

To: Leadership Board

On: 4 December 2019

Report by: Chief Executive

Heading: Council Plan 2017-2022: Six monthly progress update

1. Summary

- 1.1. The Council Plan is a key strategic document which outlines the Council's vision and priorities for Renfrewshire for 2017-2022. It sets out an ambitious programme of work to transform the future of our place and people.
- 1.2. The Council Plan was approved by Council on 28 September 2017. It was developed alongside the Community Plan, following an extensive programme of consultation and engagement, to ensure close alignment with key community planning partners to achieve the vision, "Working together for a thriving and connected Renfrewshire, creating opportunities for all".
- 1.3. The Council is now halfway through the five-year plan, and significant progress has been made across a number of areas such as: attainment of our young people; cultural and economic regeneration; community engagement and empowerment; and creating a more sustainable Renfrewshire. Many aspects of this work are sector-leading with the Council being recognised through positive inspections and audits and external awards for innovation and excellence.
- 1.4. A full summary of performance against each of the five strategic outcomes is provided in Appendix 1 of this report.

2. Recommendations

- 2.1. It is recommended that the Leadership Board:
 - notes the progress achieved to date in terms of progressing the key outcomes and priorities detailed in the Council Plan; and
 - notes that the next 6-monthly update will be reported to the Leadership Board in June 2020.

3. Background

- 3.1. The Council Plan is a high-level, strategic plan which sets out for elected members, communities, businesses and partners what the Council will aim to achieve over the period 2017-2022. The Plan was developed alongside the Renfrewshire Community Plan during 2017, with both plans being approved by Council on 28 September 2017.
- 3.2. The Council Plan is focused on driving improvements across five outcomes:
- Reshaping our place, our economy and our future.
 - Building strong, safe and resilient communities.
 - Tackling inequality, ensuring opportunities for all.
 - Creating a sustainable Renfrewshire for all to enjoy.
 - Working together to improve outcomes.
- 3.3. Services are taking forward a range of initiatives and improvement activities which aim to deliver these outcomes. A performance framework to underpin the performance monitoring and reporting of Council Plan activity was approved by the Leadership Board on 12 December 2017.

4. Summary of Progress

- 4.1. All indicators and actions contained within the plan are embedded within individual service improvement plans with progress monitored on a regular basis through relevant policy boards and services' senior management teams.
- 4.2. Excellent progress has been achieved in progressing the priority actions in the 2017-2022 Council Plan. As of November 2019, for the 55 actions:

Action Status		Number of actions
	In Progress & Assigned	33
	Completed	22

- 4.3. For the 51 Council Plan performance indicators (excluding the 12 data only PIs) 59% have achieved target for 2018/19 or Q2 2019/20 for our quarterly indicators. For those PIs that did not achieve target a note on the corrective action that services are undertaking is provided in detail in appendix 1.

5. Achievements of the Council Plan

- 5.1. Full details of progress achieved against each of the strategic outcomes is contained in Appendix 1. A summary of key achievements is detailed in the sections below:

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

Achievements over last six months:

- A new Economic Strategy for Renfrewshire has been developed and launched by an independent Leadership Panel – this ambitious ten-year plan has been developed with stakeholders across Renfrewshire and outlines the excellent economic opportunities in Renfrewshire.

- With the Scottish Government and Scotland's Towns Partnership, the Council has developed a long-term vision for Paisley town centre as an exemplar for the future of traditional town centres across Scotland.
- Projects have been identified and approved by Leadership Board in June 2019 to allocate the Council's £1.4 million funding from the Scottish Government's Town Centre Capital Fund to drive economic activity and improvements to town centres, including lighting enhancements in Johnstone and Renfrew and refurbishment of vacant units across town centre locations.
- Although the first City Deal infrastructure project is not due to complete until early 2021, it is estimated that around 10% of the projected outputs and outcomes have already been realised. An acceleration has been seen in new residential and commercial developments in the vicinity of the project areas, as a result of the forthcoming City Deal investment.
- We continue to drive forward Renfrewshire's cultural regeneration plans, moving forward from Bid Legacy to Future Paisley. The six step changes agreed by the Future Paisley Partnership Board continue to underpin the approach and demonstrates the collective commitment to harnessing the power of culture to lead as well as support positive social, economic and physical change. In March, the new research centre with the University of the West of Scotland (UWS), the Centre for Culture, Sport and Events (CCSE) was launched. The CCSE will establish itself as a centre of excellence for research and evaluation for a wide range of policy areas including cultural regeneration.
- Cultural Infrastructure Projects team has been established and all capital projects have been initiated. Early disruption management measures completed on time, within budget. Major capital investments at Paisley Museum (with RL), Paisley Town Hall, Paisley Arts Centre, the new Paisley Learning and Cultural Hub on High Street and Public Realm improvements at the Abbey Quarter and County Square, all underway at various stages of progress. Public consultations, planning and statutory processes and design proposals approvals largely completed for build projects, with technical designs and contract procurement as next steps. Design for Public realm and traffic works now commenced, with design proposals anticipated early 2020.
- The delivery of the year two destination marketing plan has been successfully implemented. The brand continues to transform perceptions and has generated 177m opportunities to see and hear something positive for Paisley and Renfrewshire, £6.8m equivalent PR value, 3,644 pieces of coverage, 438,003 unique page views on www.paisley.is and 3.9m total social media reach and impressions.
- A capital investment programme of £8.089m in Renfrewshire's roads, pavements, paths and cycle tracks is being delivered. The programme commenced in April 2019 with the resurfacing of 66 carriageways and 26 footways completed. In addition, 19 carriageways have been surface dressed, 8 have been micro-surfaced and 12 have been pre-patched in advance of next year's surface dressing programme.
- A series of public transport enhancements have been added to the existing provision, including real time passenger information displays along Renfrew Road, as well as in Glasgow Road and Paisley town centre, and new traffic signals at the entrance to the Wallneuk retail development.

Strategic Outcome 2: Building strong, safe and resilient communities

Achievements over last six months:

- We have a continued focus on the health and wellbeing of children and young people with activities such as creating mentally healthy schools and the review of Personal and Social Education (PSE). This is allowing us to understand need and be able to work in a proactive way to support children and young people
- We continue to modernise our school estate, including reviewing catchment areas affecting Inchinnan Primary School and Rashielea Primary School. A consultation took place from September to November 2019, and the conclusion of this review will be presented to the Education and Children's Services Policy Board in March 2020.
- We continue to focus on raising attainment for all children, whilst closing the poverty related attainment gap through the work of the Attainment Challenge, Pupil Equity Fund, and the Care Experienced Fund, as well as everyday service provision. The service is continuing sector-leading partnership approaches with the University of Strathclyde and Stanford University in the research and pedagogical approaches to teaching literacy and numeracy.
- We are well on our way to delivering our ambitious commitment to build 1,000 affordable new homes for the people of Renfrewshire over the five years up to 2021. During the current year a total of 372 new affordable homes are due to be completed, including new Council homes at Johnstone Castle, and Dargavel Village, Bishopton, and 101 new Council homes at Ferguslie Park have been proposed.
- House completions in Renfrewshire at 783 for 2018/19 are at the highest level in over 20 years, this is supported by good partnership working across services in the Council as well as positive working relationships with Registered Social Landlords and other sectors within the house building industry.
- The Local Development Plan provides the framework for development in Renfrewshire and the work of the planning team is crucial to the delivery of wider priorities including City Deal projects. The Planning Team were awarded the RTPI UK Planning Excellence Award 2019 for Large Scale Development in recognition of the success of the Dargavel Village development.
- Our draft Strategic Housing Investment Plan has been developed after discussions with developing Housing Associations in Renfrewshire for the five-year period 2020/21 to 2024/25, and was approved for consultation at the August Communities, Housing and Planning Policy Board. Consultation took place up to 21 September 2019 and following this, a finalised plan was approved by Policy Board, prior to submission to the Scottish Government.
- Phase 2 of the Renfrewshire Community Safety Hub has been completed with the Renfrewshire Wardens fully integrated into the Hub, which has significantly improved partnership working. The Briefcam technology within the CCTV operations room is now fully operational to allow quicker analysis of CCTV footage.
- Your Home, Your Street, Our Community campaign is striving to make Renfrewshire a safer, more attractive place to visit, live and work. This is a partnership approach led by Police Scotland, supported by Renfrewshire Council and other partners which tackles local issues that matter to residents. Four areas, Ferguslie, Gallowhill, Erskine and Shortroods have been visited so far with encouraging results showing a positive benefit for the community.
- Street Stuff is now celebrating its 10th year. So far during 2019/20 we have seen 12,211 young people attend which includes 2,903 participants benefitting from provision of a healthy meal.

