

Notice of Meeting and Agenda Communities and Housing Policy Board

Date	Time	Venue
Tuesday, 17 January 2023	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

MARK CONAGHAN
Head of Corporate Governance

Membership

Councillor Marie McGurk (Convener): Councillor Robert Innes (Vice Convener):

Councillor Jacqueline Cameron: Councillor Carolann Davidson: Councillor Gillian Graham: Councillor Lisa-Marie Hughes: Councillor Alec Leishman: Councillor Mags MacLaren: Councillor Colin McCulloch: Councillor Janis McDonald: Councillor Cathy McEwan: Councillor Jamie McGuire: Councillor Iain McMillan: Councillor John McNaughtan: Councillor Emma Rodden:

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 or telephone 0141 487 1117.

Hybrid Meeting

Please note that this meeting is scheduled to be held in the Council Chambers. However, it is a hybrid meeting and arrangements have been made for members to join the meeting remotely should they wish.

Webcasting of Meeting

This meeting will be filmed for live or subsequent broadcast via the Council's internet site – at the start of the meeting the Convener will confirm if all or part of the meeting is being filmed. To find the webcast please navigate to

<https://renfrewshire.public-i.tv/core/portal/home>

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.

- | | | |
|----------|---|--------------|
| 1 | Police and Fire & Rescue Services Scrutiny Sub-committee | 1 - 6 |
|----------|---|--------------|

Minute of meeting of the Police and Fire & Rescue Services Scrutiny Sub-committee held on 25 October 2022.

Finance

- | | | |
|----------|--|---------------|
| 2 | General Services Revenue, Housing Account and Capital Budget Monitoring Rep | 7 - 16 |
|----------|--|---------------|

Report by Director of Communities & Housing Services.

- | | | |
|----------|--|----------------|
| 3 | Building Communities, Greenspaces, Parks & Play Areas and Villages Investment Fund Update | 17 - 26 |
|----------|--|----------------|

Report by Director of Communities & Housing Services.

- | | | |
|----------|-----------------------------------|----------------|
| 4 | Community Empowerment Fund | 27 - 32 |
|----------|-----------------------------------|----------------|

Report by Chief Executive.

Housing

- | | | |
|----------|---|----------------|
| 5 | Land and Property Transfers to the Housing Revenue Account | 33 - 42 |
|----------|---|----------------|

Report by Director of Communities & Housing Services.

- | | | |
|----------|---|----------------|
| 6 | Social Housing Charter Performance: 2022/23 Half Year Update | 43 - 60 |
|----------|---|----------------|

Report by Director of Communities & Housing Services.

7 Housing Customer Engagement Annual Report 2021/22 61 - 80

Report by Director of Communities & Housing Services.

8 Housing: Tackling Dampness, Mould and 81 - 86
Condensation

Report by Director of Communities & Housing Services.

Minute of Meeting

Police and Fire & Rescue Scrutiny Sub-Committee

Date	Time	Venue
Tuesday, 25 October 2022	15:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

PRESENT

Councillor Lisa-Marie Hughes, Councillor Robert Innes, Councillor Janis McDonald, Councillor Marie McGurk, Councillor Iain McMillan

CHAIR

Councillor McGurk, Convener, presided.

IN ATTENDANCE

O Reid, Head of Communities & Public Protection and M Hendry, Resilience & Deployment Manager (both Communities & Housing); C Peters, Cyber Security Architect, E Gray and C MacDonald, both Senior Committee Services Officers, D Cunningham, Assistant Committee Services Officer and D Pole, End User Technician (all Finance & Resources).

ALSO IN ATTENDANCE

L Waddle, Divisional Commander and D Kane, Area Commander (both Police Scotland); and M Hill, Group Manager (Scottish Fire & Rescue Service).

WEBCASTING OF MEETING

Prior to the commencement of the meeting the Convener intimated that this meeting of the Sub-committee would be webcast via the Council's website. Thereafter the Clerk undertook a roll call of members in attendance at the meeting.

APOLOGIES

Councillor Hood.

DECLARATIONS OF INTEREST

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

1 SPOTLIGHT - POLICE SCOTLAND DIVISIONAL UPDATE

The Sub-committee received a verbal update from Police Scotland on the recent personnel changes which had occurred.

L Waddle, Divisional Commander, and D Kane, Chief Inspector, introduced themselves as the replacement for D Duncan and the new Area Commander respectively and provided a summary of their careers to date.

DECIDED: That the update be noted.

2 SPOTLIGHT – CYBER CRIME

The Sub-committee received a presentation from C Peters, Cyber Security Architect, in relation to the action being taken to tackle cybercrime in Renfrewshire.

The presentation provided information on the rise in cybercrime around the world and set out the monetary value to emphasise the impact which it could have on individuals and organisations. It was highlighted that public sector organisations were often the most targeted and cited case studies which demonstrated the damage that could be caused.

Links were provided to the Council's Get Safe Online resource which offered tips and advice to help the public reduce the risk to themselves and their families while using the internet. Details were also provided around the Council's Online Safety Ambassador scheme which trained individuals on how to help others stay safe online. It was noted that this program was open to anyone, but especially those who came into contact with people who were at risk of cyber fraud and that specific training for Elected Members could be provided subject to demand.

Elected members were encouraged to contact the Council's Cyber Security Architect to receive leaflets which contained hints and tips and could be handed out to constituents. They were also encouraged to raise any concerns or queries they may have.

DECIDED: That the update be noted.

3 SPOTLIGHT - SCOTTISH FIRE & RESCUE SERVICE – AUTUMN SEASON THEMATIC ACTION PLAN

The Sub-committee received a verbal update from the Scottish Fire and Rescue Service and Police Scotland relative to the Autumn Season Thematic Action Plan, known as Operation Moonbeam.

M Hill, Group Commander, set out the challenges which the fire service anticipated to face over the coming months including an increase in deliberate fire raising, misuse of fireworks and hostility towards staff. The local direction was outlined including partnership working with the Council and Police Scotland and discussion took place around the Council's role in identifying fly-tipping hotspots, the removal of material which had been collected to be used in rogue bonfires and supporting compliance with firework sales legislation.

L Waddle, Divisional Commander, set out the role of Police Scotland in Operation Moonbeam including identifying and monitoring problem areas from previous years and encouraging further intelligence reporting.

DECIDED: That the update be noted.

4 **INITIAL REVIEW OF STRATEGIC POLICE PLAN - RENFREWSHIRE COUNCIL FEEDBACK**

There was submitted a report by the Director of Communities & Housing relative to the Council's response to the consultation around the planned review of the joint Strategic Police Plan 2020/23. The response to the consultation was set out at Appendix 1 to the report.

The report advised that the current joint Strategic Police Plan was published in March 2020 and that there was a statutory requirement that the Plan was reviewed within three years of its approval. An initial review was carried out by the Scottish Police Authority and Police Scotland and local authorities were subsequently invited to provide views and observations on the work carried out to date and any areas which would benefit from revised emphasis in a new iteration of the plan.

The deadline for responses was 4 September 2022. Renfrewshire Council welcomed the opportunity to comment on the initial review of findings on the Plan and an open-ended response was provided.

DECIDED: That the consultation response, as set out at Appendix 1 to the report, which was submitted on 4 September 2022, be homologated.

5 **POLICE SCOTLAND - QUARTERLY PERFORMANCE REPORT**

There was submitted a report by the Chief Superintendent, Police Scotland, relative to service performance and activities in the Renfrewshire area during the period 1 April to 31 August 2022. The report summarised the key performance indicators and provided statistics relating to the specific key objectives detailed in Police Scotland's Policing Priorities 2018-22, comparisons were made against the previous five-year average.

The volume of recorded crime and offences had fallen by 5.5% on the five-year average, however had risen by 3.6% on the previous year. Crime categories which increased in recorded volume against the previous five-year average were crimes of violence, sexual crimes, crimes of dishonesty and fire-raising and malicious mischief. These had risen by 23.2%, 5.1%, 7.0% and 2.7% respectively, compared to the five-year averages. The percentage increase of those categories detailed had been impacted by the Covid-19 pandemic when many restrictions were in place which had significantly reduced the number of crimes committed.

The report provided, in an infographics format, local updates in relation to Renfrewshire Policing Priorities 2018-22 of drug supply and misuse; violence & antisocial behaviour;

dishonesty and road safety. Drug dealing and misuse continued to be a priority area for attention in Renfrewshire as communities advised that they were concerned about the harm caused. Due to focus and proactivity on the issue, there had been an increase of 30.1% in the number of detected drug supply offences, compared to the previous five-year average. In the reporting period, 57 crimes had been reported to the Crown.

There were 469 recorded missing persons incidents, an increase of 103% on the previous year. Over 12% of the total number of incidents related to the five most frequent missing persons within Renfrewshire, all of whom were young people aged under 19 years. Around 77% of all missing persons in Renfrewshire belonged in this age category. Young Persons' Units continued to feature predominantly amongst the most common locations for missing persons incidents (36%). Over 73% of all missing people were traced within 24 hours, with over 50% of all missing people being traced within 12 hours.

DECIDED: That the report be noted.

6 **SCOTTISH FIRE AND RESCUE SERVICE - QUARTERLY PERFORMANCE REPORT**

There was submitted a report, by the Local Senior Officer, Scottish Fire and Rescue Service (SFRS) relative to SFRS performance and local fire and rescue service plan priorities in the Renfrewshire area during period 1 July to 30 September 2022.

The report provided updates in relation to Renfrewshire activity, accidental dwelling fires and casualties, unintentional injury and harm, deliberate fire setting, non-domestic fire safety and unwanted fire alarm signals.

Accidental Dwelling Fires had decreased by 9% (4 incidents) from Q2 2021/22. Cooking remained the most common source of ignition within Renfrewshire. No firefighting action was required in 44% (17) of the cases, distraction was the cause in 54% (21) with alcohol/drug impairment being the cause in 31% (12) of the cases. The report advised that detection devices were installed in 33 of the 39 incidents and 82% of them had operated and raised the alarm.

There was a decrease of 60%, from five to two, dwelling fire casualties for the reporting period. The injuries sustained by the casualty were slight in nature requiring First Aid at the scene.

Non-fire casualties increased by 21 from this period last year with a total of 34 casualties. Of the 34 casualties 17 were as a result of Road Traffic Collisions (50%). Incidents involving assisting other agencies accounted for 26% (9 incidents) of all the activity within this indicator. Tragically, two fatalities were recorded this period which were both a result of suicide.

The report indicated that Unwanted Fire Alarm Signals (UFAS) increased by 8% (19 incidents) year on year. Of the UFAS incident recorded 12% (33) were in hospital premises, residential care homes accounted for 12% (33 incidents) with 44% (120 incidents) found to be as a result of human interactions, for example, not isolating the system before testing, cooking, smoking etc.

DECIDED: That the contents of the report be noted.

7 **LOCAL ISSUES**

Councillor Innes advised that he had received reports of wheelie bins being set on fire and queried if there was any action which could be taken to deter this. Police Scotland advised that education work was being undertaken and that there was difficulty in pinpointing areas of concern as they took place sporadically. They did however advise that since an individual who was believed to be responsible for a number of these instances had left the area the number of reports had fallen.

Councillor McMillan raised concerns around anti-social behaviour at Fountain Gardens, Paisley. Police Scotland advised that they had not received reports recently however the new quad-bike officers had a remit to patrol the parks and that they would be notified of these reports.

Councillor McMillan also raised concerns around the freeze on rent and evictions in that this may lead to an increase in illegal evictions. He reported that members of the public had been told this was a civil matter by police officers. Police Scotland advised that they had not seen an increase in reports and that this in fact would not be considered a civil matter. They advised that officers were trained to check with their commanding officer if they encountered a situation relating to unfamiliar legislation.

Councillor McMillan highlighted reports of school children using and selling drugs and queried if the police had also noted an increase in reports. Police Scotland advised that there were periodic reports around this and that because this fell under a priority area that action was taken timeously. The work undertaken in communities and with schools was also noted.

DECIDED: The local issues raised were noted.



To: Communities and Housing Policy Board

On: 17 January 2023

Report by: Director of Finance and Resources

Heading: General Services Revenue, Housing Revenue Account (HRA) and Capital Budget Monitoring as at 11 November 2022

1. Summary of Financial Position

- 1.1. The projected outturn at 31 March 2023 for all services reporting to the Communities and Housing Policy Board, including the Housing Revenue Account, is an underspend position of £0.040m (0.3%) against the revised budget for the year. This can be further analysed as a projected underspend in General Services activities of £0.040m and a break-even position in the HRA.
- 1.2. The projected capital outturn at 31 March 2023 for projects reported to the Communities and Housing Policy Board is a break-even position against the revised budget of £22.492m for the year.
- 1.3. This is summarised over the relevant services in the table below and further analysis is provided in the Appendices.

Table 1: Revenue					
Division / Department	Revised Annual Budget £000	Projected Outturn £000	Total Projected Outturn £000	Budget Variance £000	Budget Variance %
Housing Revenue Account (HRA)	£0	£0	£0	£0	0%
Communities & Housing Directorate	£12	£67	£67	(£55)	(458%)
Housing - General Services (Not HRA)	£5,180	£5,451	£5,451	(£271)	(5%)
Communities and Public Protection (including Regulatory Services)	£5,861	£5,495	£5,495	£366	6%
Criminal Justice	£3,464	£3,464	£3,464	£0	0%

Table 2: Capital				
Division / Department	Revised Annual Budget £000	Projected Outturn £000	Budget Variance £000	Budget Variance %
Housing Revenue Account (HRA)	£21,200	£21,200	£0	0%
Other Housing PSHG	£1,292	£1,292	£0	0%

2. Recommendations

Members are requested to:

- 2.1. Note the projected Revenue outturn position detailed in Table 1 above;
- 2.2. Note the projected Capital outturn position detailed in Table 2 above; and
- 2.3. Note the budget adjustments detailed at sections 4 and 6.

