPITAL, BRIDGE OF WEIR ROAD, LINWOOD

### APPLICATION FOR:

PLANNING PERMISSION – FULL



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## RECOMMENDATION

Grant Subject to  
Conditions

Fraser Carlin  
Head of Planning and  
Housing

## IDENTIFIED KEY ISSUES

- The proposals accord with the adopted Renfrewshire Local Development Plan and are consistent with the Policy P1 'Places' and Policy P3 'Additional Housing Sites'.
- There have been two representations, one in support and one objecting on the grounds of traffic and roads capacity.
- Linwood, Houston and Brookfield Community Council have objected to the application on the following grounds; pre application consultation, type of housing, school capacity, traffic and transportation issues, overdevelopment, lack of green space, pressure of local infrastructure.
- The form, design, density and layout of the development is considered to be acceptable.

Renfrewshire Council Communities, Housing and Planning Policy Board

RENFREWSHIRE COUNCIL

COMMUNITIES, HOUSING AND PLANNING SERVICES  
REPORT OF HANDLING FOR APPLICATION 18/0211/PP

APPLICANT:	Taylor Wimpey West Scotland & NHS
SITE ADDRESS:	Johnstone Hospital, Bridge of Weir Road, Linwood
PROPOSAL:	Erection of 110 two storey dwellinghouses, associated landscaping, infrastructure and associated works.
APPLICATION FOR:	<a href="#">Planning Permission-Full</a>

DATE OF ADVERT:	25 April 2018.
NUMBER OF REPRESENTATIONS AND SUMMARY OF ISSUES RAISED:	<p>Two letters of representation have been received (one letter of objection and one letter in support of the proposals).</p> <p>The points raised in the letter of objection can be summarised as follows;</p> <ul style="list-style-type: none"> <li>• Traffic and road capacity issues on the local network.</li> </ul> <p>Traffic generation from the proposed development and the potential impact on the local road network has been assessed and Environment &amp; Infrastructure Services (Roads/Traffic) has no objections in this regard.</p>
CONSULTATIONS:	<p><b>Glasgow Airport Safeguarding</b> - No comments/objections.</p> <p><b>NATS</b> - No comments/objections.</p> <p><b>Transport Scotland</b> - No objection.</p> <p><b>Scottish Water</b> - Have provided a standard advisory note and offer no objections to the proposals.</p> <p><b>West of Scotland Archaeology Society</b> - No objection subject to the implementation of a programme of archaeological works, in accordance with a written scheme of investigation.</p> <p><b>Environment &amp; Infrastructure Services (Roads/Traffic)</b> - No objections have been raised in terms of any roads issues, with regards the proposed development.</p> <p>The submitted Transport Assessment is considered to be satisfactory.</p> <p>A meeting took place during the assessment of the application, at which numerous issues were discussed. These have subsequently been resolved by the applicant, through the submission of amended layout plans.</p> <p>Therefore, a no objections response has been returned.</p> <p><b>Environment &amp; Infrastructure Services (Design)</b> - No objection. The submitted Drainage Impact and Flood Risk Assessments are</p>

considered to be suitable.

**Environmental Protection Section** - Satisfied with the findings of the air quality and noise impact assessments, therefore no further comments or objections.

Have recommended conditions relating to the submission of site investigation and verification reports.

**Children Services** - No objections, capacity in local schools is considered to be adequate to absorb new pupils, as a result of the proposed development.

**Linwood Community Council** - Have a number of objections to the proposal, which are summarised as follows. They have concerns regarding the pre-application consultation process and how it was carried out; the type of housing which is proposed on site, (no affordable or accessible housing proposed); school capacity, given the boundaries defined and location of the site; roads and transportation issues, which also relate to the ongoing works at the Deafhillock roundabout; the submitted Transport Assessment is inaccurate, flawed and outdated.

**Houston Community Council** - Consider the proposals to constitute overdevelopment of the site and lack green space; school capacity, given the boundaries defined and location of the site; lack of connectivity between the site and existing settlement; traffic generation and capacity issues on the local road network.

**Brookfield Community Council** - Consider that the number of units proposed is overdevelopment of the site and would put additional pressure on local infrastructure, exaggerated by the neighbouring development currently under construction at the Merchiston hospital site.

**Response to objections raised by Community Councils**

In response to the issues of concern raised by Linwood, Houston and Brookfield Community Councils, the following should be considered;

The pre-application consultation process was carried out in accordance with current planning legislation and regulations.

The Adopted Renfrewshire Local Development Plan (2014) does not identify a specific need for new affordable (i.e. subsidised) housing in the area of the development site. There is though a range of detached and semi-detached units proposed on site which will add to the range and mix of housing within the local area.

Children Services have confirmed there is capacity at local schools for the new pupils likely to be generated from the development.

Traffic generation and road network capacity has been assessed and Environment & Infrastructure Services (Roads/Traffic) has no objections in this regard.