- Local Partnerships have now had three meetings each, agreeing their membership and identifying local priorities for each of the local areas. They have also allocated over £350,000 of grants to support projects in their Local Partnership area.
- A participatory budgeting pilot has taken place, with young people aged 12-25 having a direct say on the allocation of £150,000 of grants. Young people have designed and delivered the process, including identifying priorities, agreeing criteria for the fund, supporting applicants and delivering an announcement event with the results on 25 September 2019.
- Four applications have been awarded from the Community Empowerment Fund to support community organisations to progress their plans using Community Asset Transfer and we continue to support key community organisations to develop partnerships and their ideas for their local area and assets. The total amount awarded to date is £256k.

Strategic Outcome 3: Tackling inequality, ensuring opportunities for all

Achievements over last six months:

- An Alcohol and Drugs Commission for Renfrewshire has been established, focusing on supporting local people and communities and improving life outcomes. The Commission has held five meetings to date, agreed key themes and launched an extensive programme of engagement with frontline staff as well as individuals and families with lived experience.
- We presented our Rapid Rehousing Transition Plan to the Scottish Government which details how we will improve outcomes for homeless applicants in Renfrewshire. We have recently been allocated £186,000 from the Scottish Government for 2019/20.
- Well-developed management arrangements are in place to monitor Universal Credit rollout and the change in Housing Benefit and Council Tax Reductions caseloads, as well as monitor rent and council tax income and arrears levels. This supports effective workforce planning and revenue collection activities.
- We have progressed plans for the expansion of Early Years' provision to 1140 hours by 2020, with 1140 hours already being delivered in 62 establishments. This expansion will continue over the next six months with more establishments operating over a longer day/year; refurbishment of existing premises; continuing with plans for new builds; and ongoing recruitment work to ensure sufficient staff to deliver the new model.
- In July 2019, the Council launched its Respectful Funeral Service in conjunction with local and national Funeral Directors. This new partnership will offer residents an affordable, respectful and dignified bereavement service. Seven Funeral Directors are now working in partnership to deliver savings of between 18% and 60% on the cost of an average funeral in Scotland.
- The Tackling Poverty Programme continues to deliver a range of projects to support families living in poverty. In this period, targeted income maximisation support has put £1.7million in the pockets of low-income families as well as continuing to provide services such as holiday provision with a healthy meal, breakfast clubs and services which support the mental health and wellbeing of young people.
- Working in partnership with Renfrewshire Leisure, free sanitary products are now available in town halls, community centres and libraries. This was launched as part of a wider 'Period Poverty' campaign during Challenge Poverty Week in October 2019.
- Fair Work practices are now scored as standard in all our contracts, these actively promote payment of the Living Wage. In terms of maximising our benefit from our contract awards, the Council has exceeded the community benefits target for this

stage in the year and the procurement team's approach to this is generating significant benefits for Renfrewshire.

- In partnership with Macmillan Cancer Support and the HSCP, we have developed the Improving the Cancer Journey (ICJ) project in Renfrewshire. The outreach project will be launched in January 2020.

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

Achievements over last six months:

- A cross-departmental workstream to support elected members' work on tackling the climate emergency, has been established. This work will collate existing activity, highlight opportunities and challenges, and support the work of elected members in the Climate Emergency Working Group.
- Team Up to Clean Up community clean ups and The Big Spring Clean in April 2019 saw more than 1,750 volunteers take part in 103 events across the area, with more than 1,850 bags of rubbish cleared from the streets. The Spotless September campaign saw every town and village in Renfrewshire challenged to host a clean-up in their area. In October, the Team Up to Clean Up team won the 'Strong and Sustainable Communities' award at the COSLA Excellence Awards 2019.
- The new recycling and waste collection service has reduced residual waste production by 11.5%, with a 4% increase in recycling over the same time period in 2018, taking the recycling figures to 52.3%. There has also been a 42.6% increase in waste presentation from households in their food and garden bins.
- The Sustainable Travel Scheme, where Council employees use pool vehicles or alternative transport to their own vehicles, has encouraged more efficient and effective methods of sustainable travel; increased the use of electric vehicles; and worked towards improving our fleet utilisation. The Scheme is proving successful and has reduced the business miles travelled by car by over 20% since its introduction.
- The number of electric vehicles in the Council fleet continues to grow, with the total number of electric vehicles now at 88, which is 20.7% of the total fleet. Increasing our use of alternative fuel will have a positive impact on levels of CO₂ being emitted by the public vehicle fleet.
- We have been allocated £1,455,530 for 2019/20 to support projects focused on mixed tenure blocks to help social landlords in meeting the requirements of the Energy Efficiency Standard for Social Housing (EESH), this both improves energy efficiency and delivers energy bill savings to residents, helping to address fuel poverty.
- Renfrewshire became the first local authority in Scotland to recognise the new International Fair Trade Charter, following engagement between Renfrewshire's Fair Trade Steering Group and the Scottish Fair Trade Forum.

Strategic Outcome 5: Working together to improve outcomes

Achievements over last six months:

- The Council developed and delivered the 'Our Values' engagement and completed over 33 staff sessions, reaching more than 4,000 staff, community groups and members of the public to establish core values for the Council.

- Launched Right for Renfrewshire - the next phase in the Council's transformation programme. Approval was received from the Leadership Board in September 2019 to progress this programme.
- A cross-service Strategic Brexit Officer Group has been established to provide leadership around the potential longer-term impacts of Brexit, this sits alongside the Brexit Readiness Group which focuses on the more immediate priorities.
- Year two of the Council's marketing and communications strategy has been implemented, generating local and national publicity for Council services with 107m opportunities to see or hear something positive about Renfrewshire Council and a social media reach of 9.3m. This includes 26m positive opportunities to highlight Renfrewshire pupil exam results in August 2019 and the launch of the Council's new Instagram account. There are now 9,875 subscribers to the Council's e-newsletter service covering five topics.
- The reach of MyAccount Customer Portal has increased to around 50,000 users across Renfrewshire, representing 56% households, with 2,300 users accessing the Portal each week.
- Consultation on the statutory review of Polling Places has taken place with Council approving the draft scheme for a final round of consultation ahead of a report being brought back to Council in December 2019 for approval of the final Polling Scheme.
- The Workforce Plan has progressed, particularly through activities such as: communication and engagement; supporting career pathways including professional traineeships and qualifications; mentoring and coaching in support of succession planning; and health and wellbeing initiatives aligned to national campaigns delivered in partnership with our Occupational Health, Employee Assistance providers and third sector organisations.
- 417 employees across the Council have participated in leadership development programmes delivered by the Council.

5.2 Progress against all key activities outlined in the Council Plan, are monitored by the Corporate Management Team on a regular basis. Priorities for the next six months of the Council Plan include:

- continuing the Right for Renfrewshire programme to ensure Council services continue to be right for people and right for communities into the future;
- supporting all Council services to effectively plan and prepare for the longer-term impacts of Brexit, focusing on the local economy, employment, poverty and hardship and issues facing the Council's workforce;
- co-ordinating work to support the Climate Emergency Working Group following the Council's declaration of a climate emergency, including the preparation of a progress report for elected members by the end of the financial year;
- implementing the next stage of the Council's brand and core values – with a focus on supporting the organisation to embed these values;
- continuing to progress our wide of ambitious economic, physical and cultural regeneration programmes such as the City Deal programme and town centre developments;
- delivering a review of the local partnerships, commencing in early 2020;
- delivering the Early Years expansion to ensure our nursery provision of 1140 hours by 2020; and
- continuing to support our most vulnerable families and citizens across Renfrewshire through a range of projects and initiatives across services such as the Alcohol and

Drugs Commission, the next phase of the Tackling Poverty programme and the Attainment Challenge.

- 5.3 The next update to the Leadership Board on progress of the Council Plan will be submitted in June 2020.