3. Revenue

- 3.1. The Revenue Budget Monitoring Statement at Appendix 1 identifies a projected underspend of £0.040m (0.3% of total budget) for all services reporting to this Policy Board. Detailed division service reports can also be found here, along with an explanation of each significant projected variance.
- 3.2. The projected outturn is based on information currently available, and assumptions made by service budget holders. Projections are subject to continuous review, and any changes will be detailed in future reports to the Board.
- 3.3. The main reason for the projected outturn positions are indicated below the Appendix tables, showing both the subjective analysis (what the budget is spent on) and the objective analysis (which division is spending the budget).
- 3.4. The projected underspend is £0.040m. This includes an estimated underspend in employee costs within the Public Protection Service and this incorporates an anticipated increase in utility costs.

4. Revenue Budget Adjustments

- 4.1. Members are requested to note from Appendix 1 that budget adjustments totalling (£0.153m) have been processed since the previous finance report to board. These relate wholly to:
 - £0.029m – Increased National Insurance Allocation
 - £0.067m – Transfer of Future Paisley Funding
 - (£0.249m) – Transfer of Pandemic Recovery Grant to reserve

5. Communities and Housing Services Capital

- 5.1. The Capital Investment Programme 2022/23 to 2026/27 was approved by the Council on 3 March 2022. For Communities and Housing Services the approved capital spend for 2022/23 is £22.492m.
- 5.2. The Capital Monitoring report at Appendix 2 indicates net budget adjustments in the approved capital programme for Communities and Housing Services of (£5.595m) within HRA to reflect revised cash flows following contract awards. Along with budget adjustments reported to previous meetings of the Policy Board, this brings the total net budget adjustments in 2022/23 to £8.549m.

6. Capital Budget Adjustments

- 6.1. Since the last report, budget changes totalling £5.595m have arisen which reflect the following:

Budget Carried Forward to 2023-24 from 2022-23 (£5.595m):

- **HRA**

- Improvements to Existing Properties (£1.140m) largely related to cash flow timings for external improvements after contracts have been approved;
 - Regeneration (£2.575m) for Howard Street refurbishments now expected to commence in early 2023/24;
 - Other Assets (£0.700m) for timing of work in Laundrette Refurbishments and Sheltered Amenity Housing;
 - Council House New Build (£1.180m) to reflect full completion of Tannahill expected in August 2023.
-

Implications of this report

1. **Financial** – The projected budget outturn position for Communities and Housing Services Revenue budget is an underspend of £0.040m (0.3% of total budget). All income and expenditure, in all services within the department will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any overspend.

The projected outturn position for Communities and Housing Services' Capital budget is break-even. The Capital programme will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any overspend.

Any changes to current projections in either Revenue or Capital budgets will be reported to the Board as early as possible, along with an explanation for the movement.

2. **HR and Organisational Development**

None directly arising from this report.

3. **Community/Council Planning**

None directly arising from this report.

4. **Legal**

None directly arising from this report.

5. **Property/Assets**

Capital projects will result in new build Council housing stock and improvements to existing stock.

6. **Information Technology**

None directly arising from this report.

7. **Equality and 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 and Safety**

None directly arising from this report.

9. Procurement

None directly arising from this report.

10. Risk

The potential risk that the Council will overspend its approved budgets for the year will be managed at a Council-wide level by the Chief Executive and Directors.

11. Privacy Impact

None directly arising from this report.

12. Cosla Policy Position

N/a.

13. Climate Risk

None directly arising from this report.

List of Background Papers

Housing Revenue Account Budget & Rent Levels 2022/23 and Housing Capital Investment Plan 2022/23 to 2023/24, Council, 3 March 2022;

Non-housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2022/23 – 2026/27, Council, 3 March 2022.

Authors: Kevin Festorazzi, Principal Accountant
John Kilpatrick, Finance Business Partner

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2022/23
1 April 2022 to 11 November 2022

POLICY BOARD : COMMUNITIES AND HOUSING - All SERVICES

Objective Summary	Approved Annual Budget at Period 6	Budget Adjustments	Revised Annual Budget at Period 8	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Housing Revenue Account (HRA)	0	0	0	0	0	0.0%	0	0
Communities and Housing Directorate	11	1	12	67	(55)	(458.3%)	(2)	(53)
Housing - General Services (Not HRA)	5,172	8	5,180	5,451	(271)	(5.2%)	(63)	(208)
Communities and Public Protection (including Regulatory Services)	5,774	87	5,861	5,495	366	6.2%	93	273
Criminal Justice	3,713	(249)	3,464	3,464	0	0.0%	0	0
NET EXPENDITURE	14,670	(153)	14,517	14,477	40	0.3%	28	12

Objective Heading	Key Reasons for Projected Variance
Housing Revenue Account (HRA)	Overall the HRA is projecting a break even position at the year end. Employee costs are projected to underspend due to the ongoing recruitment of vacancies within the service. However, Repairs & Maintenance costs are likely to overspend by over £2m against budget reflecting current levels of demand and cost increases. The resultant overspend will be managed in year through decreased debt repayments, this is in line with the councils financial strategy of debt smoothing.
Communities and Housing Directorate	This overspend reflects the current recharge level to the HRA, this overspend is managed within the overall budget across all services.
Housing - General Services (Not HRA)	There is a projected overspend of £0.271m reflecting current demands on the service. This is partially due to increases in utility costs of £0.037m, the demand for furniture for homelessness accommodation of £0.112m. In addition, the cost of Void rental loss is projected to be an overspend of £0.091m and increased Council Tax liability due to voids is projected to overspend by £0.045m. All budget lines will be closely monitored with a view to managing the impact of this projected overspend.
Communities and Public Protection (including Regulatory Services)	The significant underspend, and movement from Period 6, represents the ongoing difficulties in recruitment with Public Protection. In addition, there is a staff turnover saving included for Senior Management posts in this service which became vacant during the year. Within the Community Learning & Development Service, there is a reduction in Payments to Other Bodies, along with an over recovery of income for staffing costs for the provision of the Summer Holiday Food & Child Care Programme.
Criminal Justice	No significant projected year end variances to report.

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2022/23
1 April 2022 to 11 November 2022

POLICY BOARD : COMMUNITIES AND HOUSING - GENERAL SERVICES (excluding HRA)

Subjective Summary	Approved Annual Budget at Period 6	Budget Adjustments	Revised Annual Budget at Period 8	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	11,541	133	11,674	11,580	94	0.8%	(19)	113
Premises Related	1,679	104	1,783	1,870	(87)	(4.9%)	(64)	(23)
Transport Related	172	(1)	171	235	(64)	(37.2%)	(60)	(4)
Supplies and Services	2,488	354	2,842	2,989	(147)	(5.2%)	(123)	(24)
Third Party Payments	87	(2)	85	84	1	1.4%	1	0
Transfer Payments	2,397	162	2,559	2,484	75	2.9%	20	55
Support Services	1,091	0	1,091	1,097	(6)	(0.5%)	(8)	2
Depreciation and Impairment Losses	(23)	0	(23)	(23)	0	0.0%	0	0
GROSS EXPENDITURE	19,431	751	20,182	20,317	(135)	(0.7%)	(253)	117
Income	(4,761)	(904)	(5,665)	(5,840)	175	3.1%	281	(106)
NET EXPENDITURE	14,670	(153)	14,517	14,477	40	0.3%	28	12

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2022/23
1 April 2022 to 11 November 2022

POLICY BOARD : COMMUNITIES, HOUSING AND PLANNING SERVICES - Housing Revenue Account (HRA) Only

Subjective Summary	Approved Annual Budget at Period 6	Budget Adjustments	Revised Annual Budget at Period 8	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	10,568	(37)	10,531	9,711	820	7.8%	1,037	(217)
Premises Related	16,352	95	16,447	18,784	(2,337)	(14.2%)	(2,333)	(4)
Transport Related	103	0	103	60	43	41.7%	7	36
Supplies and Services	737	(58)	679	674	5	0.7%	(55)	60
Third Party Payments	27	0	27	129	(102)	(377.8%)	(45)	(57)
Transfer Payments	3,900	0	3,900	3,957	(57)	(1.5%)	(221)	164
Support Services	2,490	0	2,490	2,469	21	0.8%	(3)	24
Depreciation and Impairment Losses	20,775	0	20,775	18,354	2,421	11.7%	2,501	(80)
GROSS EXPENDITURE	54,952	0	54,952	54,137	814	1.5%	887	(75)
Income	(54,952)	0	(54,952)	(54,137)	(814)	(1.5%)	(887)	75
NET EXPENDITURE	0	0	0	0	0	0.0%	0	0

RENFREWSHIRE COUNCIL
CAPITAL INVESTMENT STRATEGY
1st April to 11th November 2022
POLICY BOARD: COMMUNITIES & HOUSING

		Current Year 2022-23						Full Programme - All years			
Project Title	Prior Years Expenditure to 31/03/2022	Approved Budget 2022-23	Budget Adjustments in 2022-23	Revised Budget 2022-23	Projected Outturn 2022-23	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31-Mar-27	Projected Outturn to 31-Mar-27	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000			£000	£000		
HOUSING(HRA)											
Improvements To Existing Properties	0	10,967	(3,827)	7,140	7,140	0	0%	57,730	57,730	0	0%
Regeneration	4,633	4,738	(1,697)	3,041	3,041	0	0%	23,568	23,568	0	0%
Other Assets	0	2,640	(610)	2,030	2,030	0	0%	7,885	7,885	0	0%
Non Property Expenditure	0	350	89	439	439	0	0%	1,839	1,839	0	0%
Council House New Build	33,782	9,000	(1,850)	7,150	7,150	0	0%	62,112	62,112	0	0%
Professional Fees	0	2,300	(900)	1,400	1,400	0	0%	7,500	7,500	0	0%
Total Housing(HRA) Programme	38,415	29,995	(8,795)	21,200	21,200	0	0%	160,634	160,634	0	0%
HOUSING(PSHG)											
Private Sector Housing Grant Programme	0	1,046	246	1,292	1,292	0	0%	1,292	1,292	0	0%
Total Housing(PSHG) Programme	0	1,046	246	1,292	1,292	0	0%	1,292	1,292	0	0%
TOTAL COMMUNITIES, HOUSING & PLANNING BOARD	38,415	31,041	(8,549)	22,492	22,492	0	0%	161,926	161,926	0	0%

*Rolling programmes have a prior year year expenditure of £0 as the expenditure is not directly linked from one year to the next as a singular project.



To: Communities and Housing Policy Board

On: 17 January 2023

Report by: Director of Communities and Housing Services

Heading: Building Communities, Greenspaces, Parks & Play Areas and Villages Investment Fund Update

1. Summary

- 1.1 This report updates the Communities and Housing Policy Board on progress made in supporting communities including projects funded through the Greenspaces, Parks & Play Areas and Villages Investment fund. It provides updates for the Board on projects awarded under delegated authority over the last 3 months; and on other work undertaken by the Building Communities service to support active and engaged communities.
- 1.2 The key objective of the Green Spaces and Villages Investment funding is to work with, and support, community groups to identify and deliver improvement projects in their local communities, improve their local greenspaces (including parks and play areas) and strengthen the identity, heritage, uniqueness and character of village life.
- 1.3 The Villages Investment Fund is promoted to members of the relevant Local Partnerships to encourage eligible communities to come forward to bid for their share of the remaining funds.

Review of Allocated Funding

- 1.4 As the programme has developed it is clear that a number of projects have either completed without requiring the full grant allocation or have had difficulty in developing their project fully in the way that they originally anticipated. In order to ensure that funding is available for projects that can be implemented, a review of successful applicants, whose funds have not yet been released is being undertaken and applicants have been contacted to ascertain the status of their project. This has resulted in a return of £12,000 to the Villages Investment Fund, and £5,000 to the Green Spaces Fund so far. The return of £12,000 is from Bishopton Community Development Trust who have been unsuccessful in procuring the open green space at Rossland Crescent from the private landowner and will therefore not be able to proceed.

Pachedu have not drawn on their approved £5,000 for their RAMH Community Garden Project. Despite repeated emails and a deadline, no response has been received and it is anticipated that this funding will now be returned to the unallocated Green Spaces funding.

- 1.5 As the Green Spaces Fund is almost fully committed, it is proposed 50% of the allocated funding ringfenced for school projects be returned into the wider Fund. Only 3 schools, to date, have expressed an interest in applying.
- 1.6 As both funds draw to a close, it is proposed smaller, grass roots community projects are prioritised over larger applications. Additionally, areas who have, to date, benefitted less from the fund, will be favoured if bidding in competition with a community who have benefitted significantly in previous funding applications.
- 1.7 Three projects have been approved under delegated authority since the last Board report and details are included in Appendix 1. Taking account of these three projects, and all awarded projects to date, £30,000 is currently unallocated in the Villages Investment Fund and £55,000 unallocated in the Green Spaces Fund. Where community projects being developed submit applications, remaining funds will be committed.
- 1.8 Kilbarchan Public Park, Lochwinnoch and Ferguslie Park Gardens have all been upgraded since the last report. Communities using the new facilities are appreciative of the award and the positive impact on their communities.

Building Communities

- 1.9 Team Up to Clean Up volunteers continue to be grateful for the provision of heavy-duty gardening gloves and protective, comfortable clothing and footwear to support their activity. 2 leaf blowers have been provided to keen volunteers as well as other hand tools. The Team have nominated volunteers for Provost Awards to recognise and celebrate some of the most active members of the group.
- 1.10 Reflecting on the success of the Celebrating Renfrewshire Fund, over 2,000 young people voted across Renfrewshire in which projects they wanted to see delivered in their community. With all funding allocated, the objective is to deliver proposed activities before the end of the financial year. The Celebrating Renfrewshire Steering Group were all recognised for their volunteering, with each of them receiving a Saltire Award. The cross-service Council Team, together the Steering Group, is undertaking a review of the evaluation process to ensure fairness and transparency are central to the awards. Plans are underway to recruit 2023's Celebrating Renfrewshire Steering Group with the aim of launching the Fund soon as possible after the new financial year.

- 1.11 Building Communities is also supporting community engagement for the voting stage of the #YouDecide project. Officers have been involved in reaching out to all ages through primary & secondary school engagements, as well as ROAR and Sheltered Housing complexes, to ensure the initiative outcomes are directed by a Renfrewshire wide and intergenerational audience.