It has also been raised that the site is being overdeveloped and it is acknowledged that the Local Development Plan gives an indicative capacity of 50 units on the site. This indicative capacity was

	<p>provided initially by the landowner (NHS) prior to any detailed layout and constraints being assessed on the site. Following extensive pre-application discussions, the layout is considered suitable and appropriate for the scale of the site. The site has the capacity for the number of units proposed, without resulting in overdevelopment.</p> <p>It is considered that the gardens are a suitable size and in line with the footprint of the dwellings. There is also adequate green space/provision of play facilities within the site.</p>
PRE-APPLICATION COMMENTS:	Discussions centred around good design and layout for the site, connectivity, links to public transport, schools and general access requirements, as well as drainage along with noise implications from surrounding uses.

DESIGN/ACCESS STATEMENT	Provides further information on the development proposal, including site background and details, communications and planning, site analysis and appraisals and design principles.
OTHER ASSESSMENTS -	<p><u>Tree Survey</u> - Identifies all species on site and plan for any removals and tree protection measures to be put in place where appropriate.</p> <p><u>Landscape Strategy</u> - Provides further information in respect to planning context, landscape design objectives, landscape layout and design proposals, and key open space areas.</p> <p><u>Ecological Survey</u> - Recommends a number of surveys and assessments are undertaken, prior to works commencing on site.</p> <p><u>Transport Statement</u> - Provides an assessment of the development with respect to site access, sustainable transport, traffic generation and distribution, junction and network assessment, and car parking and servicing. The analysis undertaken confirms that the impact of the development proposal can be accommodated on the road network.</p> <p><u>Flood Risk Assessment</u> - Assessment concludes that the proposed development does not present an unacceptable or unmanageable flood risk, subject to a number of recommendations.</p> <p><u>Drainage Impact Assessment</u> - Assessment concludes that the proposed development can be drained in a sustainable manner to meet the requirements of Scottish Water and Renfrewshire Council subject to a number of recommendations.</p> <p><u>Noise Impact Assessment</u> - Assesses the impact of road traffic noise on the proposed development, with a recommendation for acoustic barriers and uprated glazing at certain plots to maintain residential amenity.</p> <p><u>Pre-Application Consultation Report</u> - Provides an overview of the consultation undertaken, including the public event held on the 26th April 2018. There was a mixed response from the 35 attendees at the event.</p>

<p>LOCAL DEVELOPMENT PLAN POLICIES/ OTHER MATERIAL CONSIDERATIONS</p>	<p><u>Adopted Renfrewshire Local Development Plan (August 2014)</u> Policy P3 - Additional Housing Sites Policy I1 - Connecting Places Policy I3 - Potential Transport Improvements Policy I5 - Flooding and Drainage</p> <p><u>New Development Supplementary Guidance</u> Places Development Criteria Places Checklist Open Space Provision in New Developments Infrastructure Development Criteria Connecting Places Flooding and Drainage</p> <p><u>Material considerations</u> Renfrewshire's Places Residential Design Guide Scottish Government publications on Designing Streets and Designing Places.</p>
<p>PLANNING HISTORY</p>	<p>17/0154/NO - Erection of residential development with landscaping, infrastructure and associated works - Accepted.</p> <p>17/0353/EO - Request for screening opinion as to the requirement for an Environmental Impact Assessment for a residential development - EIA not required.</p>
<p>SITE VISIT</p>	<p>23/03/2018</p>
<p>DESCRIPTION</p>	<p>This application seeks planning permission for the erection of a residential development comprising 110 detached and semi-detached dwellinghouses with associated access, infrastructure and landscaping, on the site of the former Johnstone Hospital, Linwood.</p> <p>The site extends to approximately 4.0 hectares in area. It is bound to the east by a cycle track and residential properties at Kintyre Avenue, the A737 trunk road to the south with open countryside beyond, St Benedicts High School to the north and the Scottish Ambulance depot is sited, directly adjoining the site to the west.</p> <p>In terms of topography, the site slopes relatively steeply downhill from Bridge of Weir Road, until it levels off to a flat site within the main area.</p> <p>The former hospital buildings have been cleared from the site which now leaves a vacant brownfield site on the edge of Linwood.</p> <p>There are a number of mature trees sited across the site with a significant tree belt running parallel to the A737 Trunk Road.</p> <p>The proposed residential layout is positioned around a two loops within the site and one means of vehicular access taken from Bridge of Weir Road.</p> <p>The frontage to the site would be landscaped along the entrance on Bridge of Weir Road and banks of existing and planted trees would form a barrier around much of the rest of the site boundary.</p> <p>A play area will be formed on the eastern boundary and a SUDS</p>