Implications of this report




1. **Financial** – The key outcomes targeted through the Council Plan and associated initiatives will require to be managed within existing resources, with additional investment secured where appropriate. The financial pressures facing the organisation remain substantial, however the Council was recognised as having an “effective financial management” in the Best Value Assurance report published by Audit Scotland in 2017, which was reinforced in the 2018 Annual Audit Report recently published.
2. **HR and Organisational Development** – The Council Plan highlights how the organisation will continue to develop its approaches to workforce planning, organisational development and the support which is offered to employees.
3. **Community/Council Planning** – The Council Plan is closely aligned to Renfrewshire's Community Plan 2017-2027, with the Council Plan clearly demonstrating the organisation's contributions to progressing the key priorities highlighted within the Community Plan.
4. **Legal** – n/a
5. **Property/Assets** – n/a
6. **Information Technology** – n/a
7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health and Safety** – n/a
9. **Procurement** – n/a
10. **Risk** – n/a
11. **Privacy Impact** – n/a
12. **Cosla Policy Position** – n/a
13. **Climate Risk** – Section 5.1 (Strategic Outcome 4) highlights a number of activities that relate to addressing the Climate Emergency



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Appendix 1




Local Outcome 01: Reshaping our place, our economy and our future

Code	What we will do	Due Date	Status	% complete	Progress update
CP17.DH S.08	Deliver our City Deal Projects – the Glasgow Airport Investment Area, the Airport Access Project, Clyde Waterfront and Renfrew Riverside and City Region wide employment programmes	31-Mar-2022		<div><div>65%</div></div>	<p>The Glasgow Airport Investment Area Project, providing the enabling infrastructure for the Advanced Manufacturing Innovation District Scotland (AMIDS), has now commenced on site. Governance arrangements and delivery structures to progress AMIDS are now in place and work is progressing at pace to bring forward the site for investment and development.</p> <p>Although the first City Deal infrastructure project is not due to complete until early 2021, it is estimated that around 10% of the projected outputs and outcomes have already been realised. An acceleration has been seen in new residential and commercial developments in the vicinity of the project areas, as a result of the forthcoming City Deal investment.</p>
CP17.DH S.01	Support the Regional Economic Framework and locally driving economic progress through the Renfrewshire Economic Leadership Panel	31-Mar-2022		<div><div>60%</div></div>	<p>A new Economic Strategy for Renfrewshire has been developed and launched. Led by the independent Leadership Panel – this ambitious ten-year plan has been developed with stakeholders across Renfrewshire and outlines the excellent economic opportunities in Renfrewshire. It highlights eight key challenges which the area faces alongside key interventions to proactively tackle these. Six long-term strategic ambitions are also identified and will be used to measure progress, such as adding 9,000 jobs to the economy and growing Renfrewshire's manufacturing sector by 30% (£GVA).</p>




Code	What we will do	Due Date	Status	% complete	Progress update
CP17.CE.01	Progress our digital ambitions, implementing free public wifi across our town centres and working with partners to promote digital skills and development	31-Mar-2022		<div><div>90%</div></div>	<p>Initial research and discussion have taken place and it has been agreed that development of a new 2020 digital strategy should begin in line with the Transformation plans. Themes are being explored and will be presented for consultation.</p> <p>The Council did not progress to the final application stages for the Local Full Fibre Network programme but is developing a Connectivity as a Service Strategy to take this work forward in line with the new Council Digital Strategy.</p>
CP17.RL.L01	Invest in our cultural and economic infrastructures, transforming Paisley Town Hall, Paisley Learning Hub and Paisley Museum	31-Mar-2022		<div><div>30%</div></div>	<p>A Cultural Infrastructure Projects team has been established and all capital projects have been initiated. Early disruption management measures have been completed on time and within budget. Major capital investments at Paisley Museum (with RL), Paisley Town Hall, Paisley Arts Centre, the new Paisley Learning & Cultural Hub on High Street and Public Realm improvements at the Abbey Quarter and County Square, are all underway at various stages of progress. Public consultations, planning and statutory processes and design proposals approvals are largely completed for build projects, with technical designs and contract procurement as next steps. Design for public realm and traffic works has now commenced, with design proposals anticipated early 2020.</p>
CP17.DH.S.02	Deliver on the ambitions of our town centre strategies, and specifically working with partners to transform Paisley Town Centre	31-Mar-2021		<div><div>50%</div></div>	<p>With the Scottish Government and Scotland's Towns Partnership, the Council has developed a long-term vision for Paisley town centre as an exemplar for the future of traditional town centres across Scotland.</p> <p>The identification and approval of projects by the Leadership Board in June 2019 to allocate the Council's £1.4 million funding from the Scottish Government's Town Centre Capital Fund to drive economic activity and improvements to town centres has taken place. Projects were identified that were deliverable quickly due to the requirements of the funding timescales. Projects include: repurposing both the former Police Station in Johnstone, the toilet block in Robertson Park and supporting PACE to deliver a new performance base in Paisley; lighting enhancements in Johnstone and Renfrew; and refurbishment of vacant units across town centre locations.</p>







Code	What we will do	Due Date	Status	% complete	Progress update
CP17.EC.01	Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes	31-Mar-2022		<div><div>50%</div></div>	<p>In the last six months a series of public transport enhancements have been added to the existing provision. This has included real time passenger information displays along Renfrew Road, as well as in Glasgow Road and Paisley town centre.</p> <p>New traffic signals have been introduced at the entrance to the Wallneuk retail development.</p> <p>A footbridge across the White Cart is being refurbished and reopened for pedestrian and cycle traffic as part of the Paisley to Renfrew cycle way</p> <p>Officers continue to assess roads construction consent applications from developers for new roads to be added to the public road network, particularly in Bishopton, Hawkhead and Dykebar.</p>
CP17.CE.02	Implement our destination marketing plans	31-Mar-2022		<div><div>100%</div></div>	<p>Year two action plans are underway with the following completed:</p> <ul style="list-style-type: none"> • Partnership with Visit Scotland (VS) activated – Food & Drink Festival, spring summer visitor campaign and advertising in Visit Scotland publications. • Second partnership with Visit Scotland (VS) activated – Paisley Halloween Festival, autumn winter visitor campaign promoting the Wallace Trail and Spa breaks in Renfrewshire. • City Deal marketing collaboration including development of annual planner and cross promotion • Digital Tourism Action plan implemented with scoping of Wallace trail for Visit Scotland digital partnership • Partnerships activated – Renfrewshire Chamber of Commerce, Scottish Enterprise to promote AMIDS, The List and The Skinny • Implemented spring summer visitor campaign – VS partnership, things to do in and around Paisley, promotion of Food and Drink Festival, British Pipebands • Exhibited at Visit Scotland Expo in April promoting Paisley and Renfrewshire to travel trade and showcasing new itineraries













Code	What we will do	Due Date	Status	% complete	Progress update
					<ul style="list-style-type: none"> • Distribution of visitor marketing materials throughout Paisley, Renfrewshire and Scotland • Ongoing developments to content on Paisley.is and managing social media channels, generating engagement and reach • Integrated marketing plans implemented for all town centre and local events • 177m opportunities to see and hear something positive for Paisley and Renfrewshire targeted media activity – digital, broadcast and targeted press • 3,644 pieces of coverage • 438,003 unique page views on www.paisley.is • 3.9m total social media reach and impressions <p>Reporting statistics – 1 November 2018 – 1 November 2019</p>
CE.SIP.1 7.01.01	Deliver a range of diverse and exciting events to increase visitors to our town centre and grow local event attendances	31-Mar-2018		 100%	<p>Year 2 of the destination marketing plan and Renfrewshire visitor plan has been successfully implemented.</p> <p>An enhanced spring/summer events programme has taken place, including the Paisley Food and Drink Festival (19,750 attendees), British Pipe Bands Championships (10,000 attendees), Sma' Shot Festival (9,500 attendees), Renfrew (2,000 attendees) and Barshaw Gala Days (8,000 attendees) and the Johnstone Fire Engine Rally (1,500 attendees).</p> <p>Additional event activity included: support for National Renfrewshire Doors Open Days, £16,950 external funding secured from EventScotland to support the Halloween Festival in October, and the launch of the Renfrewshire Festive Events Fund to support communities develop and deliver local festive events and activities.</p> <p>The Spree and Halloween festivals have both achieved record attendance figures this year with 12,700 and 41,000 attendees respectively. Independent evaluations of both festivals are currently being prepared.</p>