Recommendations

- 2.1 It is recommended that the Communities and Housing Policy Board:
- (a) note the work currently being undertaken to support communities as they develop and deliver projects funded using the Greenspaces, Parks & Play Areas and Villages Investment Fund;
 - (b) note the impact of the funding and the benefits to the wider communities delivered by the projects set out in section 4 of this report;
 - (c) note the return of unspent grant awards by Pachedu, (£5,000 to the Green Spaces Fund), and Bishopton Community Development Trust, (£12,000 to the Villages Investment Fund);
 - (d) approve the intention to prioritise awards to communities who have benefitted less from previous grant awards; and
 - (e) agree a 50% reduction of the ringfenced school fund to boost available Green Spaces funding for smaller projects.

3. Summary of Applications under Construction

- 3.1 Renfrewshire Council has supported 90 community projects since October 2018 which have met the criteria for this fund. Further projects continue to be developed within communities with the following potential applicants currently active and expected to apply:
- The Darkwood Crew – Teen Shelter
 - Millview Park, Renfrew – Play Park Equipment
 - Inchinnan Development Trust – equipment to support maintenance of green areas in and around Inchinnan
 - Kilbarchan Primary Parent Council – replacement play equipment in school which is accessible to all children in the village.
- 3.2 Reports will be brought back for the consideration of the Board in relation to these projects at future meetings of the Communities and Housing Policy Board.

4 Building Communities

- 4.1 Building Communities' focus on community engagement is recognised and being harnessed by wider Council Services. Support was recently delivered encouraging public participation in voting for projects listed within Environment & Infrastructure's #YouDevide Project. Team Up to Clean Up volunteers promoted the project to their own local community by appearing in photographs online and on leaflets.
- 4.2 Officers undertook significant engagement with schools and young people to support, steer and deliver Chief Executives Celebrating Renfrewshire project.
- 4.3 Early conversations are ongoing with Social Work considering the implementation of Neighbourhood Hubs.

Team Up to Clean Up

- 4.4 In October 2022, Team Up to Clean Up celebrated it's 5-year anniversary. This was well received by the community:



Andy Davies

Brilliant group, discovered it in September 2021 and so glad I did as helped me difficult times. Also met new folk, had more than a dozen free drinks ☕🍷 and helped to make my town better. The only gripe I have is seeing the repeated dropping of litter and no regard for the area they visit as people live in town centres.

Care Reply Share 2 w



Terry McTernan

Congratulations TUTCU on such a huge milestone. I cannot begin to tell you how revolutionary the campaign has been for Ferguslie Park. It was the start of a journey which has resulted in the regeneration of a 5 acre park, a 2.5 acre village green and was the genesis of our **#ReduceReuseRecycleFerguslie** initiative which has gone on to develop a bespoke community climate action plan. Encouraged and supported at the very start with a simple but very effective small cart of tools. I will always be supportive of TUTCU and have recognised the ever evolving nature of the initiative in direct response to local needs and aspirations. An excellent example of where community and Council can work together for the greater good for both our local and global environment. Keep up the great work. 🙌

Love Reply Share 2 w

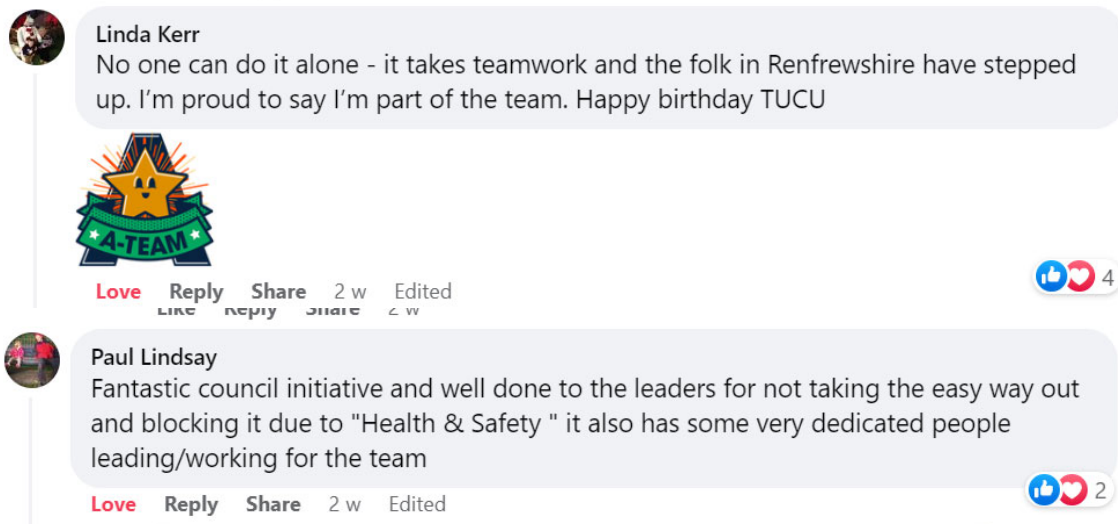


Mary Glen

I love this wee group! Happy 5 Years TUTCP 🙌🎂 x

Love Reply Share 2 w





Environmental Task Force

- 4.5 Delivered under the Team Up to Clean Up banner, the Environmental Task Force is now operational, undertaking daily patrols to key identified hotspot areas. Close links, already firmly established with StreetScene, are being leaned upon to ensure processes to maximise the opportunity to identify the flytipping source, are followed. Officers and Operatives are working well together, presenting a public united front and adopting orange high vis branded workwear, as opposed to standard Council yellow.
- 4.6 Building Communities has taken on responsibility for recording all reported instances of flytipping on one software system. Historically the Community Safety Partnership recorded on one software system, while StreetScene adopted another. One source of data will increase the quality of flytipping information and intelligence, as well as offer more accurate data to extract and report on. This improved data can be monitored to provide a greater opportunity to focus resources where evidence dictates. Future reports to elected members will include data on overall instances of fly tipping activity and the success of initiatives to identify and take enforcement action against perpetrators and ultimately to change public expectations and behaviours.

Hot Food Retailer Incentive Scheme

- 4.7 Building Communities is taking action to support businesses to reduce their reliance on single use plastics. The project also supports the Scottish Government ban on single use plastics implemented into legislation in August 2022.
- 4.8 Building Communities, with the support of Sweco, an external organisation, have undertaken to visit every take-away premise in Renfrewshire. Sweco have employed students, studying environmental topics from the Paisley Campus of the University of the West of Scotland, to deliver this work. The survey, designed to capture the onsite availability of banned single use plastics, will also identify other sustainable practices. The outcomes will be shared with Environmental Health and Economic Development who are also supporting the project.

- 4.9 Awareness of expectations on businesses as a result of the prescribed ban will be increased by way of an in-person survey, as well as a booklet which will be provided. The booklet details alternative packaging options and tips to increase a business's sustainability.
- 4.10 A ratings scheme will be adopted enabling the most sustainable businesses to be identified. Such businesses will be celebrated and customers, inclined to be influenced by these good habits, will be supported to recognise these businesses more easily.
- 4.11 The business survey will take place throughout January, after students December exams. The project is expected to be concluded in March 2023, embedding the scheme thereafter. Further information on the development and implementation of the ratings scheme will be provided at the next meeting of the Policy Board.

Celebrating Renfrewshire

- 4.12 2022's Celebrating Renfrewshire project commenced with the recruitment of a brand-new Youth Steering Group. The Group were tasked with leading on the design of the Fund, such as themes, the award sum available, as well as the overall Fund theme. The recruitment event was delivered in August and included an advice and information session from former steering group members.



- 4.13 The Steering Group was made up of young people who live or work in Renfrewshire. They were provided with support from a number of Services, including Community Learning and Development Youth Services, Chief Executives and Street Stuff's Youth Diversion Project. Keith Lasley, St Mirren's Chief Operating Officer also attended offering advice and support from St Mirren football club.



- 4.14 Applications were encouraged from young people aged 12-24 years old throughout September. Received applications were checked for compliance against the approved criteria by the Steering Group and sorted into Local Partnership areas to facilitate voting. Environment & Infrastructure assisted by building a voting platform.
- 4.15 Building Communities undertook a 2-week engagement exercise engaging with secondary school pupils to encourage maximum voting potential. Almost 2,200 votes were received.
- 4.16 Over 100 local people attended the event held in late October, which confirmed the successful projects. The event was arranged by the Youth Steering group at the Student Union, University of West of Scotland, Paisley Campus. Feedback provided on the night revealed that attendees enjoyed the event.

#YouDecide

- 4.17 Building Communities provided significant support engaging with communities for Environment & Infrastructure's #YouDecide participatory budgeting project throughout late November/early December. The launch of #YouDecide's community engagement programme coincided with the start of the Environmental Taskforce, as such the team provided a valuable support and resource whilst bonding and getting to know one another.
- 4.18 Team Up to Clean Up volunteers were instrumental in promoting voting in their areas and #YouDecide closed with over 4,000 votes cast in communities.



- 4.19 The wider Community Learning and Development Team (CLD) consisting of Youth Services, Adult and Families and Building Communities, delivered a series of input sessions to Local Partnerships. The role and functions of CLD were explained, as well as how the service can support Local Partnerships in delivering their local priorities.
- 4.20 Each local partnership is being provided with a single point of contact within the Building Communities service to ensure communities and members of the partnership can access relevant Council Services and support easily. These contacts will ensure enquiries and local concerns are resolved or directed to the appropriate Council Service and will seek to drive forward work and priorities identified by local partnerships within their area.
- 4.21 Working in partnership with Renfrewshire Health and Social Care Partnership, a database detailing ongoing and aspirational community projects is currently under construction. Key community individuals, groups and organisations are being identified and will be included on the database to create a focus on building nurturing, mutually beneficial relationships between Council and communities.
-

Implications of the Report

1. **Financial** - Council approved the allocation of £2.020 million to establish the Greenspaces, Parks & Play Parks and Villages Investment Fund in March 2018. Due to the capital works being undertaken, Officers are ensuring that there are minimal recurring revenue costs to Services in the coming years.
2. **HR & Organisational Development** – None
3. **Community/Council Planning** –
The Greenspaces, Parks & Play Parks and Village Investment Fund will be important to achieving and assisting the Community Plan by ensuring that Renfrewshire is thriving, well, fair and safe for residents, workers and visitors.
4. **Legal** - All legislative requirements will be taken cognisance of during this process wherever required e.g. health and safety requirements.
5. **Property/Assets** - There is the potential for property/assets to be included as part of this fund.
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** - Cognisance will be taken of health and safety requirements wherever required e.g. for play park equipment.
 9. **Procurement** - There is no potential for the Council to be procuring and installing equipment of behalf of a community group as part of this grant funding process.
 10. **Risk** - Discussions with the Council Risk Manager are on-going to ensure that the risk to the Council, as part of this grant funding process, is minimised.
 11. **Privacy Impact** - None.
 12. **COSLA Policy Position** – Not Applicable
 13. **Climate Risk** – Not Applicable
-

List of Background Papers

None

Author: Oliver Reid, Head of Communities and Public Protection.

Current Greenspace, Parks and Play Areas & Villages Investment Funding

Project	Funding proposed	External Funding (or other Council funding)
Friends of Jenny's Well Mural painting on container	£2,500	Miller Homes £250 Taylor Wimpy £100
Glencorse Community Woodland	£5,000	n/a
Cross Road Community Group	£2,000	n/a

Funding	Allocated Budget	Committed Budget	Available Budget	Potential Additional Projects
Greenspace, Parks and Play Areas	£1,280,000	£1,224,943	£55,057	£55,000
Village Investment Fund	£740,000	£709,826	£30,174	£25,00
Staffing costs	£220,000	£220,000	£0	-
Total	£2,240,000	£2,154,769	£85,231	£80,000



To: Communities and Housing Board

On: 17 January 2023

Report by: Chief Executive

Heading: Community Empowerment Fund

1. **Summary**

- 1.1 The purpose of this report is to seek approval from the Communities and Housing Board for the award of grants from the Community Empowerment Fund.
 - 1.2 The key objective of the fund is 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.
 - 1.3 No new applications were received through this round and one application previously deferred was considered, as detailed within Section 4 and Appendix 1.
-

2. **Recommendations**

- 2.1 It is recommended that the board approves the recommendations as detailed in Section 4 and Appendix 1, to award:

- £10,000 to Western Desert Recce Group to undertake an Architectural Feasibility Report and VAT Consultancy Report to inform the development of their Community Asset Transfer request for the Whitehaugh Barracks site in Paisley.

3. Background

- 3.1 At its meeting on 2 March 2018, Council agreed to commit £1.5million (£0.5million in revenue and £1million 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 be noted that the £1.5million represents a one-off investment fund.
- 3.2 On 20th June 2018, Leadership Board agreed the key objectives and criteria of the fund, and agreed that applications to the Community Empowerment Fund be submitted to Communities and Housing Board for final approval.
- 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
- 3.4 The fund is comprised of £0.5million in revenue funding and £1million 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.
- 3.5 It will be important applicants to the fund are 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

- 3.6 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 previously deferred was considered. The total value of requested grants through this round is £10,000.
- 4.2 A cross-service panel of officers has 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 The officer recommendation is:
- To approve the application submitted by Western Desert Recce Group to undertake an Architectural Feasibility Report and a VAT Consultancy Report which will inform the development of their Community Asset Transfer request for the Whitehaugh Barracks site in Paisley.
- 4.4 A summary of the applications can be found at Appendix 1.
-

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

Author: Annabelle Armstrong-Walter, Strategic Partnerships and Inequalities Manager, 0141 618 5968

Organisation	Amount Requested	Purpose	Recommendation	Additional Info and/or Areas of Concern
Western Desert Recce Group	£10,000	<p>The purpose of this project is to undertake an Architectural Feasibility Report and a VAT Consultancy Report which will inform the development of our Community Asset Transfer request for the Whitehaugh Barracks, Whitehaugh Avenue, Paisley.</p> <p>The Architectural Feasibility Report will identify the necessary capital works required to renovate/refurbish the Category C listed Barracks as well as provide a breakdown of likely project costs. VAT Consultancy will review planned income and activities and provide VAT options for the project moving forward.</p> <p>A robust project budget will be required as part of any Community Asset Transfer application for the Whitehaugh Barracks site to evidence project viability and sustainability, and also to support future applications to other funding sources for grant support for the project.</p> <p>Funding has already been secured from the Architectural Heritage Fund to fund half of this stage of this project, and the group have engaged with relevant Council departments and key external partners in the development of their plans.</p>	£10,000	The Panel felt that funding would allow the group to develop the detailed costings required to support the Community Asset Transfer application.