	<p>pond would be constructed at the south east corner of the site.</p> <p>The proposed house types within the site, would be a mix of detached and semi-detached, two storey dwellings, a number of which would also have detached garages within the curtilage.</p>
DESIGN AND MATERIALS	<p>The style of the dwellings proposed is of a modern design which is acceptable for the location and context of the site.</p> <p>They will be finished in render and concrete roof tiles. Gutters, down pipes, soffit's, fascias and windows will be finished in UPVC.</p>
SCALE AND POSITIONING	<p>The proposed development is considered to respond to the semi-urban context in which it is sited.</p>
PRIVACY AND OVERLOOKING	<p>The structure and position of buildings within the layout provide for a sufficient level of privacy, amenity and garden ground.</p>
DAYLIGHT AND OVERSHADOWING	<p>No impact.</p>
LANDSCAPING (INCLUDING GARDEN GROUND)	<p>There is sufficient provision of amenity and recreational open space within the development, with one equipped play spaces and one natural play space.</p> <p>The proposal is therefore also considered to comply with the New Development Supplementary Guidance on Open Space Provision in New developments.</p>
ACCESS AND PARKING	<p>The proposed development is considered to incorporate good linkages to the wider area. The layout contributes to permeability and ease of movement.</p> <p>A bus stop on Bridge of Weir Road which is directly in front of the site, provide public transport links.</p> <p>A suitable vehicular access is proposed and the development also incorporates suitable parking provision spread across the site.</p>
SITE CONSTRAINTS	<p>Existing surrounding uses.</p>
OTHER COMMENTS	<p>Policy P3 states that the Council will support and encourage residential development on the sites identified in Schedule 1 and shown on the proposals maps as additional allocated housing sites. Johnstone Hospital is identified as a redevelopment opportunity. Development proposals must comply with the criteria as set out in the New Development Supplementary Guidance.</p> <p>The New Development Supplementary Guidance and associated Residential Design Guide identify a checklist of design considerations which form the basis of good places design.</p> <p>This checklist has been prepared within the context of the Scottish Government publications on Designing Streets and Designing Places. The design considerations will be assessed as follows.</p> <p><u>Context and Character</u></p> <p>The proposed development is considered to respond to the semi-</p>

urban context in which it is sited. The site is located on the edge of Linwood and there are good linkages to the town proposed.

The style of the dwellings proposed is of a modern design, with a mix of detached and semi-detached properties.

It is considered the design and layout of the proposed development is acceptable for the location and context of the site, on the south west edge of Linwood.

#### Access and Connectivity

The proposed development is considered to incorporate good linkages to the wider area.

Pedestrian linkages are proposed between the site and the neighbouring houses at Kintyre Avenue, which would both be along Bridge of Weir Road and across the existing cycle path which runs along the north east boundary and separates the site from the existing settlement.

The proposed pedestrian links would integrate the two distinct places and link the new development to the town.

There is a bus stop on Bridge of Weir Road, directly in front of the site, which would provide public transport links to the residents of the proposed development.

There is one vehicular access to and from the site, on to Bridge of Weir Road. This is considered acceptable for a development of this scale and layout.

#### Layout and Built Form

The layout contributes to permeability and ease of movement.

Within the site a clear road hierarchy will be formed, with the wider primary loop road allowing for the distribution of vehicles throughout the site.

The primary loop roads incorporate footways on both sides, and is required mainly for the distribution of vehicles though the site.

The form and layout proposed is also considered to benefit from a clear and defined structure, with active frontages onto all streets, pedestrian routes and open spaces. The layout is considered to contribute to the overall character and sense of place.

The structure and position of buildings within the layout provide for a sufficient level of privacy, amenity and garden ground. In this regard, a minimum distance of 9m from the rear elevation of the residential unit to the rear boundary of the plot has been achieved.

It is recognised that the plots which back onto the A737 trunk road, may be impacted upon by road traffic noise. In order to mitigate this impact, the recommendations made in the Noise Impact Assessment with respect to acoustic barriers and uprated glazing will be required for these plots, (the landscaping scheme also proposes planting along this boundary to minimise any impact further).



There will also be no adverse impact upon air quality (an Air Quality Assessment was submitted with the application to assess any potential impact). The consultation response from the Environmental Protection Section is noted in this regard.

#### Environment and Community

This mix of dwelling types is considered to be sufficient given the location of the development.

There is also considered to be a sufficient provision of amenity and recreational open space within the development, with one equipped play spaces and one natural play space.

The proposal is therefore also considered to comply with the New Development Supplementary Guidance on Open Space Provision in New developments.

Potential for flood risk has also been assessed, with submission of both a Flood Risk and Drainage Impact Assessment and a sustainable urban drainage system has been incorporated into the layout.

#### Buildings and Design

The proposed dwellings display modern architectural forms, and are considered to positively contribute to the built environment and the overall character of the place.

A landscape and planting strategy has been submitted as part of the application. The landscaping seeks to reinforces the defined layout and built form through appropriate structure planting, particularly around the site boundaries and at the main vehicular entrance to the site.

It is considered that existing landscape features have been fully considered in the development of the proposed layout.

It is acknowledged that a number of trees will be felled to accommodate the development, however this will not impact significantly on the overall level of tree coverage within the area. The trees within the site, do not benefit from any statutory protection. In addition, new planting will take place to compensate for the loss of existing trees on site.

A key consideration in the assessment of this application is connectivity between the development and the wider transport network. It has been demonstrated above that the development layout incorporates pedestrian friendly streets where priority is given to pedestrians and cyclists.

There is also a high degree of permeability through the development. It has been demonstrated that the development will provide suitable access to active travel and public transport networks including the National Cycle Network (NCN), which runs along the north east boundary of the site.

Policy I3 states that transport improvements which are required to facilitate new development will be supported where they include walking, cycling or public transport enhancements or new and improved junctions and roads.