Code	What we will do	Due Date	Status	% complete	Progress update
CP17.DH S.03	Work to increase the number of new business and social enterprise start ups in Renfrewshire, using innovative approaches to encourage entrepreneurship and innovation	31-Mar-2022		<div><div>50%</div></div>	The Start-up Street initiative was approved, which will see vacant Renfrewshire Council-owned units on Paisley's George Street adapted into a range of low-cost, high-quality digitally-connected workspace. This is expected to open in January 2020. The Creative Hubs development fund was approved and first programme approved in June 2019.
CP17.DH S.04	Proactively work with property owners to bring some of the area's most valued assets back into use	30-Mar-2021		<div><div>20%</div></div>	Multiple buildings are the focus of efforts to support re-use, including Territorial Army Building, Thomas Coats Memorial, Liberal Club, Kelvin House, and former Johnstone Police Station.
CP17.DH S.05	Support growth activity in relation to emerging manufacturing, digital, culture and food industries locally	31-Mar-2022		<div><div>40%</div></div>	We have partnered with West College Scotland on new manufacturing challenge fund bid.







Performance Indicators:

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
DHS.EM P.01	Number of new unemployed people being supported through Renfrewshire Council Employability Programme (INVEST)				1,185	1,500	937	1,000	280	250	241	205	The total number of new registrations from April until September 2019 is 521. An additional 241 registrations have been completed since the last report period. This is on track for target.


Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													<p>Please note that this figure reflects the 'claimant count' for Renfrewshire at end of September 2019.</p> <p>Of this figure, claimants aged 18–24 years = 735</p> <p>Claimants aged 50+ years = 960</p>
DHS.EM P.09	Renfrewshire Claimant Count (NOMIS)				3,290	Data only	3,710	Data only	3,900	Data only	3,810	Data only	<p>This data is taken from NOMIS and describes the number of Renfrewshire residents in receipt of the main unemployment benefits. It doesn't include people who are not in employment but on other benefits or not in receipt of benefits so doesn't count all unemployed people in the area.</p>
DHS.SL AEDOC 9	Town Vacancy Rate				11.7%	Data only	11%	Data only	Not measured for Quarters				<p>Vacancy in Renfrewshire's Town Centre has decreased slightly to 11% and with the national rate rising by over 1% to over 11.1%. Renfrewshire is now on a par with the rest of Scotland. The vacancy rate across Renfrewshire is largely attributed to vacancy in Paisley Town Centre, although vacancy in Paisley continues to fall.</p>

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
DHS.CP.RR01	Number of properties on Buildings at Risk Register				41	42	37	42	37	42	37	42	The Buildings at Risk Register, prepared and managed by Historic Environment Scotland, states that there are 37 properties in Renfrewshire on the register, 30 described by HES as 'at risk' and 7 described as 'restoration in progress'
DHS.EM P.08	Number of new business start ups in Renfrewshire with Business Gateway support				265	300	296	300	77	75	73	75	Quarter 2 figures are as follows: July – 23 August – 25 September – 25
DHS.WO RKPOP	Percentage of Renfrewshire population working age (16–64)				64.4%	Data only	64.3%	Data only	Not measured for Quarters				NRS 2018 mid-year estimates
CE.CP.E V01	Number of visitors to the events we create				165,088	105,000	160,873	190,000	39,750	50,000	19,000	27,000	Sma' Shot Day, Fire Engine Rally and Doors Open Days events took place in Q2. Sma' Shot day moved to a new smaller event site within the town centre in response to the planned works at Paisley town hall. This reduced the overall capacity of the event site and therefore the numbers attended.





Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
CE.SIP1 7.EV02	Local spend at events				£2,046,373.00	£150,000.00	£3,197,677.00	£2,250,000.00	£816,292.00	£650,000.00	£189,000.00	£225,000.00	<p>Sma' Shot is the only major event held within Q2 and attracted a local spend of £189k. The event took place on a smaller footprint within the town centre due to planned investment works at Paisley Town Hall. The event returned to its original routes as a local celebration, with the wraparound Weave festival not continued in 2019.</p> <p>The overall local spend target is well on track to be met with Q1 and Q2 combined spend totalling £1,005,292 against a target of £875,000.</p>
CE.SIP1 7.EV03	Regional economic impact of events				£402,000.00	£400,000.00	£1,530,783.00	£750,000.00	£707,883.00	£500,000.00	£38,000.00	£5,000.00	<p>Sma' Shot day was the only major event held in Q2 and due to a smaller town centre footprint and reduced overall visitor numbers the event did not generate a positive economic impact. Event Scotland Funding of £37,400k is confirmed under the Year of Coasts and Water Funding for the event in 2020 and will allow for an enhanced programme and wider event footprint.</p> <p>The annual economic impact target for events is well on track to be met with Q1</p>



Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													and Q2 combined impact totally £669,883 against a target of £505,000
CE.SIP1 7.EV04	Number of visits to Renfrewshire (and Paisley) attractions				1,759,021	1,800,000	1,360,370	1,830,000	Not measured for Quarters				<p>Last year's numbers were affected by the closure of PMAG (Paisley Museum and Art Gallery) part way through 2018.</p> <p>In addition, a major attraction changed their methodology which resulted in a drop although footfall was not noticeably different.</p> <p>Three other Local Authorities in the city region also experienced drops in 2018: Glasgow, West Dunbartonshire, and South Lanarkshire.</p>
CE.SIP1 7.EV05	Opportunities to see or hear something positive about Paisley and Renfrewshire				600,000,000	120,000,000	314,000,000	120,000,000	Not measured for Quarters				<p>Year to date figure of 177m opportunities to see and hear (OTSH) something positive about Paisley and Renfrewshire, 3.9m total social media reach and impressions and PR value of £6.8m</p>





Local Outcome 02: Building strong, safe and resilient communities



Code	What we will do	Due Date	Status	% complete	Progress update
CP17.DH S.09	Deliver the Local Housing Strategy to ensure good quality and affordable housing is available which meets the needs of the local population going forward	31-Mar-2021		<div><div>100%</div></div>	<p>Outcome 1: The supply of homes is increased. During the period of the current LHS (2016–2021), a total of 312 affordable homes and 2,028 private sector homes have been completed to date. Completions for 2018/19 are the highest in over 20 years supported by good partnership working across Services in the Council as well as positive working relationships with Housing Associations and various other sectors of the house building industry. During 2018/19 there were 127 affordable and 783 private sector completions. A further 372 affordable homes are due to complete in 2019/20.</p> <p>Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres. Council Newbuild Developments in Johnstone Castle and Bishopton are progressing well and will see the first set of handovers in the coming months. 101 new homes have been proposed for Ferguslie Park and 39 approved for construction in South West Johnstone. We continue to monitor our stock profile and develop area-based strategies for areas identified as low demand. The August 2019 Communities, Housing and Planning Policy Board approved an acquisition policy to allow a small number of acquisitions of properties that meet a defined criteria and are within neighbourhoods with current Council stock.</p> <p>Outcome 3: People live in high quality, well managed homes. The Service is contacting over 2,000 pre1919 tenement owners through its “Missing Shares” pilot scheme to assist and offer support to home owners of older tenement property who want to undertake essential repairs and maintenance of their property. During the last year, fifteen applications for landlord registration were referred to the Regulatory Functions Board for consideration. Referrals were made for various reasons, including complaints by tenants, criminal convictions and repairing standards issues. Work continues to progress the Orchard Street Housing Renewal Area in close partnership with Paisley Housing Association to engage with owners regarding the potential sale of their property or participation in the improvement scheme.</p> <p>Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised. Renfrewshire Council secured a funding award of £1.455M from the Scottish Government’s Home Energy Efficiency</p>