To: Communities and Housing Policy Board

On: 17 January 2023

Report by: Director of Communities and Housing Services

Heading: Land and Property Transfers to the Housing Revenue Account

1. Summary

- 1.1 This report seeks authority to transfer land and properties from the Council's General Services Account to its Housing Revenue Account.
-

2 Recommendations

- 2.1 It is recommended that the Policy Board:
- (i) agree to the transfer of the four sites listed from the General Services Account to the Housing Revenue Account at the net values listed in table 1 of this report; and
 - (ii) note that the six properties detailed in table 2 are due to be declared surplus to operational requirements by the Environment Land and Infrastructure Board on the 25 January 2023, and agree that subsequent to the decision of that board these properties should be transferred to the Housing Revenue Account at the value noted in the report.
-

3 Summary

- 3.1 The Renfrewshire Strategic Housing Investment Plan 2023-2028 sets out how Scottish Government funding for affordable housing will be targeted to achieve the objectives set out in Renfrewshire's Local Housing Strategy.
- 3.2 A key element of this is the use of existing land in the Council's ownership to develop new affordable homes across Renfrewshire. This can involve transfers of land from the General Services Account to the Housing Revenue Account as well as disposal of Council land to housing association partners.

- 3.3 This report seeks to facilitate the transfer of land to enable the delivery of new social rented housing on four sites.
- 3.4 Table 1 below lists four sites contained within the Renfrewshire Strategic Housing Investment Plan 2023–2028. Authority from the Board is sought to transfer land at these four sites from the General Services Account to the Housing Revenue Account at the net values shown in order to facilitate the delivery of social rented housing , provided by registered valuers in the Council's Estates Team, with assistance on abnormal costs provided by Property Services.
- 3.5 Sales from the general fund must represent best value and usually this is demonstrated by marketing the site. In this case the value of the sites has been assessed using market evidence and considering the use of the site following the transfer. Officers have therefore considered the density of a new housing scheme appropriate to a local authority standard rather than what might be expected in the wider market.
- 3.6 Any land transaction for development will involve negotiation on abnormals (additional or unusual costs required to facilitate the development) due to site conditions. It would be usual that the value of any agreed abnormals would be deducted from the price. In this case the Council has not undertaken new site investigations but has estimated site specific costs based on data already on file and values assessed on other sites historically, with adjustments made for site size and anticipated numbers of housing units. The exception to this is the site at Carbrook Street which had been fully investigated for a previous transaction that did not proceed and agreement reached on abnormal costs. The figures for this site have been updated in line with current costs and a percentage contingency added so that they reflect market value.
- 3.7 Detailed descriptions of the four sites are as follows:
- 3.7.1 **Blackstoun Road, Paisley**
The site, extending to 0.49 hectares, is located in the west of Paisley, in the Ferguslie area, opposite St Fergus and Glencoats Primary Schools. It was formerly occupied by a community and sports centre and was declared surplus on 29 May 2008 by the Education Policy Board. The site has been cleared for some time. The most recent layout showed 22 units in a combination of cottage flats and houses.
- 3.7.2 **Carbrook Street, Paisley**
The site, extending to 0.33 hectares, is located to the west of Paisley town centre, adjacent to Woodside Cemetery. It was formerly occupied by a child guidance centre and was declared surplus on 31 May 2005 by the Community and Family Care Policy Board. The site has been cleared for some time. The site is now part of the Ferguslie/Broomlands Housing Regeneration Area, one of eight such Areas which make up the first phase of the Council's Housing-Led Regeneration and Renewal Programme, and the currently proposed housing layout comprises a variety of houses and flats, 18 units in all. The site was advertised for sale in November 2006 and a developer was identified but withdrew at around the time of the subsequent market crash.

3.7.3 Former Garthland House

The site, extending to 0.78 hectares, is located close to Paisley town centre, close to St Mirin's Cathedral and Abercorn Bowling Club. It was formerly occupied by a care home and was declared surplus on 8 November 2005 by the Community and Family Care Policy Board. The site has been cleared for some time. The most recent layout showed 32 units. The site was advertised for sale in July 2007 and a developer was identified but withdrew at around the time of the subsequent market crash. It was re-advertised and two further possible developers were identified in 2017 and 2020 but neither concluded missives.

3.7.4 Former Cochrane Castle Primary School

The site, extending to 1.69 hectares, is located south-west of Johnstone town centre, between Johnstone High and Cochrane Castle Primary. It is one of two sites which were previously occupied by primary schools and which were declared surplus by the Council on 17 December 2004. The sites have been cleared for some time. Development of the site to the north-east is restricted by drainage and the line of culverted watercourses and will not be developed for housing. As such the current scheme only requires the south-western site which is a key element of the Howwood Road Area Housing Regeneration Area with a potential capacity for some 55 units. The site was advertised for sale in September 2008 and a developer was identified but withdrew at around the time of the subsequent market crash. It was re-advertised in 2018 but the Council was unable to agree a price with the first- and second-placed possible purchasers identified.

Table 1: Council-owned SHIP sites

Plan	Site	Area (ha)	No of houses	Gross value (£)	Estimated abnormal cost (£)	Net value (£)
A	Blackstoun Road, Paisley	0.49	22	220,000	158,870	61,130
B	Carbrook Street, Paisley	0.33	18	252,000	95,150	156,850
C	Former Garthland House, Paisley	0.78	32	480,000	252,830	227,170
D	Former Cochrane Castle Primary School, Johnstone	1.69	55	715,000	474,730	240,270

4. In addition to the land transfers detailed above, 6 properties which were previously operational residential properties in the school estate are due to be deemed surplus to requirements at the Infrastructure, Land and Environment and Policy Board on 25 January 2023. The properties have been assessed are suitable for transfer to the Housing Revenue Account and subsequently to be rented as part of the housing portfolio.

The Head of Economy and Development, in consultation with the Director of Finance and Resources, has advised that it is appropriate that the General Services fund be compensated for the transfer of these 6 properties. Officers have considered the appropriate valuation for the properties taking account of market values for social housing and the level investment required to bring them up to appropriate standards for social housing and have agreed a total settlement figure of £252,550 for all six properties.

Table 2 – Surplus Residential Properties to be transferred to HRA

Brediland School House, Achray Drive, Paisley, PA2 9AF,
Wallace Primary School House, Greenhill Crescent, Elderslie, PA5 9AW
Our Lady of Peace School House, Erskinefauld Road, Linwood, PA3 3PR
St Anthony's School house, Hallhill Road, Johnstone, PA5 0SD
Bridge of Weir Primary School House, Warlock Road, Bridge of Weir, PA11 3QB
St Paul's Primary School House, Orchy Crescent, Paisley, PA2 0NN

Implications of the Report

1. **Financial** – provision has been made within the HRA Budget in relation to the projects where the Council is the developing organisation. Provision has been made in the Renfrewshire Strategic Housing Investment Plan for all acquisitions. A sum of £252,550 will be transferred from the HRA to the General Fund in respect of the residential properties.
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** – Consideration has been given to the terms of the Housing (Scotland) Act 1987 and the Disposal of Land by Local Authorities (Scotland) Regulations 2010 and the transfers referenced in the report meet the statutory requirements.
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** – risks will be identified and managed for individual projects.

11. **Privacy Impact** – none.

12. **COSLA Policy Position** – none.

13. **Climate Risk** – the Strategic Housing Investment Plan 2023-2028 aims to deliver high quality, energy efficient homes in sustainable locations across Renfrewshire.

List of Background Papers

None.

Author: Ray Walkinshaw, Housing Regeneration and Development Manager.
Tel: 07483 146814, email: ray.walkinshaw@renfrewshire.gov.uk.

Site at Blackstoun Road, Paisley
Report Plan Ref. E3083

User: howerthugh2 Date: 24/09/2020

Site extends to 0.49 hectares or thereby

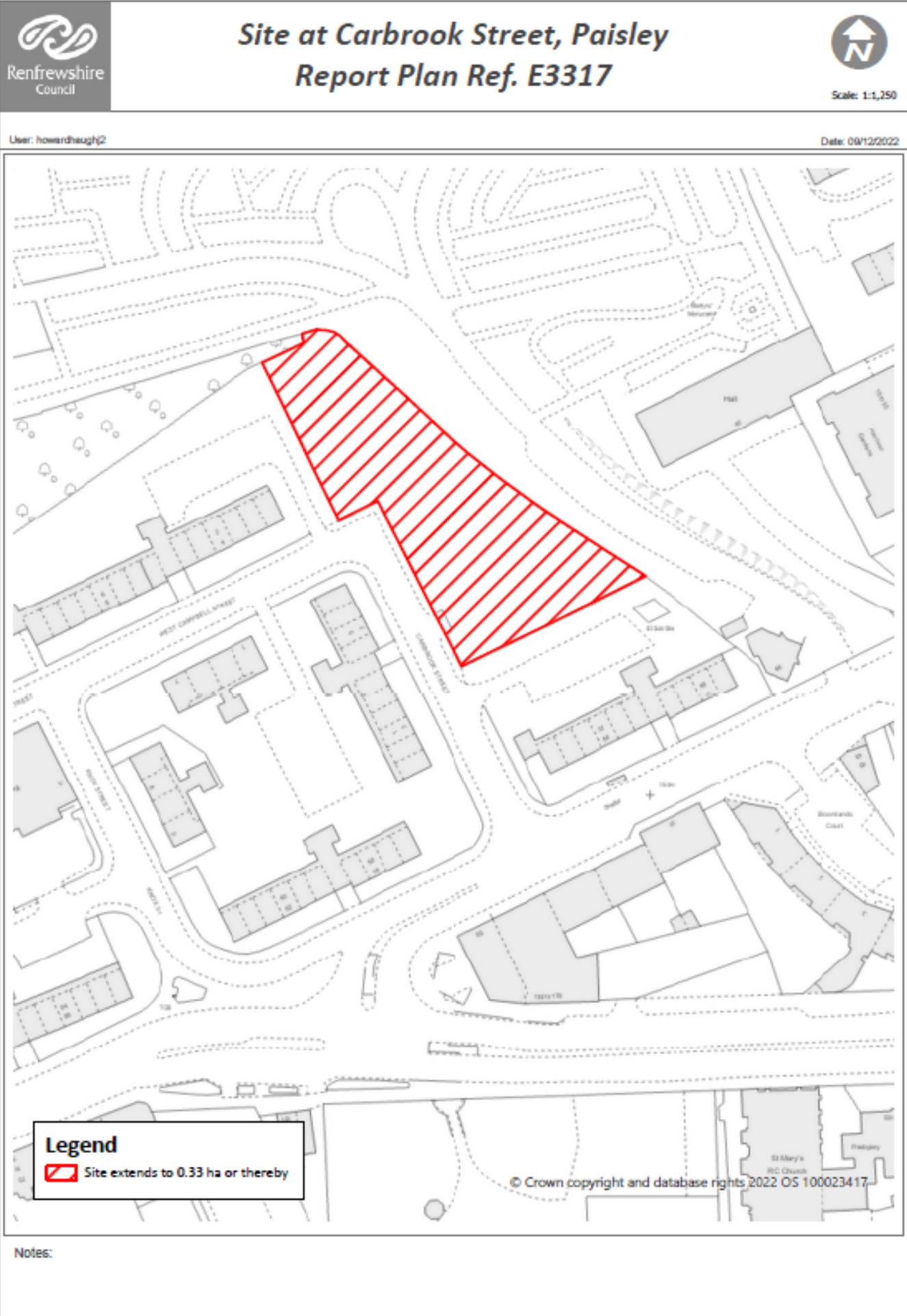
Glencote Primary School
 St Fergus Primary School
 Sports Court
 Don Bosco House
 St Fergus RC Church
 FERGUSLIE PARK

Blackstoun Road
 Fallow Oak Court
 Westwood Gardens
 Westwood Avenue
 Westwood Gardens