	<p>The proposed works are considered by Environment &amp; Infrastructure Services to be acceptable, while Transport Scotland has not objected to the application with respect to impact on the trunk road network.</p> <p>The applicant has demonstrated suitable measures which will mitigate the impact of the development on the trunk road and local road network.</p> <p>The development also incorporates suitable parking provision.</p> <p>In view of the above, the proposed development is considered to comply with the Policy I1, I3 and the supplementary guidance on infrastructure development and connecting places.</p> <p>With respect to Policy I5 and the supplementary guidance on Flooding and Drainage, the proposed development was concluded to have no detrimental impact in this regard.</p> <p>A Flood Risk Assessment was undertaken along with a Drainage Impact Assessment which details the proposed Sustainable Urban Drainage System measures.</p> <p>In view of the above, the proposed development is considered to comply with Policy I5 and the associated supplementary guidance.</p>
RECOMMENDATION	<p>Having given consideration to the above assessment, it is found that the proposal complies with the policies and guidance of the Council. It is therefore recommended that the application should be approved, subject to conditions.</p>

### Reason for Decision

- 1 The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan.
- 2 Prior to the commencement of development on site:
  - a) a site investigation report (characterising the nature and extent of any soil, water and gas contamination within the site); and, if remedial works are recommended therein,
  - b) a Remediation Strategy and Implementation Plan identifying the proposed methods for implementing all remedial recommendations contained within the site investigation report.

Reason - To ensure that the site will be made suitable for its proposed use.
- 3 That prior to the occupation of any dwellinghouse hereby approved, a Verification Report confirming completion of the works specified within the approved Remediation Strategy shall be submitted to, and approved in writing by, the Planning Authority.
 

Reason - To demonstrate that works required to make the site suitable for use have been completed.
- 4 That before development starts, full details and/or samples of the facing materials to be used on all external walls and roofs shall be submitted to, and approved in writing by, the Planning Authority. Thereafter only the approved materials shall be used in

the development of the site.

Reason: These details have not been submitted.

- 5 That development shall not commence until the developer has submitted a programme of archaeological works for the approval of the Planning Authority. Thereafter the developer shall ensure that the programme of archaeological works is fully implemented and that all recording and recovery of archaeological resources within the development site is undertaken to the satisfaction of the Planning Authority in consultation with the West of Scotland Archaeology Service.

Reason: To ensure the proper monitoring and recording of any archaeological items of interest within the site.

- 6 That prior to the occupation of dwellinghouses situated in plots 25-42 as shown on approved drawing AL(0)02 Rev F, a verification report confirming installation of the mitigation measures detailed within the approved Noise Impact Assessment Technical Report R-7749-GH-MI including the installation of double glazing units with a minimum specification of 12mm/16mm/6mm to achieve a minimum acceptable noise reduction, and a 4m high acoustic barrier shall be submitted for the written approval of the Planning Authority.

Reason - To ensure that road traffic noise is adequately mitigated at these plots.

- 7 That prior to the commencement of development on site, full details and/or samples of the materials to be used for all hard surfaces within the development hereby approved shall be submitted to, and approved in writing by, the Planning Authority.

Reason - A full specification detailing finishing materials has not been submitted.