Code	What we will do	Due Date	Status	% complete	Progress update
					<p>Initiative for Scotland: Area Based Schemes (HEEPS:ABS) programme on the 7th June 2019. These funds will be used for external wall insulation projects across Renfrewshire. Following a series of pilot projects, photovoltaic [PV] panels and mechanical ventilation is now being provided as standard within new build Council homes. Also, fully owned council flatted blocks, terraced or semidetached properties that are part of the improvement programme will have a photovoltaic array installed.</p> <p>Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need. Renfrewshire was awarded £186,000 by the Scottish Government for the implementation of rapid rehousing related initiatives during 2019/20. Funding will be used to increase the number of homeless applicants who are supported through the 'wraparound' support, a key element of the Housing First approach delivered by Turning Point Scotland for people with complex needs. The funding will also allow the further development of the Shared Living Pilot Project for 16–25 year olds alongside a Third Sector organisation, to help prevent feelings of social isolation in young people. It aims to help decrease the amount of time spent in temporary accommodation. Following the delivery of the Refugee Resettlement Programme, 28 Syrian families are being provided with ongoing support to integrate into the wider Renfrewshire community and access employment opportunities.</p> <p>Outcome 6: People are able to live independently for as long as possible in their own home. Work continues with partners regarding the provision of housing for people with particular needs, including exploring options for the re-provisioning of sheltered housing in Erskine in partnership with Bridgewater Housing Association and to provide a new Extra Care Housing development in Paisley. The Strategic Housing Investment Plan includes projects to provide amenity housing at Westerfield House, Paisley and the Council is building 9 amenity flats as part of their development at Dargavel Village, Bishopton.</p> <p>Outcome 7: Affordable housing is accessible to people who need it. Officers are contributing to the development of a new Housing Options Toolkit to strengthen the Housing Options Approach. The Council and several local RSLs have implemented the new Common Housing Allocation Policy from 1st May 2019. Initial discussions have commenced on the benefits achievable from a Common Housing Register with local and National Registered Social Landlords who operate in Renfrewshire.</p>




Code	What we will do	Due Date	Status	% complete	Progress update
					Our newbuild programme and the implementation of the new acquisition policy will assist us to deliver a range of property types and sizes in areas of housing demand. Officers work with new and existing tenants to identify support needs at an early stage to ensure the necessary support is provided to sustain and maintain their tenancies.
CP17.DH S.06	Work to tackle unregistered private landlords to ensure required housing standards are met	31-Mar-2022		<div><div>100%</div></div>	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.
CHS.SIP. 17.06.06	Implement recommendations flowing from the national reviews of child protection and the care system.	31-Mar-2020		<div><div>50%</div></div>	<p>The overarching national guidance on child protection has not yet been released but elements of national guidance are being released periodically and we are responding to this. Policies and procedures to be reviewed have been mapped and we are updating accordingly in line with the government's continuous improvement programme.</p> <p>We are continuing to improve culture, ethos and practice by quality assuring our practice against the lessons learned from National and Local Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs), identifying existing good practice and highlighting areas for development.</p> <p>Operational guidance on the Inverclyde & Renfrewshire Vulnerable Young Person (VYP) Procedure has been developed in conjunction with Inverclyde and Renfrewshire Children's Services, Greater Glasgow NHS, Barnardo's Safer Choices and K Division Public Protection Unit, Police Scotland. Our guidance on Initial Referral Discussions, written in partnership with East Renfrewshire and Inverclyde Councils, has been approved.</p>
CHS.SIP. 17.06.03	Continue to develop residential provision in childcare.	30-Nov-2018		<div><div>100%</div></div>	Our newest Children's house in Linwood was completed at the end of January 2019 and became operational in February 2019.
CP17.EC. 02	Develop and deliver strategies for how the Council will respond locally to the risks posed by	31-Mar-2022		<div><div>100%</div></div>	<p>The multi-agency Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include:</p> <ul style="list-style-type: none"> • Renfrewshire Council







Code	What we will do	Due Date	Status	% complete	Progress update
	serious organised crime and terrorism				<ul style="list-style-type: none"> • Police Scotland • Scottish Fire and Rescue Service • Scottish Ambulance Service • Scottish Prison Service • West College Scotland • University of the West of Scotland • Good Shepherd • Kibble • Spark of Genius <p>The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting.</p> <p>The Group will look at both Counter Terrorism and Serious and Organised Crime.</p>
CP17.HS CP.01	Design a new way of working with key partners to improve outcomes for the most vulnerable adults in our area, ensuring they get the right support at the right time	31-Mar-2022		<div><div>60%</div></div>	<p>The Community Connectors programme continues to provide vital support to people in local communities to address social issues via Community Link workers, local health champions and a specialist housing advice worker. The partnership approach of this programme has been recognised as having benefits in supporting local people as well as reducing unnecessary appointments with GPs.</p> <p>Three service reviews, in the areas of Older People, Learning Disabilities and Addictions, are providing us with a clear direction of travel and recommendations from each review will lead to improvements in each of the services, ensuring that we are focussed on the most vulnerable.</p>
CP17.DH S.07	Along with our key partners we will monitor and review the impact of the range of services we provide to homeless people and those threatened with homelessness	31-Mar-2022		<div><div>100%</div></div>	<p>We presented our Rapid Rehousing Transition Plan to the Scottish Government which details how we will improve outcomes for homeless applicants in Renfrewshire. £186k was allocated from Scottish Government for 2019/20 and we are currently introducing several measures to improve the resettlement assistance provided to homeless applicants, as well as a Shared Living Initiative with a 3rd sector organisations which will develop flat-sharing as an option for those in housing need.</p>







Code	What we will do	Due Date	Status	% complete	Progress update
					The Renfrewshire Homelessness Partnership continue to meet quarterly to monitor and review the measures in place to support those who are homeless
CRSIP17.01.03.07	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub.	31-Mar-2018		<div><div>100%</div></div>	<p>Phase 2 of the Renfrewshire Community Safety Hub has been completed with the Renfrewshire Wardens fully integrated into the Hub. The proposal is to move on Phase 3 to continue to expand the hub. This will include reviewing and implementing outcomes from the Collaborative Leadership Programme led by Police Scotland and Scottish Fire and Rescue Service.</p> <p>Phase 3 will also include the Community Safety Hub assisting regeneration projects by expanding the public space CCTV network to include Paisley Town Hall, Paisley Museum (whilst under refurbishment) and Robertson Park.</p> <p>To assist the Joint Agency Command Centre (JACC) a direct link between CCTV and the Conference Room will be integrated to allow real time images to be displayed to partners.</p>
CP17.CS.01	Continue to modernise our school estate, maximising opportunities for communities to benefit from new facilities	31-Mar-2022		<div><div>75%</div></div>	The Education and Children's Services Policy Board approved a proposal to review catchment areas affecting Inchinnan Primary School and Rashielea Primary School in August 2019. The consultation commenced 2 September 2019 and closed on 4 November 2019. The conclusion of this review will be presented to the Education and Children's Services Policy Board in March 2020.
CE.SIP.1 8.02.01	Work with key partners in local areas to empower people to develop and deliver services, assets and facilities in their local communities	31-Mar-2021		<div><div>100%</div></div>	Along with investment such as the Community Empowerment Fund, work continues with key community organisations to develop partnerships and their ideas for local communities and assets.
CE.SIP.1 8.02.02	Implement a new approach for Local Area Committees	31-Mar-2019		<div><div>100%</div></div>	<p>Local Partnerships have now had three meetings each, agreeing their membership and identifying local priorities for each of the local areas. They have also allocated over £350,000 of grants to support projects in their Local Partnership area.</p> <p>Four applications totalling £46,700 have been awarded from the Community Empowerment Fund to support community organisations to progress their plans using Community Asset Transfer and</p>