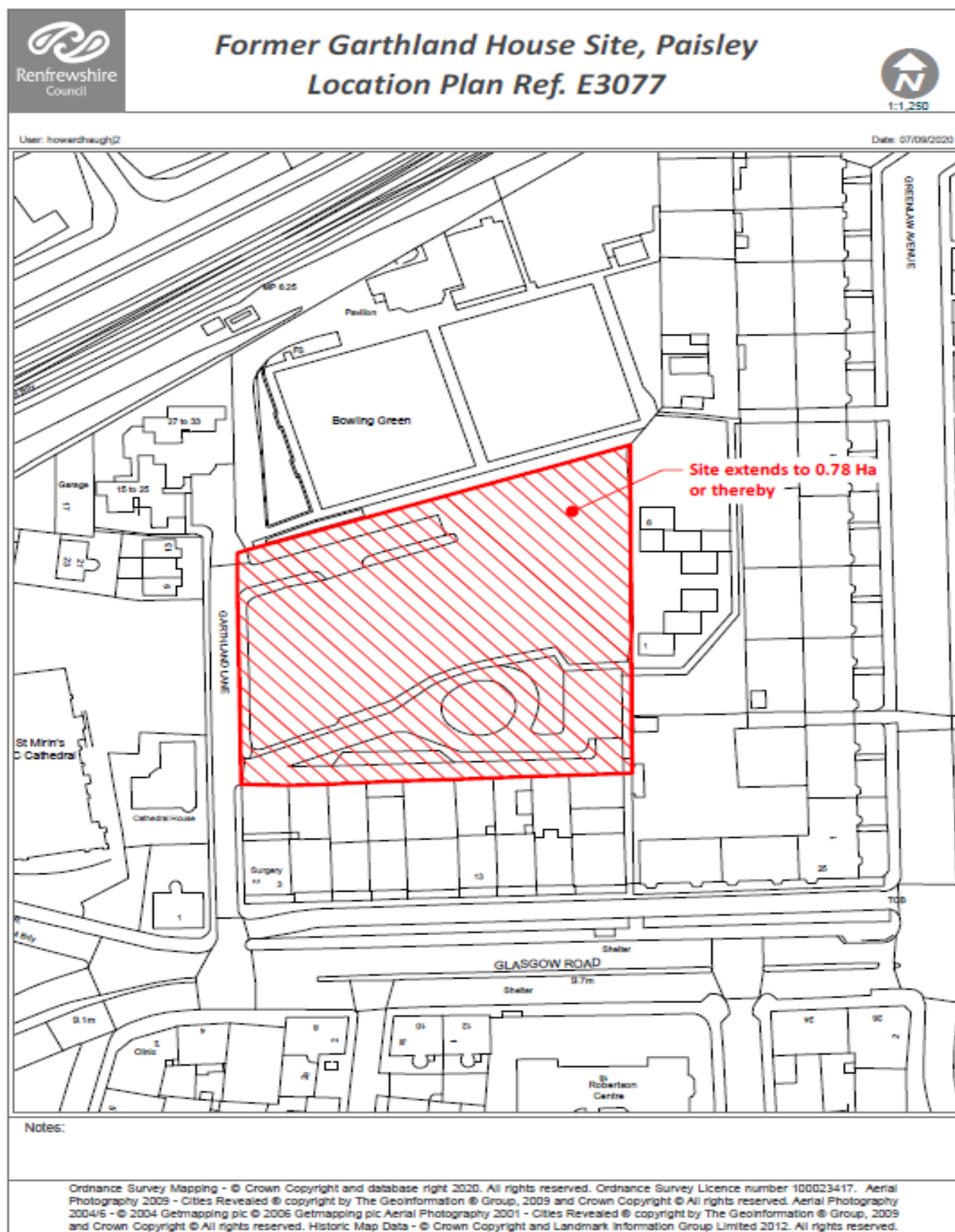
Notes:

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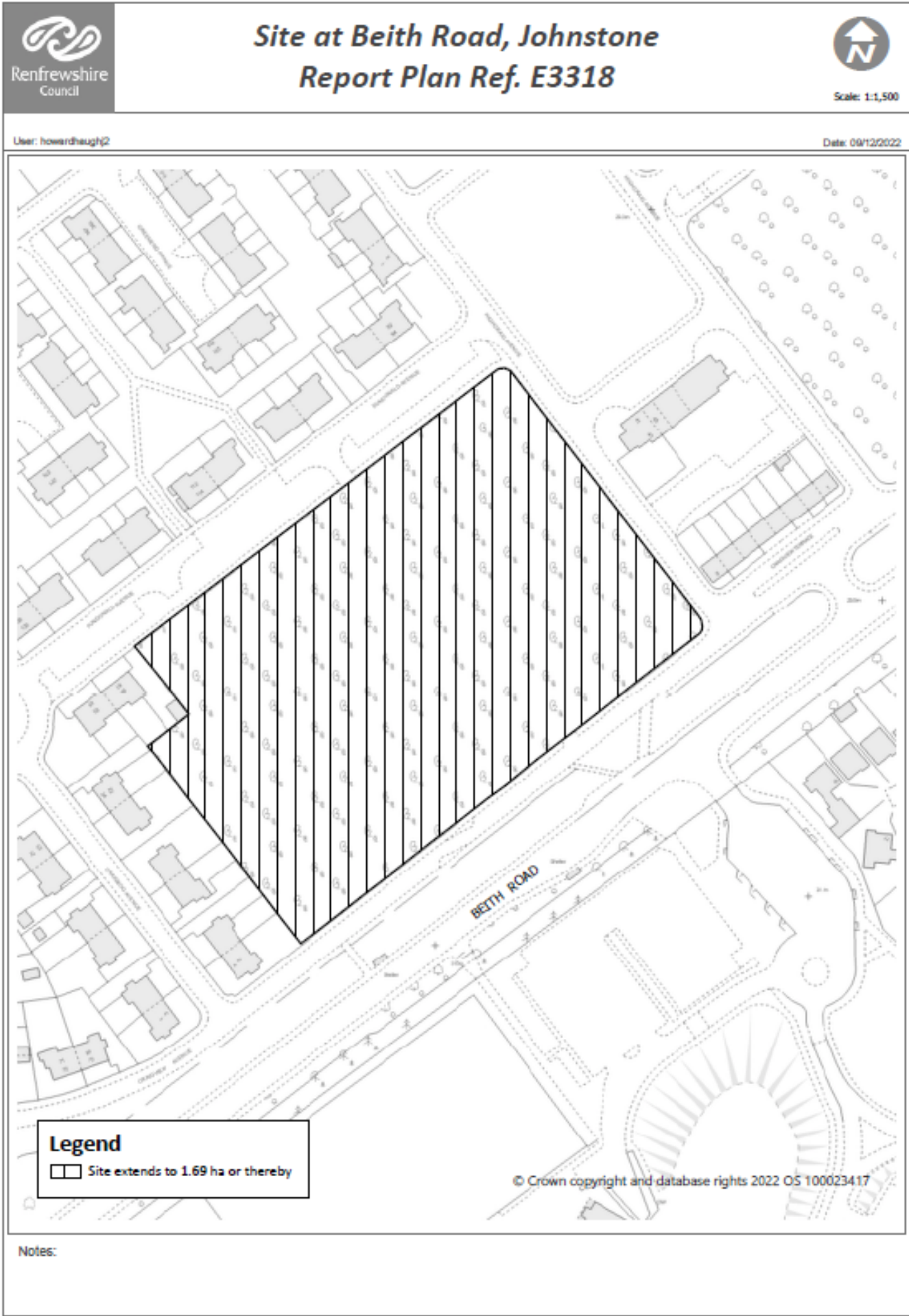
Plan B: Site at Carbrook Street, Paisley



Plan C: Site at Former Garthland House, Paisley



Plan D: Site at Howwood Road, Johnstone





To: Communities and Housing Policy Board

On: 17 January 2023

Report by: Director of Communities and Housing Services

Heading: Social Housing Charter Performance: 2022/23 Half Year Update

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 2021/22 was presented to the policy board in August 2022. This report provides Members with an update for the first six months of 2022/23.
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2. Recommendations

- 2.1 It is recommended that the policy board
- (i) notes the 2022/23 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 2022/23:
- 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 Key areas of performance for the first six months of 2022/23 are:

- **Gas servicing** The number of times in the reporting year that a gas safety check was not completed within 12 months of a gas appliance being fitted or its last check (**Charter Indicator 11**). For the first six months there were 13 occasions where this was not completed before the anniversary date. These have now all been completed.
- **Letting activity** has returned to pre pandemic levels and although the average days to re-let remains higher than desired, it is improving. During the six month period from April 2022, there were 420 properties re-let taking an average of 64.5 days. This will remain a priority area for the service. (**Charter Indicator 30**). Improving re-let performance has been reflected in a reduction in the Percentage of rent due lost through properties being empty during the last year (**Charter Indicator 18**) from 2% in April to 1.95% at the end of September.
- **Tenancy sustainment (Charter Indicator 16)** continues to remain high with slight improvements in the number of tenancies sustained from homeless applicants from 89.4% at the end of March to 90.7% at the end of the six month period.
- Similar to the same time last year, there has been a slight reduction in the rent collection rate. This is a consistent pattern for the first six months of the financial year – the amount collected usually increases in the second half of the year and this should be reflected in the arrears figure at the year end. The rent collected in the first six months of the year represented 96.4% of the total rent due, compared with 98.2% in 2021/22 (**Charter Indicator 26**). The gross rent arrears figure has increased – up to 10.07% at the end of September from 7.99% at April 2021/22 (**Charter Indicator 27**). The level of arrears increase reflects the experience of similarly-sized local authorities. In order to address the increase, however, we have increased our level of advice and support to tenants in arrears. This includes directing them to money advice and energy agencies and so far, this year we have made 150 referrals for tenants to Advice works and the Energy Management Unit to assist in debt management. We have also started to target arrears at the earliest stage possible to stop any escalation of debt and this includes further development of our arrears analysis and monitoring.

3.3 In April 2022, the Council changed the IT system for repairs reporting. There have been technical issues in the implementation of the system that are currently being worked through but that are to date unresolved. As a result, we are unable to provide performance information at this time for the following indicators:

- Indicator 8: Average length of time taken to complete emergency repairs
- Indicator 9: Average length of time taken to complete non-emergency repairs

- Indicator 12: % Satisfaction with repairs service, job completions are not up to date and as such the service is unable to identify jobs to gauge satisfaction. However we are working on an interim approach using text messaging for tenant feedback for this indicator.

Members can be assured that this has not impacted on the delivery of the repairs service for tenants and we are actively working with the software supplier to ensure the provision of the relevant data as a matter of priority.

- 3.4 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 some gaps in the tables in Appendix 1 of the report.

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** - None
3. **Community/Council Planning**

Building strong, safe, and resilient communities – Improving and maintaining neighbourhoods and homes.

Working together to improve outcomes – Increasing resident 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. **Risks** – None
 11. **Privacy Impact** – None
 12. **COSLA Policy Position** – N/A
 13. **Climate Risk** – None
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Background Papers

- Report to the Communities, Housing and Planning Policy Board on 16 August 2022, '*Scottish Social Housing Charter: Annual Return 2021/22*'.

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.

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Scottish Social Housing Charter

Outturn report

**2022 – 2023
6 Monthly Update**

Contents

Section 1 Outturn Report

Section 2 Management Information

SECTION 1: OUTTURN REPORT (April-September 2022-2023)

Overall Satisfaction

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	88.0%	88.8%	88.8%	82.4%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey.

1. The Customer Landlord Relationship

Communication

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	82.2	88.4%	88.4%	91.1%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey

Complaints

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
3 & 4	The percentage of all complaints responded to in full at Stage 1	N/A	99.7%	100%	95.9%	98.6%	Out of 433 Stage 1 complaints received, 427 were responded to in full, in an average of 6.5 days
	The average time in working days for a full response at Stage 1	N/A	3.6 days	4.97 days	6.6 days	6.5 days	
	The percentage of all complaints responded to in full at Stage 2.	N/A	94.1%	100%	96.2%	100%	Out of 13 Stage 2 complaints received, 13 were responded to in full, in an average of 19.2 days.
	The average time in working days for a full response at Stage 2.	N/A	14.6 days	13.9 days	16.6 days	19.2 days	

Participation

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	87.8%	93.7%	93.7%	99%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	93.5%	94.5%	94.6%	57.1%	Reported annually	
7	Percentage of tenants satisfied with the quality of their home.	83.9%	83.9%	86.1%	79.9%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey
C10	Percentage of homes meeting EESSH	N/A	73.6%	78%	78.4	Reported annually	

Repairs, maintenance and improvements

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
8	Average length of time taken to complete emergency repairs. (hours)	5.1	5.5	6.2	7.1	No data.	No data.
9	Average length of time taken to complete non-emergency repairs. (days)	6.9	7.8	10.7	14.6	No data.	No data.
10	Percentage of reactive repairs carried out in the last year completed right first time.	88.1%	82.6%	85.1%	85%	Reported annually	

11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?	3	17	1471	142	13	5183 services were due to be completed between April and August. Of these, 5170 services were carried out within the 12-month anniversary date. There were 13 occasions where the gas safety check was not carried out by the anniversary date. These services have been completed subsequently.
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	92.5%	90.8%	92.0%	95%	No data.	No data.

3. Neighbourhood and community

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

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	83.2%	84.5%	84.5%	87%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey
14	Percentage of tenancy offers refused during the year.	46.5%	40.2%	24.1%	39.6%	38.15%	Between April and September, 713 offers of housing were issued, 265 of these were refused.
15	Percentage of anti-social behaviour cases reported in the last year which were resolved.	96.0%	99.4%	99.8%	99.7%	95%	184 cases out of 194 were resolved.

4. Access to housing and support

Tenancy sustainment and tenancy turnover

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
16	Percentage of new tenancies sustained for more than a year, by source of let.						Overall 902 Properties Let with 835 having sustained for more than a year.
	Existing tenants	94.2%	95.4%	95.5%	93.5%	93.95%	
	Homeless applicants	82.1%	80.4%	88.4%	89.4%	90.74%	
	Housing List applicants	90.0%	91.7%	92.8%	94.5%	93.85%	
	Overall	88.5%	88.5%	92%	92.2%	92.57%	
17	Percentage of lettable houses that became vacant in the last year.	9.7%	9.5%	6.6%	8.3%	4.04%	467 properties have become void in the first six months of 2022/23
18	Percentage of rent due lost through properties being empty during the last year.	1.4%	1.5%	1.58%	2%	1.95%	Void rent loss is £490,500 of £25,123,400 rent due at the six -month position in 2022/23.