# Planning Application: Report of Handling

Reference No. 18/0515/LB



Renfrewshire  
Council

## KEY INFORMATION

**Ward 4:**  
Paisley Northwest

**Applicant:**  
Renfrewshire Council  
Renfrewshire House  
Cotton Street  
Paisley  
PA1 1AN

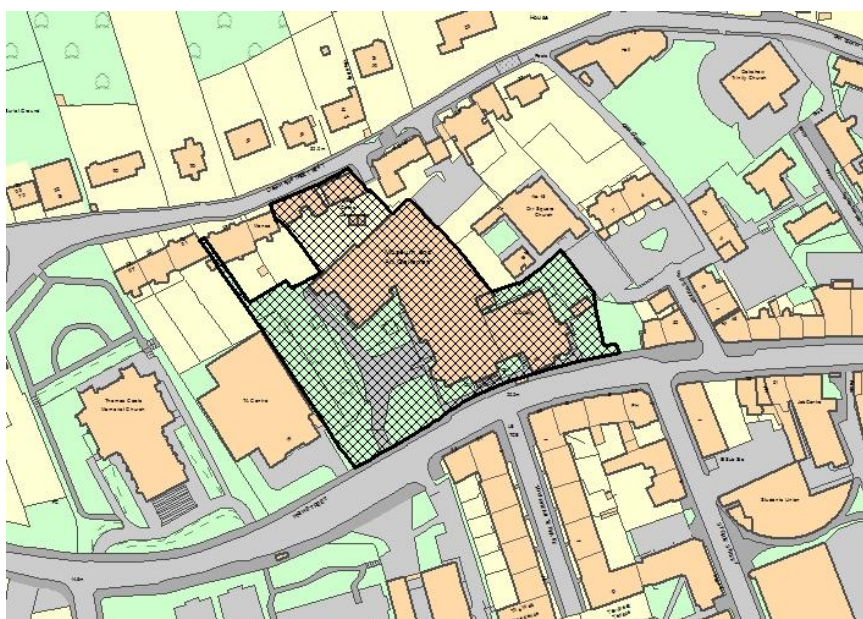
**Registered:** 13/07/2018

Report by Director of Communities, Housing and Planning Services

**PROSPECTIVE PROPOSAL:** DEMOLITION OF SIDE AND REAR EXTENSIONS AND INTERNAL ALTERATIONS TO MUSEUM AND LIBRARY

**LOCATION:** PAISLEY MUSEUM AND ART GALLERIES, 68 HIGH STREET, PAISLEY, PA1 2BA

**APPLICATION FOR:** LISTED BUILDING CONSENT



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## RECOMMENDATION

Grant Subject to  
Conditions

Fraser Carlin  
Head of Planning and  
Housing

## IDENTIFIED KEY ISSUES

- The proposal accords with the relevant provisions of the Adopted Renfrewshire Local Development Plan and Scottish Historic Environment Policy Statement. The relevant tests for demolition of listed buildings have been satisfied.
- Historic Environment Scotland have advised that the proposed demolition and removal of modern accretions are welcomed and would expose the historical fabric of the building for assessment for the future development of the museum.
- There have been no representations.
- It is considered that the demolition work and removal of the unsympathetic additions would significantly enhance the appearance of the Category A listed building and are necessary for the future development of the Paisley Museum Re-Imagined Project.

Renfrewshire Council Communities, Housing and Planning Policy Board

RENFREWSHIRE COUNCIL

COMMUNITIES, HOUSING AND PLANNING SERVICES  
REPORT OF HANDLING FOR APPLICATION **18/0515/LB**

APPLICANT:	Renfrewshire Council, Renfrewshire House, Paisley, PA1 1AN
SITE ADDRESS:	Paisley Museum and Art Galleries, 68 High Street, Paisley, PA1 2BA
PROPOSAL:	Demolition of side and rear extensions and internal alterations to museum and library.
APPLICATION FOR:	Listed Building Consent

NUMBER OF REPRESENTATIONS AND SUMMARY OF ISSUES RAISED:	No representations have been received.
CONSULTATIONS:	<p><b>Historic Environment Scotland:</b> - No objections. The proposed enabling works are welcomed and would reveal historic fabric to help influence the future design proposals for the museum.</p> <p>Response: Noted.</p> <p><b>West of Scotland Archaeology Service (WOSAS):</b> - No objections. The application area has already been heavily landscaped/disturbed in the past.</p> <p>Response: Noted.</p>

DESIGN/PLANNING STATEMENT:	<p>A Heritage Statement was submitted which concludes that the removal of the modern extensions would not result in any loss of significant building fabric. The statement also states that the works would expose the historic features of the museum and allow them to be properly assessed to help progress the project for the museum re-development.</p> <p>Response: Pre-application discussions were undertaken with the applicants and Historic Environment Scotland, including a site visit to discuss the proposed demolition works.</p>
LOCAL DEVELOPMENT PLAN POLICIES/ OTHER MATERIAL CONSIDERATIONS	<p><u>Development Plan - Adopted Renfrewshire Local Development Plan 2014</u> Policy P1 – Renfrewshire’s Places</p> <p>Policy ENV3 - Built Heritage</p> <p><u>New Development Supplementary Guidance</u> Delivering the Places Strategy: - Places Development Criteria.</p> <p>Delivering the Environment Strategy: - Conservation Areas.</p>

	<u>Material considerations</u> Historic Environment Scotland Policy Statement 2016 Managing Change in the Historic Environment: - Demolition.
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	COMMENTS
PLANNING HISTORY	<p>12/0236/LB - Redecoration of barrel-vaulted ceilings and internal lining and decoration to roof structures of pillar gallery, including the installation of a lighting scheme. Granted 4/7/12</p> <p>14/0335/LB - Internal alterations to remove staircase, install platform lift and construct staircase. Granted subject to conditions 18/7/14</p> <p>14/0372/LB – Formation of internal opening and steps to create access between rooms. Granted subject to conditions 18/7/14</p>
SITE VISIT	15/06/2018 and 26/06/2018
DESCRIPTION	<p>This application seeks listed building consent for the demolition of extensions built in 1954 and 1978, to the side and rear of Paisley Museum (Category A listed building) which is located on the north side of High Street, Paisley within Paisley Town Centre Conservation Area.</p> <p>The demolition works would be part of enabling works for 'Paisley Museum Re-Imagined' transformative project which seeks to turn Paisley Museum into an international visitor destination.</p> <p>To reveal the original building fabric for assessment by the design team, modern accretions including the extensions and internal stud partitions, false ceilings etc. would also be removed.</p> <p>The extensions are located in the northern half of the site at the rear of the building.</p> <p>The 1954 extension is a brick built single storey, lean-to building with a flat roof which was built to the north-west of the museum to provide storage.</p> <p>The 1978 building was also added to the north-west of the building and is a brick built, part single storey, part 2 storey. This extension currently houses the Shawl Gallery, a temporary exhibition gallery and offices.</p> <p>No excavation would be required. Following demolition, two existing internal openings would be external where</p>