Code	What we will do	Due Date	Status	% complete	Progress update
					<p>we continue to support key community organisations to develop partnerships and their ideas for their local area and assets. The total amount awarded to date is £148,950.00.</p> <p>A participatory budgeting pilot has taken place, with young people aged 12–25 having a direct say on the allocation of £150,000 of grants. Young people have designed and delivered the process, including identifying priorities, agreeing criteria for the fund, supporting applicants and delivering an announcement event with the results on 25 September 2019.</p>
CE.SIP.1 8.02.03	Work with communities to develop local action plans to tackle the issues people care about most	31-Mar-2021		<div><div>30%</div></div>	All Local Partnerships have now agreed a set of working priorities for their area to inform their work programme going forward. These will continue to be developed over the development of the Local Partnerships.
CE.SIP.1 8.02.04	Make Renfrewshire a leader in supporting volunteering within communities	31-Mar-2021		<div><div>30%</div></div>	<p>This approach will see the delivery of a new creative learning programme for 180 young people to be trained by cultural, marketing and events professionals through master classes and workshops. Also engage 15 new young volunteers to work with the events and marketing team in all aspects of event delivery.</p> <p>As a legacy to the volunteering programme undertaken during the Year of Young People 2018 the Youth Events Panel, RYEvents, continue to meet on a monthly basis with representatives from Disability Resource Centre, Erskine Youth Council, Create Paisley, Police Scotland Youth Volunteers and Renfrewshire Youth Voice helping shape and develop the council events programme. In addition to this, 66 volunteers have supported the programme with a total of 461 hours of volunteering at events so far this year.</p> <p>32 Volunteers have undertaken Paisley Welcomes training and an extensive training programme is being developed for future volunteers to include Child Protection, online Accessible Tourism Training by Visit Scotland, Green Champions, Autism Awareness and Equality and Diversity Awareness Training</p>




Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.07	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service				1,939	1,750	1,711	1,800	525	540	458	420	The number of incidents of anti-social behaviour, fire raising and anti-social behaviour noise reported to the Renfrewshire Community Safety Partnership all decreased in Quarter 2.
SOA08.09o	Percentage of adults who agree that Renfrewshire is a safe place to live.				84.6%	84%	n/a	85%	Not measured for Quarters				<p>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).</p> <p>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%.</p> <p>Over the last five years performance for this indicator has fluctuated but overall performance has improved for this indicator since 2014/15.</p> <p>Please note the Public Services Panel's membership is currently being refreshed.</p>

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
SOA09.1218a	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".				83.5%	87%	n/a	88%	Not measured for Quarters				<p>As with above, this is an annual indicator from the Council's Public Services Panel survey.</p> <p>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%.</p> <p>Over the last five years performance for this indicator has also fluctuated but overall performance has improved since 2014/15.</p> <p>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.</p>







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.3 2	Number of complaints regarding youth disorder				358	740	284	740	132	185	188	185	<p>The number of complaints regarding youth disorder has increased from Quarter 1.</p> <p>Joint working has been undertaken with Police Scotland to tackle this increasing trend. There is a pattern identified through Daily Tasking where a relatively small number of young people are generating a significant proportion of these complaints and the Renfrewshire Council Youth Team has been proactively undertaking interventions with the youths noted to be causing issues within communities and also encouraging communities to record complaints to assist in targeting intervention work and this has also contributed to the increase in numbers of complaints made.</p> <p>There has been an overall increase in this type of complaint across Scotland and the UK and comes after a year when Renfrewshire experienced particularly low levels of these complaints.</p>
CR.PP.0 6c	Number of recorded attendances at Street Stuff activities				31,278	32,000	27,767	25,000	6,179	6,250	6,582	6,250	Activities continue to be deployed to priority areas as part of the Tackling Poverty Commission via analytical data




Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													and linking in with Families First. We are on track to meet our annual target.
CHS/LG BF/01	Percentage of Looked After Children cared for in the community				93%	Previously data only	92%	Previously data only	92%	89.9%	92%	89.9%	The percentage of looked after children cared for in the community has remained stable at 92% in Q2 of 2019/20. Please note, this indicator is also reported annually and the figure is derived from the Local Government Benchmarking Framework indicator CHN9 'Balance of care for 'looked after children': % of children being looked after in the community'. The last data published for this indicator is for 17/18 and the 18/19 data is not expected to be published until March 2020 at the earliest. The percentage of looked after children cared for in the community in Renfrewshire in 2017/18 was 93% and above the Scotland average of 90%.
CHS/CJ /CPO/02	% of NEW unpaid work orders/requirement complete by the required date				69%	72%	76%	72%	63%	72%	70%	72%	Performance has returned to normal levels this quarter and narrowly missed the target set. All attempts are made to complete orders within the timescale. Hours imposed have increased by 100% since 2011/12 and timescales for completion have reduced

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													significantly. Where timescales cannot be met due to service user issues (such as ill health), or service capacity, then extensions are sought from the court to enable completion of orders, however they are not always actioned. There were 22 orders not completed on time this quarter; 60% were completed within 4 weeks of the original due date.
HPCMT 05	Average time from household presenting themselves as homeless to completion of duty (number of weeks)				23.78	23	23.97	23	24.92	24	20.05	24	The Council and partners continue to look at minimising the length of time those who are homeless have to wait to access settled accommodation. The Council's 5-year Rapid Rehousing Transition Plan includes a number of measures which provide additional support to help homeless applicants resettle.
HPSIP01	Affordable housing completions				77	144	127	127	Not measured for Quarters				The Local Housing Strategy sets out Renfrewshire's Housing Supply Target for 1,000 new affordable homes over the five-year period 2016–2021. This target equates to an annual indicative target of 200 completions. However, we would not expect to see completions evenly distributed across the 5-year period in


Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													<p>practice and targets are set based on our programme.</p> <p>The affordable newbuild housing programme involves both Council and housing association developments across a range of sites in Renfrewshire. By the end of March 2019, 312 new affordable homes were completed in the first three years of the five-year programme (108 in 2016/17, 77 in 2017/18 and 127 in 2018/19). Five sites across Renfrewshire are currently under construction, providing over 370 completed units by the end of 2019/20. This will be further complemented by another two sites that are due to start on site in the near future, providing 43 new affordable homes. This takes the anticipated affordable housing completions to over 400 for 2019/20. In addition, preliminary work has commenced on several other sites which are expected to complete in 2020/21, providing in approximately 300 new affordable homes.</p>
SOA10. 10a	Private housing completions				601	500	783	500	Not measured for Quarters				Private completions remain high with 783 private homes completed in the last year. Private sector completions have now




Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													reached a level that we have not seen in Renfrewshire in over 20 years.
													<u>Why has performance declined/target not been achieved?</u> A number of factors have contributed to the reduction. The service has been actively reviewing the needs of service users to ensure that services correctly meet their needs. This has resulted in changes to the services that some service users receive. In addition, the nature of the services that we provide are dependent on the needs of individuals. Some reduction has been experienced due to individuals no longer being supported via the service for a variety of reasons including a number transferring to residential care.
HSCP/AS/HC/02	Percentage of long term care clients receiving intensive home care (National Target – 30%)				28%	30%	28%	30%	26%	30%	25%	30%	<u>What is being done?</u> We will continue to review all service users to ensure that services are appropriate to meet their needs <u>When is performance estimated to improve?</u>



Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													It should be noted that the above figures exclude support provided via our Community Meals service. This service has been very successful in releasing time previously spent supporting individuals with food preparation within frontline Care at Home services. This differs considerably from other HSCPs where Care at Home staff continue to provide food preparation support, which results in higher percentages of service users meeting the criteria of "intensive home care". The figures should therefore not be considered in isolation from our approach.
CHP/CF/DD/01	Number of acute bed days lost to delayed discharges (inc AWI)				2,712	Data only	4,203	Data only	1,402	Data only	*	Data only	*Quarter 2 data will be available from mid December 2019.
HSCP/C I/HCES/02	Percentage of adults supported at home who agree that they are supported to live as independently as possible				79%	Data only		Data only	Not measured for Quarters			Data only	The Health and Care Experience Survey is carried out on a bi-annual basis. The 2017/18 results for Renfrewshire show a slight decline in positive responses since the previous survey was undertaken during 2015/16 from 81% to 79% a decrease of 2 percentage points. Renfrewshire's satisfaction rate of 79% is close to the national figure of 81% for




Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													<p>2017/18. Renfrewshire Health and Social Care Partnership continues to work towards providing services that support individuals within the community to have positive experiences and outcomes.</p> <p>The next Health and Care Experience Survey results will be available June 2021.</p>
HPCHA RTER08	Percentage of council dwellings that are energy efficient				100.0%	100.0%	99.8%	100.0%	Not measured for Quarters				<p>23 Council properties did not meet the appropriate NHER or SAP rating at the end of March 2019. It is projected to be 100% next year.</p>