Housing options and access to housing

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
19	Number of households currently waiting for adaptations to their home	N/A	46	129	107	Reported annually	
20	Total cost of adaptations completed in the year by source of funding (£)	N/A	£402,000	£86,152	£608,555	Reported annually	
21	Average time to complete adaptations (days)	56.8	36.2	79.4	142	Reported annually	
22	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	27.4%	20%	0	0.8%	3.5%	There were 88 cases in total at court; 12 decrees granted and 3 evictions
	Non-payment of rent	26.7%	20%	0	0	3.5%	
	Anti-social behaviour	0.7%	0	0	0.8%	0	
	Other	0	0	0	0	0	

Homelessness

No	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
24	Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.	N/A	26.3%	32.1%	32%	27.98%	Of 361* homeless households, 101 were referred to RSLs. (<i>*This is a provisional figure, subject to Scottish Government validation.</i>)

5. Getting good value from rents and service charges

Value for money

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
25	Percentage of tenants who feel that the rent for their property represents good value for money.	75.8%	78.2%	78.2%	83.4%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey

Rents and service charges

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
26	Rent collected as percentage of total rent due in the reporting year.	100.0%	99.5%	99%	98.2%	96.4%	In the first six months of the financial year just over £24.1 million rent was collected. This mid-year position is consistent with the trend in previous years and relates to the pattern of rent arrears throughout the year. The reported position for this indicator is expected to improve at the year-end as in previous years
27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.8%	5.7%	6.4%	7.99%	10.07%	Gross arrears have increased by over £1.1m in the last six months to £4,930,500. The level of arrears increase is the same as that of other similarly-sized authorities. In order to address the increase, however, we have: <ul style="list-style-type: none"> Increased our level of advice and support to tenants in arrears. This includes

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
							<p>directing them to money advice and energy agencies and so far, this year we have made 150 referrals for tenants to Advice works and the Energy Management Unit to assist in debt management.</p> <ul style="list-style-type: none"> Targetted arrears at the earliest stage possible to stop any escalation of debt and this includes further development of our arrears analysis and monitoring.
28	Average annual management fee per factored property.	£90.00	£108	£0	£57.70	Reported annually	
29	Percentage of factored owners satisfied with the factoring service they receive.	61.0%	60.8%	62.4%	60.4%	Reported annually	
30	Average length of time taken to re-let properties in the last year. (days)	38	45	85.7	66	64.5	Over the first 6 months of 22/23 420 re-lets have taken place

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position
31	Gypsies/travellers – Average weekly rent per pitch.	Currently there are no gypsy/traveller sites in Renfrewshire.				
32	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.					

SECTION 3: MANAGEMENT INFORMATION

Allocations and Managing Tenancy Change

Table 1 notes the number of applicants on housing list.

	18/19	19/20	20/21	21/22	22/23 Six Month position
Number of applicants on housing list - at 30 Sept 2021	5,553	5,253	5,901	5,672	4,873
Of which, number who have their application on hold	1,118	1,016	1,034	983	813

Table 2 provides the source of housing applicant from the allocation policy.

Group	19/20		20/21		21/22		22/23 Six Month position	
	Applicants	%	Applicants	%	Applicants	%	Applicants	%
Statutory Homeless	180	3.4%	254	4.3%	215	4%	253	5.2%
Mobility	420	8%	435	7.4%	479	9%	513	10.5%
General Applicants (not landlord's own tenant)	3,440	65.5%	3,859	65.4%	3,400	63.6%	2,967	60.9%
Transfer Applicants (with housing need)	662	12.6%	745	12.6%	676	12.6%	619	12.7%
Transfer Applicants (no housing need)	551	10.5%	608	10.3%	577	10.8%	521	10.7%
Total	5,253	100%	5,901	100%	5,347	100%	4873	100%

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

	18/19		19/20		20/21		21/22		22/23 Six Month position	
	Number	%	Number	%	Number	%	Number	%	Number	%
Lets through group system	990	93.4%	1074	94.2%	500	83%	426	90.3%	399	88.3%
Lets outwith group system	70	6.6%	66	5.8%	99	17%	46	9.7%	53	11.7%
Total Lets	1,060	100%	1,140	100%	599	100%	472	100%	452	100%

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

	19/20		20/21		21/22		22/23 Six Month position		Targets
Group	Lets	%	Lets	%	Lets	%	Lets	%	%
Statutory Homeless	319	33%	245	49%	368	42.9%	147	36.8%	49%
Mobility	103	10.6%	74	14.8%	117	13.6%	44	11.0%	10%
General Applicants (not landlords' own tenant)	385	39.8%	128	25.6%	255	29.8%	149	37.3%	23%
Transfer Applicants (with housing need)	101	10.4%	47	9.4%	93	10.9%	48	12.0%	15%
Transfer Applicants (no housing need)	60	6.2%	6	1.2%	24	2.8%	11	2.8%	3%
Total	968	100%	500	100%	857	100%	399	100%	100%

Table 5 gives details for lets outwith the group system.

	18/19		19/20		20/21		21/22		22/23 Six Month position	
Category	Lets	%	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	30	42.9%	39	59.1%	25	25.2%	39	46.2%	20	37.7%
Special Lets	25	35.7%	19	12.1%	25	25.2%	40	48.9%	29	54.7%
Regeneration	15	21.4%	8	28.8%	49	49.5%	4	4.9%	4	7.5%
Total	70	100%	66	100%	99	100%	83	100%	53	100%

Table 6 shows lets by house type.

House Type	18/19		19/20		20/21		21/22		22/23 Six Month position	
	No.	%	No.	%	No.	%	No.	%	No.	%
Tenement Flat	572	54%	543	47.6%	232	39%	210	44.5%	196	43.4%
Own Door Flat	173	16.3%	224	19.6%	122	20%	94	19.9%	72	15.9%
Multi-storey Flat	93	8.8%	77	6.8%	42	7%	54	11.4%	42	9.3%
House	62	5.8%	113	9.9%	122	20%	48	10.2%	72	15.9%
Other Flat	82	7.7%	83	7.3%	18	3%	19	4.0%	21	4.6%
Maisonette	24	2.3%	37	3.2%	14	2%	16	3.4%	13	2.9%
Bungalow	22	2.1%	20	1.8%	17	3%	8	1.7%	14	3.1%
Amenity Flat	1	0.1%	2	0.2%	4	1%	0	0%	0	0
Prefab	1	0.1%	0	0%	0	0%	1	0.2%	0	0
Sheltered Bungalow	4	0.4%	11	1%	7	1%	4	0.8%	3	0.7%
Sheltered Flat	26	2.4%	30	2.6%	20	3%	18	3.8%	19	4.2%
Total	1,060	100%	1,140	100%	599	100%	472	100%	452	100%

Table 7 shows Section 5 and Nomination Lets information.

Table 7 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		Total stock		
18/19	75	17	12.2%	130	20.9%	29.4%
19/20	47	9	6.9%	142	20.9%	23.4%
20/21	19	1	3.3%	165	31.8%	30.0%
21/22	74	3	8.58%	174	24.20%	27.98%
22/23 Six Month	33	10	10.02%	80	22.31%	28.65%

Section 5 = general stock only (excludes specialist housing)

Repairs

There have been technical issues with the Work Hub system, in particular the interfaces that provide the system with the relevant information to provide data for certain performance information are not fully operational. As such we are unable to provide some of the repairs information.

Table 8 – Repairs % completed in target time					
Category of Repair	18/19	19/20	20/21	21/22	Six month 22/23
Emergency Completed	98.3%	98%	98.7%	97%	No data
Right to Repair Completed	99.9%	100%	99.5%	100%	No data
Urgent Completed	97.6%	94%	87%	86%	No data
Routine Completed	92.5%	90%	90%	87%	No data
Programmed Completed	98.5%	97%	98.8%	100%	No data
Total Repairs Completed	96%	95%	96.2%	93.6%	No data

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls for the first six months of 2022/23 and the outcomes for calls received. Almost 33,000 calls were made to report repairs and 91% of these were answered.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	32,891	
Calls answered	29,964	91%
Calls abandoned	2,581	8%
Calls answered within 40 second target time	17,973	
% of all attempted calls answered within 40 sec target (service level)		55%

Homelessness and Housing Advice

Table 10 provides information on the number of applications that were assessed as being statutorily homeless or threatened with homelessness. Performance in terms of time taken to complete assessments continues to compare well with other Scottish Local Authorities.

Table 10 Applications and Decision Making	18/19	19/20	20/21	21/22	22/23 Six Month position
Number of homeless applications requiring assessment	848	874	832	909	470
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	1,956	1,941	2,084	2,256	1,151
Number of applications assessed as ‘homeless or threatened with homelessness’ (i.e. the Council had a duty to rehouse)	705	731	682	712	361
Proportion of assessments completed within 28 days	96.5%	98.6%	99.7%	100%	100%

Table 11 measures satisfaction with Housing options service.

Table 11 – Satisfaction	18/19	19/20	20/21	21/22	22/23 Six Month position
% pleased with the quality of advice and information they were given	97.28%	98.72%	96.3%	100%	97.3%
% pleased with the overall quality of the service they received.	98.3%	99.64%	96.3%	100%	97.3%
% Satisfied with temporary accommodation	92.1%	90.8%	94.7%	98.3%	96.9%

Rent Arrears

Table 12 shows that the rental due to be collected between April and September was over £25 million. At the end of September 2022, £3.264 million was owed in current tenant arrears, which excludes former tenant arrears.

Table 12 - Current Tenant Rent Arrears					
	18/19	19/20	20/21	21/22	22/23 Six Month position
Annual Rental Income	£45,895,000	£46,460,700	£47,627,600	£47,658,100	£25,123,400
Number of Tenants	11,294	11,305	11,121	11,036	10,992
Total Arrears Owed All	£1,141,900	£1,363,500	£1,849,868	£2,334,578	£3,263,600

Table 13 shows the recovery action taken.

Table 13 – Recovery Action					
	18/19	19/20	20/21	21/22	22/23 Six Month position
NPRP issued	1,802	1,494	4	106	475
All Cases calling at Court	1,112	885	67	22	88
Decrees Granted	127	87	0	3	12
Evictions enforced S/Officer	10	6	0	0	3
Average time first calling	9 weeks	11 weeks	11 weeks	n/a	12
Average time recalled at court	4.5 weeks	11 weeks	23 weeks	4 weeks	9 weeks

Table 14 provides a profile of arrears by value.

Table 14 – Profile of Arrears by Value					
	18/19	19/20	20/21	21/22	22/23 Six Month position
Under £250	£107,300	£110,900	£109,500	£110,600	£214,500
Between £250 & £500	£186,300	£183,100	£187,500	£186,500	£384,800
Between £500 & £1,000	£323,600	£359,400	£333,700	£336,800	£533,100
Over £1,000	£524,700	£710,100	£1,219,200	£1,700,600	£2,131,200
TOTALS	£1,141,900	£1,363,500	£1,849,900	£2,334,500	£3,263,600

Table 15 shows the status of arrears debt.

Table 15 – Status of Rent Debt					
	18/19	19/20	20/21	21/22	22/23 Six Month position
Arrears Pre-Court	£649,700	£871,500	£1,493,900	£1,839,500	£2,868,200
Arrears Post Court	£368,400	£321,300	£201,800	£241,800	£288,500
Arrears Rent Direct	£123,800	£170,700	£154,200	£253,200	£106,900
TOTALS	£1,141,900	£1,363,500	£1,849,900	£2,334,533	£3,263,600

Table 16 shows the amount owed in rent by the age of tenants. There has been an increase across all age ranges.

Table 16 – Profile of Arrears by Age					
	18/19	19/20	20/21	21/22	22/23 Six Month position
Under 25 years	£90,500	£153,100	£112,700	£137,600	£222,100
Between 25 & 49 years	£826,600	£885,500	£1,230,100	£1,565,100	£2,131,000
Between 50 & 60 years	£176,900	£222,300	£358,100	£453,200	£633,300
Over 60	£47,900	£102,600	£149,000	£178,600	£277,200
TOTALS	£1,141,900	£1,363,500	£1,849,900	£2,334,500	£3,263,600

Table 17 provides summary information on benefit levels compared to previous years. Benefit uptake has increased slightly to 77% in the first six months of 2022/23.

Table 17– Housing Benefit					
	18/19	19/20	20/21	21/22	22/23 Six Month position
Number of tenants	11,294	11,305	11,121	11,036	10,992
Tenants with benefit	7,853	8,178	8,498	8,408	8,414
Tenants without benefit	3,441	3,127	2,623	2,628	2,578
% in receipt of Housing Benefit	70%	72%	76%	76%	77%



To: Communities and Housing Policy Board

On: 17 January 2023

Report by: Director of Communities & Housing Services

Heading: Housing Customer Engagement Annual Report 2021/22

1. Summary

- 1.1 The Housing Customer Engagement Annual Report for 2021/22 reviews activities in relation to engagement and consultation over 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. note the Housing Customer Engagement Annual Report 2021/22 attached as appendix 1; and
 - ii. note that due to the relaxing of restrictions which were in place relating to Covid, the normal annual re-registration process for Tenants and Residents Associations will be introduced for all tenants groups for 2023/24 registration year.
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3. Background

- 3.1. This Housing Customer Engagement Annual Report outlines how the Council has engaged with tenants and other customer groups over the period April 2021 to March 2022. It also sets out an action plan for the current financial year 2022/23. Key drivers for this are:
- Regulatory and statutory duties to consult with tenants and to involve tenants in the scrutiny of performance; and

- Consultation and engagement with tenants and other customer groups to inform ongoing service development and continuous improvement.
- 3.2. The Customer Engagement Annual Report will be circulated to Tenants' and Residents' Groups and partner organisations. It will be available online from the Council's website and will be made available in Council offices when they reopen to the public.
 - 3.3. Members are asked to note the proposed reintroduction of the annual registration process for Tenants and Residents Associations in 2023/24 due to the lifting of Coronavirus pandemic restrictions as detailed in section 3 of the attached report. Enhanced Registration status, where applicable, was carried forward from March 2020 into this financial year and it is proposed that the carry forward will stop for the 2023/24 registration year.

Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – None.
3. **Community Planning** –
 - **Safer and Stronger** – Tenant and resident involvement in service development to create more stable communities and improve service delivery.
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.

13. Climate Risk – None.

Background Papers

- a) Report to the Communities Housing and Planning Policy Board on 18 January 2022, 'Customer Engagement Annual Report 2020/21'.

The foregoing background papers will be retained within Communities, 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 Ray Walkinshaw, Housing Regeneration & Development Manager, 07483146814, ray.walkinshaw@renfrewshire.gov.uk

Customer Engagement Annual Report 2021 – 2022

Service Improvement Team
Communities and Housing Services

1. Renfrewshire Council's Tenant Participation 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,
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- Standards of service to be provided in relation to housing management, repairs and maintenance policies; and
- Any proposal to change landlord.

Renfrewshire Council's new Tenant Participation Strategy for Housing was approved by this Board in October 2022. It recognises the importance of these issues and sets out plans for widening the scope of engagement across a broad range of customer groups.

2. 2021/22 Annual Report

This Report outlines how the Council has engaged with tenants and customer groups over the period April 2020 to March 2021. 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 2020/21 Action Plan at the end of this report reflects several 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; and
- Opportunities for continual enhancement of digital participation.