	<p>temporary infills would close the exposed openings with new brick cills, timber doors and frames. Mitigation measures for surface water at the openings would also be put in place.</p> <p>The museum is a Category A listed building which was built in phases between 1868 and 1978. The museum is Greek Ionic and fronts onto High Street where the front entrance area is single storey on a banded podium. The original part of the building (western), has 4 Ionic columns approached by steps with 3 bays set behind columns on each side.</p> <p>To the east is 1902 extension comprising of 1 entrance bay and projecting wing with 4 Ionic columns and 1 recessed bay.</p> <p>The 1933 extension comprises the eastern most extension and has 1 bay over a basement.</p> <p>The museum is located on the north side of High Street and occupies a prominent position within Paisley Town Centre Conservation Area. Coats Observatory (category A listed) is located to the north of the museum and a traditional red sandstone, 3 storey building (category B listed) is located to the west, beyond which is the category A listed Coats Memorial Church.</p> <p>There is an incline in ground level toward the north of the site. The extensions are also partially screened from High Street by mature vegetation which covers the grounds to the west of the museum.</p>
OTHER COMMENTS	<p>The Town and Country Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997 states that in considering whether to grant listed building consent for any works, special regard must be had to the desirability of preserving the listed building or its setting, or any features of special architectural or historic merit.</p> <p>In the case of applications for the demolition of listed buildings Historic Environment Scotland Policy Statement states that no listed building should be demolished unless it can be clearly demonstrated that every effort has been made to retain it.</p> <p>It considers that planning authorities should only approve such applications where they are satisfied that:</p> <ul style="list-style-type: none"> <li>(a) The building is not of special interest; or</li> <li>(b) The building is incapable of repair; or</li> <li>(c) The demolition of the building is essential to delivering significant benefits to economic growth or the wider</li> </ul>



	<p>community; or</p> <p>(d) The repair of the building is not economically viable and that it has been marketed at a price reflecting its location and condition to potential restoring purchasers for a reasonable period.</p> <p>These tests are re-stated in Renfrewshire Council's New Development Supplementary Guidance. Both Historic Environment Scotland Policy Statement and the New Development Supplementary Guidance requires that only one of these four tests be satisfied.</p> <p>When the proposed demolition is assessed against these requirements the following conclusions can be made:</p> <p><b>The buildings are not of special interest</b> - The extensions were built in 1954 and 1978 and comprise of a lean-to flat roof structure and a brick built, part single storey, part two storey. It is considered that these extensions are utilitarian in appearance and are unsympathetic to the traditional architecture of the rest of the building. The extensions have no architectural merit. As such, it is considered that the proposal to demolish these modern extensions would be consistent with this test.</p> <p><b>The condition of the buildings are beyond repair</b> – There is evidence of significant water ingress in the 1978 extension. The proposed works are enabling development as part of the future redevelopment of the museum and library and as such there is no demonstration that the extensions could be repaired in this instance. As this has not been demonstrated, the proposed development cannot be considered under this criterion.</p> <p>However, in general it is considered that their removal would significantly enhance the character and appearance of the category A Listed Museum and its grounds which would have a positive impact on the setting of the listed building as well as the character and appearance of the conservation area.</p> <p><b>Economic Growth</b> – As outlined above, the proposed works are enabling to facilitate the future expansion of the museum and library. The extensions would be removed to reveal the original building fabric for assessment by the project design team. The project seeks to transform the museum into an international-class visitor attraction where the economic benefits would be significant. As such, it is considered that the proposed works to enable the transformation of the museum would satisfy with this test.</p>
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	<p><b>Economic Viability</b> – For the reasons listed above, the economic and social benefits of the proposed works would significantly outweigh any potential for retention of the extensions. It is therefore considered that the proposal would comply with this test.</p> <p>The Council's New Development Supplementary Guidance also states that alterations should not detract from the character of the building. The internal alterations would comprise of the removal of modern stud partitions and false ceilings and by revealing the original building fabric, would enhance the character and appearance of the building. Other works would comprise of exploratory works which would not negatively impact on the character of the building.</p> <p>In view of the above it is considered that the proposal would accord with the relevant provisions of the Local Development Plan and the relevant tests have been satisfied in that the proposal would result in the removal of unsympathetic additions and would significantly improve and enhance the character and appearance of a category A listed building which occupies a prominent position within Paisley Town Centre Conservation Area.</p>
RECOMMENDATION	GRANT subject to conditions.

**Reason for Decision**

- 1 The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan.

**Conditions**

- 2 That all works shall be carried out in accordance with the Demolition Strategy detailed within the Proposal Statement (Paisley Museum Re-Imagined - July 2018).

Reason: In order to retain the historic interest of the site.

Fraser Carlin  
Head of Planning and Housing

Local Government (Access to Information) Act 1985 - Background Papers  
For further information or to inspect any letters of objection and other background papers, please contact Sharon Marklow on 0141 618 7835.