Local Outcome 03: Tackling inequality, ensuring opportunities for all







Code	What we will do	Due Date	Status	% complete	Progress update
CP17.CS.02	Take forward a "Celebrating Youth" programme, offering young people in Renfrewshire the chance to get involved and to participate in a range of social, cultural, digital and sport activities.	31-Mar-2022		<div><div>100%</div></div>	<p>Youth Services and Renfrewshire Youth Voice planned the "Celebrating Youth" programme during the Youth Voice Residential which focuses on the 2019 theme of "Participation":</p> <p>Support for young people to attend youth voice groups and events through the Scottish Attainment Challenge and Young Scot partnership project; including smart travel and rewards and discounts.</p> <p>Youth Voice Residential involving young people from youth voice groups, young carers, volunteers to plan year programme and events.</p> <p>Participation Roadshow running over the summer school holidays to community venues across Renfrewshire: Youth-led "Escape Rooms" events focussing on problem-solving and team working, Young Scot information, Youth Voice and Participation workshop, promotion of the Celebrating Youth Participatory Budgeting programme.</p> <p>Planning and organising an issue-based Climate Change event for encouraging youth action on environmental issues.</p> <p>Outdoor Learning Programmes during holidays for young people to get outdoors; identifying focus of future community based environmental projects and after school clubs.</p> <p>Youth Events Panel continue beyond Year of Young People, to work with RC Events Team to engage young people in cultural events; the Spree, Youth Arts Festival, Halloween Festival, etc.</p> <p>Community youth clubs participating in workshops with artists to participate in the Halloween parade and aerial displays.</p> <p>Planning for Positive About Youth Awards, 9th year celebration of youth achievement; nominations open with venue, media company and event management progressing.</p> <p>Digital Academy due to start involving young people in creating content for Young Scot portal/council website; covering youth activity.</p>



Code	What we will do	Due Date	Status	% complete	Progress update
CP17.CS.03	Ensure Renfrewshire is a "Child Friendly" place where children are nurtured and thrive.	31-Mar-2022		<div><div>55%</div></div>	<p>Work is ongoing in the Renfrewshire Children's Services Partnership to build a common approach based on trauma-responsive and trauma-reducing behaviours to support children and families.</p> <p>This approach builds on the work being carried out in schools to support children's emotional development and create a nurturing Renfrewshire.</p>
CHS.SIP.17.02.04	Further develop our early years curriculum to support new legislation and in particular the additional hours being allocated for early learning and childcare.	31-Mar-2020		<div><div>50%</div></div>	<p>The roll-out of 1140 hours of early learning and childcare continues, with 62 early years establishments now offering the additional hours to around 1500 children. At the same time, the ambitious infrastructure programme is on target to deliver refurbishments and new-builds.</p>
CP17.CS.04	Provide high quality education and support to narrow the poverty related attainment gap	31-Mar-2022		<div><div>60%</div></div>	<p>Provisional data from the Achievement of a CfE Level return indicate that increases in attainment in literacy and numeracy have been maintained or surpassed. The percentage of learners in primary stages achieving expected level for their stage in literacy has been maintained at 76%, an increase of 3 percentage points since 2016-17. In numeracy, the percentage of learners achieving the expected level for their stage has increased to 84%. In S3, the percentage of learners achieving 3rd level or above has increased to 94% in both literacy and numeracy.</p> <p>The attainment gap between pupils living in most deprived areas and those living in the least deprived areas has continued to decrease across most measures. The attainment gap between primary pupils living in SIMD quintile 1 and SIMD quintile 5 has reduced by 5 percentage points in literacy and 2 percentage points in numeracy since 2016-17. These reductions are due to increased attainment of pupils living in most deprived areas.</p> <p>Within the senior phase, the positive trend in the percentage of school leavers achieving SCQF level 5 in literacy and numeracy has been maintained. The attainment gap in the percentage of school leavers achieving SCQF level 5 in literacy and numeracy has continued to decrease. The attainment gap between school leavers living in the 20% most and 20% least deprived areas has continued to decrease in literacy and numeracy. The gap in the percentage of leavers achieving SCQF level 5 has reduced by 19 percentage points in literacy and 7 percentage points in numeracy since 2013.</p>













Code	What we will do	Due Date	Status	% complete	Progress update
CP17.CE.07	Working with local equalities led community groups and employees to implement specific and meaningful equalities outcomes	31-Mar-2022		<div><div>70%</div></div>	The team continue to support the Diversity and Equality Alliance in Renfrewshire group, which brings together equalities-led third sector organisations in Renfrewshire. In addition, a new Equality Impact Assessment process and guidance has been developed to incorporate the Fairer Scotland duty.
CP17.HS CP.02	Develop innovative approaches for tackling social isolation across all groups in society	31-Mar-2022		<div><div>60%</div></div>	<p>The HSCP is one of the lead organisations who support residents who are experiencing social isolation. Its strategic partnerships and operational interfaces with Housing and third sector organisations for example enable it to identify and support Adults who may have little contact with other people. The work of the HSCP very much compliments the activity led by the Council to ensure Renfrewshire is a safe and thriving and inclusive community and help people to overcome the impacts of poverty and poor health.</p> <p>The Health and Social Care Partnership (HSCP) supports numerous services including the Community Connectors Programme, Reaching Older Adults Renfrewshire and the Carers Centre which help people sustain and renew connections with others. Well in Renfrewshire (WiRE) provides access to over 600 community-based resources that will help to improve health and wellbeing by providing opportunities to be more active, meet new people and try new activities. In the context of self directed support, WiRE provides greater choice for adults and carers, enabling them to access information about resources in their communities, to support them to achieve their identified outcomes. Many people use Self Directed Support budgets to access services which allow them opportunities to interact with others and take part in purposeful activity.</p> <p>In addition, in April 2019, the HSCP Strategic Planning Group (SPG) established a multi-agency short life working group to tackle loneliness and isolation. It is anticipated that the group will conclude its findings in the coming months, however, at an early stage the group identified the following key priorities: access to information; audit of physical spaces; transport; safety; and early intervention for those most at risk of loneliness.</p>




Code	What we will do	Due Date	Status	% complete	Progress update
CP17.HS CP.03	Take forward targeted action to address the number of drug related deaths in Renfrewshire	31-Mar-2022		<div><div>60%</div></div>	<p>A significant programme of work relates to the establishment of the Renfrewshire Alcohol and Drugs Commission which aims to assess the true impact of drug and alcohol misuse in Renfrewshire and make recommendations on the actions which can be undertaken by the Council and partners to improve life chances for local people</p> <p>Further initiatives to reduce the number of problem drug users and the associated drug related deaths includes: the development of the Drug Deaths Action Plan; all drug related deaths in Renfrewshire reviewed by the Drug Deaths Action Group; increased the provision of Naloxone for problem drug users; the Rights, Respect and Recovery: Alcohol and Drug Treatment Strategy; and the establishment of a Recovery Hub.</p>
CP17.RL L.02	Maximise use of leisure assets in Renfrewshire, promoting positive health and mental wellbeing	31-Mar-2022		<div><div>50%</div></div>	<p>In addition to the main cultural, sport and leisure activities available in our cultural and leisure facilities, Renfrewshire Leisure runs a range of classes, activities and projects in our libraries, leisure centres, museum and town halls which advise on, promote, support and encourage positive health and mental well-being. The Vitality, Live Active NHS referral and McMillan Move More programmes directly help people to make changes in their lifestyles and help those recovering from illness and injury. Sports Services work closely with schools and in the local community to encourage participation in sports activities. The Library and Heritage teams also work closely with children and their families to encourage reading, play and participation in cultural related activities which all help to encourage reading, play and participation in cultural related activities which all help contribute to positive physical and mental well-being.</p>
CP17.CS. 05	Review support for young carers, identifying opportunities to improve life chances	31-Mar-2022		<div><div>80%</div></div>	<p>More than 150 Young Carer Statements have now been completed. Several new activities are now available via the Carers' Centre including walking and swimming groups. YCS are informing changes in groupwork and social activities offered by the Centre. Young carers' uptake of offers is increasing.</p> <p>A summer activities programme was put in place and another for the October school holidays. A new partnership plan, supported by the contracts and commissioning team, is in place to support the carers' Centre to improve its responsiveness to young carers' needs.</p>




