

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

**On: 30 October 2018**

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

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

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## **1. SUMMARY**

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

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

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

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

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

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## 2. RECOMMENDATIONS

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

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

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

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

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

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

## **5 PROGRESS AGAINST SERVICE SCORECARD**

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

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

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

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

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

- 5.3.1 Our new indicator measuring the amount of vacant and derelict land brought back into use is significantly above the target set out in the recent strategy with 65 hectares against a target of 20 hectares. Local development planning continues to focus on bringing brownfield sites into use across Renfrewshire to help meet the housing needs of our communities, concentrating development in the right places, protecting resources for future generations.
- 5.3.2 A wide range of community safety activities contribute to an improved sense of security in our communities across Renfrewshire as evident in the indicator measuring the percentage of adults who agree that Renfrewshire is a safe place to live. Over 84% of respondents agreed with that statement in the 2017/18 Public Services Panel, an increase from 82% in 2016/17 and meeting the target for this indicator.
- 5.3.3 The success of the work of the Community Learning and Development team with young people in Renfrewshire is reflected in their performance indicator measuring the number of opportunities for young people to achieve through accredited awards which reached 1,193 in 2017/18, exceeding the target of 1,130 and improving on the previous year's performance by 10%.
- 5.3.4 Air quality in Renfrewshire is closely monitored by the service and for the level of particulate matter which are 10 micro-meters or less in diameter (PM10) across Renfrewshire's 4 automatic monitoring sites it has shown an improvement from 13.7 to 13.1 which is well within the target value of 18 (a nationally set target based on the legislation in this area).

5.3.5 Renfrewshire Council's food hygiene information scheme continues to perform consistently well, meeting the target of 97% of premises currently achieving a Pass or Pass with Eatsafe. This is an excellent level of performance and represents the good working relationships between officers and business owners, with the team working proactively and adopting a risk based approach to inspections.

5.3.6 Many of the housing related performance indicators are showing consistently positive performance year on year and a half yearly progress report on the Charter indicators is also being presented to this Board. Of particular note, the average length of time taken to complete a non-emergency repair (in days) has improved from an already strong position of 7.1 days in 2017/18 to 6.8 days for the first quarter of this year. It represents consistent performance significantly within the target of 15 days.

#### 5.4 **Areas requiring improvement and/or review**

5.4.1 Number of adults participating in literacy and numeracy classes – this is an annual indicator which at 340 for 2017/18 did not meet the target of 450. Following a service review last year, changes were made to the literacy programme and the target will be reviewed for 2019/20 in light of the resources available. There has been a drop in the number of individual adult learners participating in traditional adult literacy classes reflected in these figures; however there are other opportunities for adult learning which are not included in this particular indicator and where numbers are currently growing. For example, efforts have been targeted towards groups in need, such as the provision of English for Speakers of Other Languages (ESOL) courses for the Syrian refugee families who have settled in Renfrewshire. The intention is to review both the indicator and the target to ensure that the full range of learning opportunities are reflected and recorded in future.

5.4.2 Average time to relet properties in the last year – quarter 1 performance has shown our average time was 42 days against a target of 38 days. In the first quarter of the year we were able to let a high number of low demand properties which had sat within the 9-16 and 17-32 week period - this then impacts our overall figures, although it shows good progress to get these properties let. We continue to work closely with other services to reduce our overall time to relet properties and have seen a reduction since quarter 1 – by the end of August it had already dropped to 41 days.

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

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

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

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

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

Two targets have been changed following review:

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



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

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

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

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

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

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

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

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

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

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

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## Implications of the Report

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

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

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### **List of Background Papers:**

Development and Housing Services Service Improvement Plan 2018-21



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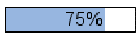

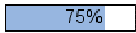
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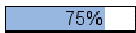


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## Communities, Housing and Planning Service Improvement Plan – progress on actions and performance indicators

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

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




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




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


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










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



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







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




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

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







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







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


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

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











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



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

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

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

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

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


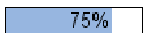

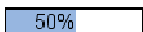

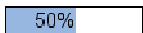
Code	Action	Update	Status	Progress	Due Date
		Links have been made between Youth Services and the Museum Re-envisioning Team, work has started to facilitate youth engagement in the planning for museum and cultural learning. Youth Services also linking young people to the Creative Learning Plan The Annual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



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







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









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




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


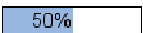

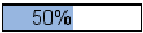




Code	Action	Update	Status	Progress	Due Date
4.04	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently (Council Plan Action)	The Council's Integrated Enforcement Policy continues to align with the principles of Better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















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













Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		Q1 2018/19	2018/19	Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CR.PP.03a	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating				96%	97%	98%	97%	97%	97%	At the end of Quarter 1 there were 1,272 premises within the Food Hygiene Information Scheme, of which 97% have a Pass or Pass with Eatsafe. This reflects a very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are ultimately required to make the improvements necessary to achieve the Pass rating.
HPCHARTER08	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.				98.0%	100.0%	100.0%	100.0%	Not measured for Quarters	100.0%	All 12,220 council housing stock meets the NHER or SAP ratings.

## Strategic Outcome 5: Working together to improve outcomes
















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




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

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

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



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

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