# Planning Application: Report of Handling

Application No. 16/0726/PP



## KEY INFORMATION

**Ward 12:**  
Erskine and Inchinnan

**Applicant**  
CALA Homes (West) Ltd  
Cairnlee House  
Callendar Business Park  
Callendar Road  
Falkirk  
FK1 1XE

**Registered:** 03/11/2016

## RECOMMENDATION

Discharge Conditions 5  
and 10 (a) and (b)

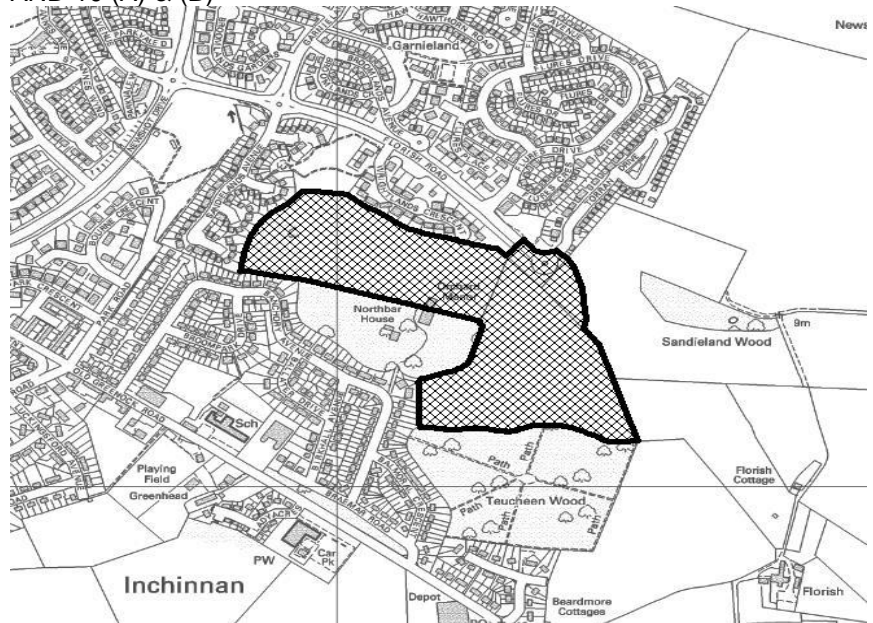
Fraser Carlin  
Head of Planning and  
Housing

## REPORT BY THE HEAD OF PLANNING AND HOUSING

**PROPOSAL:** ERECTION OF RESIDENTIAL DEVELOPMENT  
COMPRISING 195 DWELLING HOUSES, WITH ASSOCIATED  
ROADS, CAR PARKING AND LANDSCAPING

**LOCATION:** NORTH BAR, BANCHORY AVENUE, INCHINNAN,  
RENFREW, PA4 9PR

**APPLICATION FOR:** DISCHARGE OF PLANNING CONDITIONS 5  
AND 10 (A) & (B)



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## SUPPLEMENTARY REPORT 3

The Communities, Housing and Planning Policy Board at its meeting of 7 November 2017, granted consent for residential development at Northbar in Erskine. In approving the application, the Board sought to apply additional conditions on the planning permission in relation to archaeological works and connectivity to all modes of travel and transport to/from the site. Specifically, the Communities, Housing and Planning Policy Board requested the following conditions: -

### CONDITION 5

*9.3 GUARD Archaeology recommend that the proposed development proceed on the basis that any archaeology surviving on the site could be preserved by record prior to development; where feasible preservation in situ should be considered within the development area. Preservation by record could be achieved through a programme of works which would involve: stripping the site to reveal the full extent of the archaeology surviving; full archaeological excavation of*

*any surviving archaeology; post-excavation analyses of the findings and publication.*

*All works would be conducted in line with Chartered Institute for Archaeologists (CIfA) Standards and Guidelines and in accordance with West of Scotland Archaeology Services (WoSAS) Standard Conditions for Archaeological Fieldwork. All methodologies and documentation related to fieldwork, post excavation analyses and publication would be prepared in consultation with WoSAS.*

*That decisions on the feasibility and preservation on site should be a matter for the planning authority;*

## **CONDITION 10 (A) & (B)**

*That prior to commencement of any development works on site the developer shall submit to the planning authority for approval: -*

*a) Detailed proposals on providing good connectivity for all modes of transport which shall include a formalised link for pedestrian and cyclists on the North West of the site; and*

*b) Detailed proposals of the public transport being extended to service the site.*

## **ASSESSMENT**

The applicant has subsequently provided detailed information to satisfy the terms of the additional conditions as set out in the planning permission for the residential development.

Within their submissions the applicant provided the following in relation to the specific requirements as detailed in the additional conditions set by the Communities, Housing and Planning Policy Board, these include: -

## **CONDITION 5 - ARCHAEOLOGY**

The applicant has submitted correspondence from GUARD Archaeology, who are undertaking the archaeological investigation on behalf of Cala Homes at the Northbar site in Erskine.

The information submitted by GUARD Archaeology was forwarded on to the West of Scotland Archaeology Service (WoSAS) by the Planning Service. WoSAS have confirmed that they are satisfied with the archaeological evaluation undertaken and the archaeological investigation methodology for the works on site is competent. WoSAS further state that the process and procedures set out and being implemented whilst undertaking the investigative works are exemplary and the phasing of the archaeology works is appropriate.