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 (2022) indicated that 99% of tenants were 'very' or 'fairly' satisfied with the opportunities provided to them to participate in the Council's (as their landlord's) decision making processes which was an improvement from the 2020 survey result of 93.7%.

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

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

As at the end of March 2022, there were 11 tenant organisations on the Enhanced Register of Tenant Organisations in Renfrewshire. There are 6 further groups on the Register of Tenant Organisations, but they do not currently meet the enhanced registration criteria.

As a result of the restrictions that have been in place since March 2020, in response to the Coronavirus pandemic, it was not possible to carry out the normal annual registration process for 2020/21 because tenant groups had been unable to hold public meetings as detailed within the enhanced registration criteria. It was therefore agreed in following Tenant Participation Annual Board Reports that all groups included on the Enhanced Register of Tenant Organisations as at March 2020 continued to retain this status; this has been renewed for subsequent registration years: 2020/21, 2021/22 and 2022/23. However, it is proposed that a registration process will be reintroduced for year 2023/24 with the requirement for tenant groups to submit an application form and provide supporting information. An undertaking has been given in the new Tenant Participation Strategy 2022-27 action plan to review the current registration criteria. A review will be carried out, including consultation with tenant group representatives and thereafter the findings and recommendations presented to a future Board meeting.

Neighbourhood Housing Forums (NHF) Projects

Neighbourhood Housing Forums did not meet during the year 2021/22 because of restrictions in place at the time due to the pandemic. Officers from Communities, Housing and Planning Services liaised with other Council services about project proposals, progressing works within local communities. 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; and exterior painting.

Customer Scrutiny

Because of restrictions (since March 2020), face to face meetings between Council officers and Tenant Representatives have predominately moved online where possible. We have used other means of communication, including telephone, email and Microsoft Teams to continue to consult with the Tenants Scrutiny Panel, Tenants and Residents Associations and High Rise & Sheltered Quality Circles. While members of these groups have not been able to for example conduct in person inspections, they have instead taken part in various online meetings, including: the Annual Return on the Charter and input to the design and presentation of the Tenants Charter Report.

4. Customer Engagement in 2021/22

Over the past year, Communities, Housing and Planning Services have engaged with tenants and wider customer groups on a range of service matters as detailed further within this report.

4.1 Communicating with tenants and customers

- **The People's 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 housing investment, the Council's response to the pandemic and new build developments. The newsletter is available in a range of different formats in response to individual needs (such as large print and audio CD) and is available on request to other service users.
- **Scottish Social Housing Charter Report to Tenants:** following consultation with tenants, a special edition of The People's News was published on the Annual Housing Charter Tenant Report. This highlighted how the Service had performed over the previous twelve months with comparisons between other landlords and against previous years' performance.
- **The Good Times:** The Council publishes a quarterly newsletter which is distributed to all Council tenants living within sheltered housing complexes. Articles include relevant health advice, forthcoming outings, events and activities organised by our Health and Wellbeing team and good news stories from tenants across all complexes. The newsletter is a great source of positive stories, information and support for tenants who are unable to get out and about as much as they used to. Included in the newsletter is the most recent reports and any feedback from the Quality Circle group. Tenants are invited to give feedback on the content and design of the "Good Times" to ensure it continues to be fit for purpose.

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. Satisfaction with the repairs services in 2021/22 was 95.0%.
- **Standard of accommodation survey:** At the start of a new tenancy, new tenants are asked to participate in a satisfaction survey to ascertain satisfaction levels with the quality of the home when they move in. From the surveys completed in 2021/22 – 83.8% 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 2021/22, of 112 service users who were consulted, 96% stated that they were pleased with the quality of advice and information they were given.
- **Temporary accommodation:** Service users leaving temporary accommodation are asked to complete a satisfaction survey which asks if the service they received met their needs, as well as what they liked and did not like about the temporary accommodation. Of the 61 service users who completed 'exit surveys' during 2020/21, 98% said they were either 'very satisfied' or 'satisfied' with the overall quality of the temporary accommodation provided.
- **Owners survey:** In 2020/21, over 230 owners took part in a survey about factoring services and 60.0% stated they were satisfied with the service provided.
- **Homes for Keeps:** Due to changes during the pandemic period, Homes for Keeps is now part of the wider Resettlement process to assist people (regardless of age) transition into their permanent tenancies.

4.3 Customer consultation and engagement

During 2021/22 tenants were consulted on several matters:

- **New Tenant Participation Strategy:** The Communities, Housing and Planning Policy Board in August 2021 agreed that a new Tenant Participation Strategy should be developed and that an external consultancy service should be commissioned to support tenants and help deliver the new strategy. In

September 2021, the Tenants Information Service (TIS) was appointed after a short tender exercise involving the Tenants Scrutiny Panel.

TIS has worked closely with tenants and Officers across the Housing Service to understand the current arrangements for tenant involvement, this included: desktop analysis of tenant participation, facilitating tenant focus groups and a joint tenant and staff liaison group. These discussions assisted in the development of the new Tenant Participation Strategy which was approved by this Board in October 2022.

An action plan was developed, a copy of which is at the end of this paper, which will be used to prioritise the work of tenant participation which will be monitored quarterly by the Tenants Scrutiny Panel and updates will be included in future Tenant Participation Annual Reports to this Board.

- **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 October 2021.
- **Rent Increase Consultation:** Renfrewshire Council has a statutory duty to consult tenants before increasing rents. To help inform the decision on rents for 2021/22, consultation was undertaken in December 2021 and January 2022 involving discussion with tenant representatives at the annual Council Wide Forum and a telephone survey of Council tenants. Over 600 telephone interviews with tenants were conducted by external consultants during January 21 (this represents 5% of Council tenants). Tenants most commonly supported the lowest 2% increase, with 48% of respondents selecting this option. This was followed by option 2 of 2.5% (31%) and then option 3 of 3% (14%). 7% of respondents did not select any of these increases.

4.4 Regeneration and Renewal Areas

The first annual update was presented to the Communities and Housing Policy Board in August 2022 providing an update on our £100m housing-led regeneration and renewal programme. Over the next 10 years, further reports will be provided to the Communities and Housing Policy Board advising of progress on the investment in the first 8 areas in phase 1 of the Regeneration and Renewal programme.

Recent pop-up events were held in each of the regeneration areas to inform tenants, residents and private owners of the timeline of works proposed for their areas. The feedback received provides an insight into how people are feeling about their local area in general, including the external environment, quality of the local neighbourhood and wider issues which they feel is affecting quality of life and the wellbeing of local residents.

- **Paisley West End:** Officers continue to work with the Council's RSL partner Sanctuary Scotland and the Scottish Government on the delivery of the

regeneration masterplan for Paisley West End. The approved Masterplan is being refreshed by Sanctuary and their appointed architects Anderson Bell + Christie and as the details of the revised Masterplan evolve residents and owners in the wider West End area will continue to be kept informed.

- **Tannahill Area Regeneration:** The Communities, Housing and Planning Policy Board approved a housing investment strategy for the Tannahill area of Ferguslie Park on 30 October 2018. This strategy included a newbuild housing development of 101 newbuild homes to replace existing Council housing in the area. The first handovers are programmed to take place in early 2023. The Tannahill Liaison group have continued to engage with officers with meetings held locally within the Tannahill Centre. Officers continue to engage with the tenants and residents through newsletters, regular telephone calls and emails. A dedicated Tannahill mailbox for any electronic enquiries is also in place.

4.5 Engaging with our wider customer groups during 2021/22

A key outcome for the Customer Engagement Strategy is to ensure there is active engagement with various 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.

Sheltered Housing and Amenity Housing

Digital Update

Smart TVs have been purchased from the Forever Young budget and all complexes now have a TV capable of getting online and playing digital content. Over the course of the year we will introduce new ways to incorporate these into activities, which will make the service more resilient when weather is poor or individuals would struggle to travel further.

Digital support for the Scottish Census was offered to all our sheltered housing complexes, with a small number of tenants taking this offer up in lieu of the paper form. These were completed successfully and all tenants who accessed this service were satisfied. In addition to the 46 tablets given out last year, a further 4 tablets were provided, and all tenants on our device waiting list now have access to a device.

Digital classes have been provided in the majority of our complexes to assist those with new tablets where the most need was determined. This is a set of 9 classes which focus on everything from device basics to online banking and internet safety. All complexes will have had digital support provided by the end of 2022 and this is ongoing, with tenants able to contact for support as and when required.

Pop Up Sharing Kitchen

We have recognised that loneliness is a significant risk factor of malnutrition. Socially isolated older people often experience reduced appetite, eat fewer meals in a day and have a lower intake of protein, fruits, and vegetables in their diet. The concept of our pop-up kitchen is very simple we demonstrate quick wholesome meals on a budget in front of the tenants, they then get to eat the produce and have a blether.

As part of our you said we did questionnaire responses, tenants asked to have more bus trips – so over the summer we have had many trips open to tenants across all complexes to places of interest including the Kelpies, Falkirk Wheel, Millport, Inverary, Callander. We also are looking forward to the festive activities on offer to tenants for 2022. This includes a trip to the Chocolate Factory “Limetree Larder”, Aladdin at the Pavilion, Cinderella at the Town Hall Johnstone, Festive Fun at Muirshiel Country Park plus many individual trips to see the Christmas lights.

Part Time Maintenance Officer

We have successfully been awarded a Traineeship for a former volunteer to help the Sheltered Housing Service keep our gardens in shape as well as doing indoor maintenance helping out tenants with their day-to-day DIY.

4.6 Housing Support Team

Housing Support Services - homelessness and communities

There are now four Senior Housing Support Officers across the team, who will continue to develop and improve the liaison with external providers and partners supporting those who receive enhanced wraparound support via initiatives such as Housing First and WRAP and produce regular analysis and checks that service users' outcomes are being met. An exciting new project called Myla has been established in partnership with Turning Point (Scotland) to deliver a service to people who are experiencing problematic alcohol and drug use, are in recovery or at risk of relapse and in need of assertive outreach. A new Private Rented Sector initiative including a Housing Support Officer is working with housing options and environmental services officers to provide Private rented sector tenants with the advice and assistance that they need. These projects continue to develop and evolve to take account of the needs of our service users and work alongside our partners.

The Housing Support Service publishes a newsletter which is distributed to all Council tenants and other service users who receive Housing Support. Articles have included updated and relevant housing and money advice, good news stories from across the service and commissioned services, staff updates and relevant health information to promote healthy lifestyles and wellbeing.

Senior managers undertake monthly quality assurance audits to ensure consistency across service provision.

Housing Support Plan Review questionnaires are used to give individuals the chance to tell the Council what they think about services, the feedback from which helps improve services to clients.

"Make it Your Own", continues to be delivered in partnership with Impact Arts. This involves supporting people to learn new DIY, interior design, textiles and visual art skills. Every project is tailored to every individual's needs and tastes to ensure they get the most from their time on the programme. Donations of clothes and furniture from the local community continue distributed free-of-charge to those in need. Sainsbury's Dargavel continues to donate food weekly to residents in our staffed homeless accommodation.

Refugee and Resettlement team

This team is now made up of 2 Coordinators, 2 senior housing support officers and 10 housing support officers spread across Christie Street and the Welcome Hub to respond to the resettlement of refugees into temporary and settled accommodation in Renfrewshire and work with the Scottish government and local authorities across Scotland. The team will be assessing the housing, welfare, education, social care and resettlement needs of refugees. The team are using Better Futures outcomes for the first time and will be registered with Care inspectorate to evidence the work they are doing that meet quality assurance framework and reflect health and social care standards. A range of local partnerships are being developed with local

housing providers, employability, charitable organisations, HSCP and local communities to ensure we integrate refugees and asylum seekers into local communities.

Private Sector

Officers from the Owners Services team provide support to private owners, landlords and tenants in the private rented sector. The Council engaged with over 587 owners during the year to consult on and organise repairs in common blocks.

4.7 Supporting Engagement

- **Attendance at National Tenant Events** – due to government guidance on the pandemic, conferences which delegates have attended in previous years were cancelled. However, if these events are arranged in future, we will support tenant representatives to attend where possible.
- **Resources** - To support and develop tenant participation activities, funding is provided from the Housing Revenue Account.
- **Staffing** – Two development officers within the Planning and Housing Team are available to support Customer Engagement. One of these development officers is a key contact dedicated to Tenant Participation. Two Service Improvement Officers are also available to assist 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** – The Council is a member 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.

Renfrewshire Tenant Participation Action Plan – August 2022 to March 2024

Priority	Actions	How will we do this	Lead	Timescale
To ensure tenants and residents are well informed	<ul style="list-style-type: none"> ○ We will provide good quality information that meets the needs of tenants and service users ○ All information will be easy to read and in Plain English ○ We will provide information in a range of formats to suit your needs (for example, large print, audio CD and in community languages) if requested ○ A range of communication methods (online and offline) will be provided ○ We will find out from tenants what types of information they are interested in receiving ○ We will ensure there are opportunities to speak to staff if you need support to complete a survey or form ○ We will provide a range of ways for you to give your feedback ○ We will always ensure that enough time is provided to give your views ○ We will listen to tenant feedback before decisions ○ We guarantee that the results of consultations will be reported and kept under review ○ We will share good practice and publicise the benefits of tenant participation. 	<ul style="list-style-type: none"> ✓ In consultation with tenants and service managers, produce at least two issues of the People's News each year. ✓ In consultation with tenants, publish Renfrewshire Council's Tenants' Report on the Charter. ✓ All information will be published in a range of formats and platforms to widen access to information. 	Housing Services Improvement Officer/ Development Officer	Review June 2023

Priority	Actions	How will we do this	Lead	Timescale
We will develop our digital participation opportunities and embed digital engagement across Renfrewshire	<ul style="list-style-type: none"> ○ We will build on utilising digital technologies to complement our traditional strengths, improve business performance, and support the delivery of services more efficiently and with more choice ○ We will align with the digital strategy to develop tenant participation that sits alongside the new Tenant Participation Strategy ○ We will look at strategies to deliver and ensure digital inclusion ○ We will expand the use of digital applications to maximise tenant engagement ○ We will continue to improve our interactive online communications with tenants, residents, and groups through better use of social media, email, text messaging and smart phone apps ○ We will ensure that Tenant Participation is adequately resourced ○ We will enable tenants and residents to become digitally confident. 	<ul style="list-style-type: none"> ✓ We will make use of suitable digital platforms to increase and improve participation, such as Near Me, Microsoft Teams and Consul. ✓ Support will be provided to tenants and residents to gain access to digital resources and information. ✓ Training will be available to support digital participation through the use of existing resources and Council partners where possible. 	Housing Services Improvement Officer/ Development Officer (Digital Participation Officer)	Review December 2023

Priority	Actions	How will we do this	Lead	Timescale
To listen to tenants and consider their views before decisions are reached and promote real opportunities to participate and influence housing services	<ul style="list-style-type: none"> ○ We will provide a range of ways to gather the views of tenants and residents ○ We will aim to increase the number of tenants and residents that we engage with ○ We will listen to tenant feedback before decisions about housing services are reached ○ New methods of engagement with groups who often do not get involved, such as young people, will be developed ○ We guarantee that the results of consultations will be reported and kept under review ○ We will develop a Renfrewshire “Tenant Approved” stamp for publications to tenants. ○ We will provide a range of ways to encourage tenants and residents to participate fully 	<ul style="list-style-type: none"> ✓ Commission and report on Tenant Satisfaction Survey results, taking account of comments to improve services ✓ Continue to undertake Rent Consultation Surveys prior to any proposed rent increases ✓ Continue to carry out tenant satisfaction surveys for key services areas and undertake service improvements where identified from feedback, for example: <ul style="list-style-type: none"> ✓ Standard of temporary Accommodation ✓ Repairs Satisfaction ✓ Quality of home satisfaction ✓ Owners’ survey ✓ New build satisfaction ✓ We will make use of digital platforms to maximise how we gather tenants’ views, e.g., Survey 123. 	Housing Services Improvement Officer/ Development Officer	Review June 2023

Priority	Actions	How will we do this	Lead	Timescale
Increasing Tenant Participation opportunities	<ul style="list-style-type: none"> ○ We will identify the gaps in the groups or communities who currently do not participate and prepare a strategy to address these gaps. ○ We will focus support work to increase the number of young people who get involved in housing 	<ul style="list-style-type: none"> ✓ Publicise the benefits of tenant participation in Peoples News. ✓ We will develop and maintain a bank of interested tenants for feedback on service matters. ✓ We will work with tenants and other stakeholders to develop methods to involve usually 'excluded' groups. 	Housing Services Improvement Officer/ Development Officer	Review December 2023
Local Tenants and Residents Associations (TARAs)	<ul style="list-style-type: none"> ○ We will conduct annual 'health check' of TARAs across Renfrewshire to identify their training and support needs ○ We will support a recruitment campaign for TARAs. ○ We will make use of digital platforms to increase and improve communication between groups. ○ We will provide opportunities for groups to come together to share views and ideas. ○ We will gather and share good practice case studies to highlight the impact of tenant participation. ○ We will replace the Enhanced Registration Scheme with one registration scheme that fulfils legislative requirements and encourages group "sign up." ○ We will provide Officer support to seek and apply for funding. 	<ul style="list-style-type: none"> ✓ A 'health check' will be devised to help TARAs. ✓ We will continue to provide ongoing support for TARAs. ✓ We will work with tenants and stakeholders to simplify the Enhanced Registration Scheme. ✓ Use and promote digital platforms, when possible, to improve communications. 	Housing Services Improvement Officer/ Development Officer	Review December 2023

Priority	Actions	How will we do this	Lead	Timescale
Council wide Tenants' Forum and the role of the local Neighbourhood Forums	<ul style="list-style-type: none"> ○ We will merge the work of the Council Wide Forum with the Neighbourhood Forums ○ We will review the role and remit of the Forums regarding the number, format, and agenda for meetings to make this format more effective. ○ We will review how the Forum links with the work of other tenants' groups. ○ We will ensure tenants are involved in the agenda setting process. ○ We will support the Forum to develop Terms of Reference for the Forum so that all stakeholders have a clear understanding of its role and remit, accountability, links with other groups and reporting arrangements. ○ We will work with tenants to review the role of the forums and agree Terms of Reference which clarifies their role, remit, links with other groups and reporting arrangements. ○ We will look to introduce a participatory budgeting approach for the Neighbourhood Forums. 	<ul style="list-style-type: none"> ✓ We will look to establish two Council Wide Forums per year, one of which will be devoted to Neighbourhood Forum business. ✓ We will make use of digital platforms to host the CWF for blended meetings. ✓ Review the Neighbourhood Forum process and how it can work with the Council Wide Forum. 	Housing Services Improvement Officer/ Development Officer	Review December 2023
Tenant Scrutiny Panel	<ul style="list-style-type: none"> ○ The Panel will develop an Annual Workplan of its work areas to support it to forward plan. ○ We will work with tenant representatives to produce a scrutiny framework that details the 	<ul style="list-style-type: none"> ✓ Promote and develop the Tenant Scrutiny Panel, by: <ul style="list-style-type: none"> • Promoting benefits of scrutiny • Attracting new members • Delivering training • Supporting Scrutiny Panel 	Housing Services Improvement Officer/ Development Officer	Review December 2023

Priority	Actions	How will we do this	Lead	Timescale
	<p>roles and relationships of all stakeholders involved in scrutiny.</p> <ul style="list-style-type: none"> ○ We will provide training for tenants, staff, and Elected Members on the role of tenant scrutiny where required. ○ We will support more opportunities to do onsite inspections as part of its scrutiny work. ○ We will arrange training to be provided to the Panel on the role of the Assurance Statement so they can participate fully. ○ We will arrange meetings with the Panel to discuss the draft Annual Assurance Statement to seek tenant feedback on this. 			
and the Quality Circles,(?)	<ul style="list-style-type: none"> ○ We will establish a new Quality Circle focusing on estate management issues. 	<ul style="list-style-type: none"> ✓ Promote and develop Quality Circles in other service areas by: ✓ Establish a new quality circle for estate management. ✓ Deliver training ✓ Support existing Quality Circles 	Housing Services Improvement Officer/ Development Officer	Review December 2023
Participation in regeneration areas	<ul style="list-style-type: none"> ○ We will use this strategy as a cornerstone to develop more tenant involvement in regeneration. ○ We will have a tenant training and support programme in place. 	<ul style="list-style-type: none"> ✓ We will continue to support the Neighbourhood renewal Groups 	Housing Services Improvement Officer/ Development Officer/Housing Regeneration Manager	Review June 2023

Priority	Actions	How will we do this	Lead	Timescale
To provide resources and support to empower tenants and residents to influence decisions about housing services	<ul style="list-style-type: none"> ○ We will provide a Tenant Participation budget specifically for tenant participation and tenant scrutiny ○ We will review the grant scheme required for TARAs. ○ This budget will be reviewed each year by tenant representatives and the Council to ensure it is “fit for purpose” ○ We will fund and support all tenant and scrutiny groups to participate fully ○ We will provide training to ensure tenants and residents have the skills, knowledge, and confidence to participate ○ We will ensure that tenant participation is a key part of all staff's role, and that staff are trained and supported to ensure that tenant participation is a key part of our values ○ We recognise the role of volunteers in supporting the development of Tenant Participation ○ Tenants will have access to independent support and training opportunities if required 	<ul style="list-style-type: none"> ✓ 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 ✓ Continue to support RTOs: <ul style="list-style-type: none"> - Offer advice and assist to associations with the annual RTO registration procedure - Visit each enhanced registered association to offer support, advice and assistance ✓ Offer grant funding to enhanced RTOs (start-up, annual & one-off) ✓ Continue to encourage groups to participate in external / national events ✓ We will work with tenants to review tenant participation budget matters 	Housing Services Improvement Officer/ Development Officer	Review June 2023



To: Communities and Housing Policy Board

On: 17 January 2023

Report by: Director of Communities and Housing Services

Heading: Housing: Tackling Dampness, Mould and Condensation

1. Summary

- 1.1 The recent investigation and inquest into the tragic death of a two-year-old boy in Rochdale in Dec 2020 concluded that this was due to environmental mould exposure over a prolonged period.
 - 1.2 Housing Services have reviewed the Inquest results, the Coroner's Report and the Ombudsman Report and have taken immediate action to review their current processes.
 - 1.3 An increase in reports of mould and dampness have materialised over the past month which is common at this time of year but may also in part be due to the media coverage of the Rochdale Case.
 - 1.4 The Cost of Living Crisis and the Energy Crisis are expected to result in an increasing number of tenants being unable to adequately heat their homes with the potential consequence of increased problems with damp, mould and condensation.
 - 1.5 This report outlines the current processes in place to deal with reports of dampness and mould, the actions we have already taken to review these and further actions to be undertaken. Statistical reports on volumes of repairs of this nature are included.
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2. Recommendations

- 2.1 Members are asked:
 - (i) to note the measures in place, the actions taken and proposed future actions to ensure the effective management of dampness, mould and condensation cases within Renfrewshire Council housing stock
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3. Background

3.1 The inquest into the death of Awaab Ishak in Rochdale in Dec 2020 concluded that the cause of death was

- a. *1a) Acute airway oedema with severe granulomatous tracheobronchitis due to*
- b. *1b) Environmental mould exposure*

This tragic case has led to an increased focus on landlords and how they deal with reports of mould and dampness.

3.2 The Housing Ombudsman produced a report entitled Spotlight on: Damp and Mould which contains several recommendations.

For Local Authority providers of social housing, this has prompted reviews of the strategy for dealing with cases of dampness and mould.

3.3 Renfrewshire Council's current process for dealing with cases of dampness and mould is as follows:

- Dampness, mould, and condensation problems are reported by tenants or other parties through the customer contact centre.
- A Repairs and Maintenance officer (RMO) will attend and assess any repair requirements. All RMOs have damp meters which they use to check the levels of dampness within walls. They will look for potential causes of dampness such as leaks, gutter damage, chimney, roofing problems etc. They will also check that extractor fans are present in bathrooms and kitchens and ensure they are in working order. A checklist is completed to ensure that all the usual potential causes are assessed.
- Repair lines are raised for any issues identified. This may include fixing the cause of the problem e.g., a leak and/or issuing works to clean the damp/mould and apply anti-fungal paint.
- Anti-fungal paint application is carried out by Building Services. The RMO will arrange the first appointment and Building Services will arrange further appointments as required. Normally at least 2 visits are required for paintwork.
- Dampness and Condensation leaflets are issued where appropriate.
- Severe cases or cases where there is no obvious cause are passed to our specialist rot works contractor who will provide a detailed report, identifying factors contributing to the dampness problem and recommendations for works to be carried out. The contractor will offer advice to the tenant where appropriate.
- The recommended repairs are undertaken. If the property is within a block with owners, the owner consent process may be required.
- Regular meetings are held with the Rot works contractor to review progress of all cases.

- 3.4 In addition to responding to reports of damp and mould, Renfrewshire Council have been proactively installing monitors which measure temperature and humidity levels. Properties identified as at risk of damp and mould are visited by the Housing Energy Team in the first instance who provide advice to tenants and identify if further follow up inspection or repairs are required.
- 3.5 Actions that have already been taken since the Rochdale case has been reported are as follows:
- Improvements have been made to RMO processes to ensure that checklists are always completed for all damp/mould inspections and that records are stored within the repairs system.
 - Repairs and Maintenance Officers have been reminded of the need to be vigilant and look out for cases of potential mould/damp when carrying out any inspection even if the tenant has not reported it directly.
 - A further training session on Dampness and Mould for the RMOs has been arranged for February 2023. This will be carried out by a specialist in the field.
 - The condensation leaflet has been reviewed internally and with input from our specialist rot works contractor. A revised leaflet has been agreed and will be distributed to all RMOs and other relevant staff.
 - Discussions have taken place with Building Services to ensure that adequate resources are in place for anti-mould paint applications in the light of an influx of inspection in recent weeks. Building Services operatives will also be issued with the condensation/mould leaflets to issue to tenants where appropriate.
 - Discussions have taken place with our specialist rot works contractor to consider the recommendations made as a result of the Rochdale case.
- 3.6 The processes and procedures will be subject to an ongoing review but further actions that have already been identified are as follows:
- The dampness checklist to be rolled out to the void team.
 - The void team to review any history of damp to ensure potential problems can be rectified whilst the property is empty.
 - New category of work to be set up to enable damp/mould treatment to be more easily identified on Workhub (Repairs System)
 - Streamlining of the process for installing monitoring equipment in tenanted properties that have ongoing dampness issues.
 - Process to be put in place to ensure 'no accesses' for mould treatment are followed up.
 - Additional training session to be set up with the specialist rot works contractor and RMOs
 - Liaise with Corporate Energy team and Cost of Living crisis team in relation to Energy Advice and Fuel poverty issues.
 - Contact centre scripts to be reviewed.

- A strategy to be developed for managing dampness, mould, and condensation linked to the overall Asset Management Strategy.

3.7 Challenges that will require ongoing monitoring are as follows:

- Energy crisis – tenants unable to afford to heat their homes is likely to result in an increase in damp/mould/condensation cases.
- Building Services Resource – requires to be monitored in line with demand.
- Rot works contractor resource – requires to be monitored in line with demand. Prioritisation of workload to ensure most severe cases are dealt with.
- RMO resource – Requires to be monitored in line with demand. Severe cases to be prioritised.

3.8 Around 630 properties have reported instances of damp, mould or condensation over the course of the current financial year. This compares to 665 cases in the previous year. Officers will continue to proactively manage any reports of damp, mould or condensation, and to improve practice in line with the actions outlined in para 3.6.

Implications of the Report

1. **Financial** – None – Budget provision is in place
2. **HR & Organisational Development** – None
3. **Community/Council Planning** –
 - Building strong, safe and resilient communities – the range of measures that are in place help to ensure tenants are safe.
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 – N/A**
13. **Climate Risk -**

List of Background Papers

None

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