WoSAS also confirmed that there has been continuous ongoing dialogue between WoSAS and GUARD Archaeology throughout the investigative works. There have been regular site visits as well as spot checks carried out by WoSAS. Any request for further information or

clarification on any matters has also been provided by GUARD Archaeology as they undertook the works in accordance with the terms of Condition 5 above.

Through the continuous monitoring and consultation, WoSAS are content with the progress of the archaeological works. There have been features recorded on the site where different colours or patterns of soil have been detected and these have been sent for analysis such as soil dating and interpretation where the results have been recorded.

From early evaluation undertaken in advance of the archaeological works as well as during the main investigatory works carried out by GUARD Archaeology in consultation with WoSAS, there are no features or finds on the site in relation to the Battle of Renfrew or any other battle.

From the patterns of the soil samples collected at the site, it is anticipated that the site may have been a very early domestic settlement as there are patterns of structures and foundations that appear in the soil. WoSAS in consultation with Guard Archaeology would like these soil recordings documented and potentially published so that the new owners of the properties are aware of the history of the site.

WoSAS are satisfied that construction works can proceed in areas which have been cleared of archaeology or are not requiring investigation. The applicant's phasing plan further supports this allowance by ensuring the earlier phases of development are localised to these parcels of land.

In conclusion, it is considered that the additional information submitted by the applicant and considered by WoSAS adequately addresses the requirements of The Communities, Housing and Planning Policy Board and that the terms of Condition 5 have been met. It is therefore recommended that the Communities, Housing and Planning Policy Board, discharge Condition 5 of planning approval 16/0726/PP.

## **CONDITION 10 (A) - CONNECTIVITY TO ALL MODES OF TRAVEL & TRANSPORT**

The applicant has submitted a layout demonstrating connectivity from the site to surrounding areas for the purposes of discharging Condition 10 (a) above which includes a formalised link for pedestrians and cyclists to the North West of the site.

The linkages and connections would allow the residential development to connect and integrate at the following connections and locations:

- Connection to Florish Road;
- Connections to the north-west boundary;
- Connection on the south-east boundary;
- Connection on the western boundary;
- Connections on the southern site boundary (Teucheen Wood); and,
- Connection at the south-west boundary (Inchinnan).

The plans submitted by Cala Homes outline the Northbar site and indicate how this would link and integrate into formal and informal pedestrian routes, rights of way, core paths,



footways along existing roads and local streets as well as indicating pedestrian connections providing a link to the town centre and schooling as well as bus routes and bus stops.

The proposed connections would also facilitate walking to school for the majority of new residents.

Cala have demonstrated how they will deliver and implement these connections which reflect those which were agreed under the terms of the original application and have been agreed with the Council's Environment and Infrastructure (Roads). The layout also accords with the approved Roads Construction Consent for the development.

To allow for the delivery of the enhanced path network the applicant has advised that they would be prepared to make a financial contribution (via a Section 69 Legal Obligation) to the Council for the provision of the path connection to the north west of the site as well as an eastern link footpath. Alternatively, the applicant shall seek to investigate and implement the delivery of both paths during the construction of the development themselves.

Whilst the offer of a financial contribution is acknowledged, it is recommended that the applicant deliver and implement the required linkages as part of the residential development, carrying out the necessary measures to ensure delivery will not be cost or resource effective for the Council.

In light of the above, it is considered that the applicant's submissions to date in relation to purification of Condition 10 (a) are acceptable in meeting the requirements of the condition. It is therefore recommended that the condition be discharged.

## **CONDITION 10(b) - PROPOSALS FOR AN EXTENSION TO THE PUBLIC TRANSPORT SERVICE TO THE SITE**

The applicant has submitted a number of details relating to a potential extension to the public transport service to the site, following ongoing discussions with the public transport operator (McGills) and Strathclyde Partnership for Transport (SPT).

The public transport operator has agreed to operating a link service between the development and Bridgewater Shopping Centre, providing a 20 minute service throughout the morning and afternoon peaks, which would serve the current development as well as existing residents in the surrounding area, who are currently located more than 400m from the nearest bus stop.

To ensure the bus service linkage is given an opportunity to succeed, the developer has agreed to make a financial contribution per annum for a period of three years towards this service, in accordance with the gross cost projection provided by the public transport operator. In addition, the developer intends to promote the use of the service in the travel information pack to be provided to all new residents within the development.

Again, the applicant has indicated that it would be their intention to make the required financial contribution by way of a Section 69 Legal Obligation, however given that the agreement would be between the bus operator and the developer directly, it is not

# Planning Application: Report of Handling

**Application No. 16/0726/PP**



**Renfrewshire  
Council**

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considered necessary for the Council to have involvement in the financial delivery of this service.

In conclusion, it is considered that the additional information submitted by the applicant adequately addresses the requirements of The Communities, Housing and Planning Policy Board and that the terms of Condition 10 (b) have been met. It is therefore recommended that The Communities, Housing and Planning Policy Board, also discharge Condition 10 (b) of planning approval 16/0726/PP.