Code	What we will do	Due Date	Status	% complete	Progress update
CE.SIP.1 8.03.02	Deliver approaches to help mitigate the impacts on low income households of the next phase of Welfare Reforms	31-Dec-2018		<div><div>100%</div></div>	<p>A programme of work has been completed with the rollout of Universal Credit in September 2018.</p> <p>Well-developed management arrangements are in place to monitor Universal Credit rollout and the change in Housing Benefit and Council Tax Reduction caseloads, as well as monitor rent and council tax income and arrears levels. This supports effective workforce planning and revenue collection activities.</p>
CE.SIP.1 8.03.03	Deliver a range of interventions to support financial inclusion across Renfrewshire	31-Mar-2019		<div><div>100%</div></div>	<p>The Tackling Poverty Programme continues to deliver a range of projects to support families living in poverty. In this period, targeted income maximisation support has put £1.7million in the pockets of low-income families as well as continuing to provide services such as holiday provision with a healthy meal, breakfast clubs and services which support the mental health and wellbeing of young people.</p> <p>The Local Child Poverty Action Plan, developed in partnership with the HSCP and NHS GGC, was published in June 2019, the learning from which will influence the direction of the Tackling Poverty year 3 programme.</p> <p>Working in partnership with Renfrewshire Leisure, free sanitary products are now available in town halls, community centres and libraries. This was launched as part of a wider 'Period Poverty' campaign during Challenge Poverty Week in October 2019.</p>
CHS.SIP. 18.03.07	Introduce a youth and equalities forum as a key element of local engagement.	31-Mar-2022		<div><div>100%</div></div>	<p>Youth Services continues to support the development of Youth Voice initiatives – Renfrewshire Youth Voice (RYV), including the Youth Events Panel, Youth Commission on Mental Health, newly elected Members of Scottish Youth Parliament, and Senior members from Community Youth Clubs. Youth Services and RYV have jointly run a Youth Leadership training day and a Youth Voice Residential where they have planned a year of Youth Voice activity; this will include roadshows and youth participation events across the authority. Partnership working with Children's Services, will see RYV involved in the forthcoming PSHE review in schools, youth perspective on developing Council Values, links to Local Partnership Forums, and Participative Budgeting process for the Youth Challenge Fund.</p>

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
CR.FM(S).01	% uptake of free school meals in primary and secondary schools				73%	75%	67.2%	75%	67.3%	75%	58%	75%	<p>The cumulative quarter one and two is 62.9%.</p> <p>There are plans to hold special theme days, initially in primary schools, to encourage pupils to take a school lunch. This will give pupils the opportunity to participate in fun activities relating to the lunch service. We are also making plans to be in attendance at school parent evenings to; provide information on the school meals' service; the regulations; and hold taster sessions.</p>
CHS/AT T/04	No. of opportunities for young people to achieve through accredited awards				1,193	1,130	899	1,130	433	282	296	282	<p>The opportunities for recognising achievement through accredited and non-accredited awards come through Youth Services offer, Community based Clubs, Holiday programmes, Youth Voice programme, Young Scot groups and one-off events and trips and visits.</p> <p>Young people are offered the opportunity to work towards awards including Saltire, Hi5, Youth Achievement Awards, Dynamic Youth Awards, Certificate in Participative Democracy, DoFE Awards, and the Community Achievement Awards.</p>

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													This period also included the Youth Participation Roadshow, Young Scot Discounters Group, the Youth Events Panel, Celebrating Renfrewshire Steering Group.
CHS/AT T/10	Average complementary tariff score of pupils living in SIMD 30% most deprived areas				506	Data only	Available March 2020	Data only	Not measured for Quarters		Data only		Figures for 2018/19 will be available in March 2020.
CHS/EY /02	% of entitled 2 year olds accessing 600 hours of early learning and childcare				56%	60%	62%	60%	70%	60%	46%	60%	<p>The uptake reported for the period is 46% of the eligible population. The % is down on the same period for 2018/19 (60%). The possible reasons for the reduction are as follows:</p> <p>–A child’s birth date determines when they become eligible for an early learning and childcare placement, with the period of eligibility being from the term after a child’s second birthday (August, January and April).</p> <p>–At present the projected uptake at quarter 4 for 2019/20 is 56% (this is based on children currently recorded on our Nursery Application Management System). Whilst this projected uptake shows a slight reduction on the quarter 4</p>

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													<p>period for 2018/19 (62%), the variance has narrowed.</p> <p>–It is anticipated that further applications will be received during the course of this academic session.</p>
CHS/AT T/11	Average complementary tariff score of all school leavers in Renfrewshire				687	Data only	Available March 2020	Data only	Not measured for Quarters		Data only		Figures for 2018/19 will be available in March 2020.
CHS/YC /01	Number of young carers engaged with services				n/a	Data only	103	Data only	118	Data only	130	Data only	<p>At the end of Q2 (as at 30 September 2019), there were 130 young carers engaged with the service, of which 67 had completed a young carers statement. Please note this is a fairly new PI which has been reported on from Q2 of 2018/19. Prior to Q4 of 2018/19, only the number of completed young carers statements were reported.</p>
CP.RLL. PL.01	Number of attendances at pools				443,841	Data only	477,558	Data only	107,673	Data only	119,237	Data only	Slight increase over the summer months due to family swim promotions
CP.RLL. SL.01	Number of attendances at indoor sport and leisure facilities excluding pools				1,516,973	Data only	1,682,040	Data only	182,892	Data only	227,580	Data only	Summer season has increased footfall with the children's camps over a 6 week period.




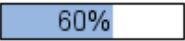



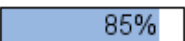
Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
HSCP/H I/ADS/0 6	Reduce the estimated prevalence of problem drug use amongst 15–64 year olds (percentage of total population age 15–64)												<p>The Scottish estimated drug prevalence rate (15–64 year olds) 2015/16 sits at 1.62%. In order to analyse this further the Scottish drug prevalence study splits the country into 3 distinct area, firstly the West of Scotland which has the highest prevalence rate at 1.99%, secondly South and East Scotland with a rate of 1.37% and the North of Scotland with a rate of 1.17%. The West of Scotland makes up 60% of the overall drug prevalence rate for Scotland, despite making up overall a lower proportion overall of the Scottish population aged 15–64 (49%).</p> <p>The estimated drug prevalence rate (15–64 year olds) for Renfrewshire in 2015/16 was 2.36%, this is the third highest rate in the West of Scotland with only Inverclyde and Glasgow recording a higher rate in the area. Renfrewshire sits above both the national average (1.62%) and the West of Scotland average (1.99%) in relation to this indicator.</p> <p>In order to tackle the issue of drug use in Renfrewshire has put to place a number initiatives including; the Renfrewshire Alcohol and Drugs Commission that will look to improve the life chances of all</p>





Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													<p>residents; The Rights, Respect and Recovery: Alcohol and Drug Treatment Strategy; Renfrewshire Health and Social Care Partnership commissioned in 2018 and independent whole systems review that looked all aspects of service and care delivery; and work is now underway to design and implement the future fully integrated recovery focused treatment & care service model for Renfrewshire, with the establishment of a Recovery Hub being a key development in reducing the prevalence of drug use.</p> <p>This indicator is produced as part of an on-going 3-year study and no date for the next update has yet been published.</p>
HSCP/C I/HCES/ 08	Percentage of carers who feel supported to continue in their caring role.				36%	Data only	n/a	Data only	Not measured for Quarters		Data only		<p>The Health and Care Experience Survey is carried out on a bi-annual basis. The 2017/18 results for Renfrewshire show a slight decline in positive responses since the previous survey was undertaken during 2015/16 from 39% to 36%. Renfrewshire's satisfaction rate of 36% is close to the national figure of 37% for 2017/18.</p> <p>While our survey results are quite similar to the national averages during 2017/18,</p>







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	










the Renfrewshire Health and Social Care Partnership is committed to ensuring that carers feel supported to continue caring.







Local Outcome 04: Creating a sustainable Renfrewshire for all to enjoy

Code	What we will do	Due Date	Status	% complete	Progress update
CRSIP17. 01.04.17	Finalise the delivery of the project to replace all street lighting in Renfrewshire with LEDs.	30-Sep-2017		 100%	Renfrewshire's Street Lighting Investment Strategy has now completed, with 30,756 street lights converted to LED Lanterns at the end of 2018/19.
ECSIP18. 04.04	Work to meet the challenging targets set out in our carbon management plan – through our council fleet, street lighting, public realm and floodlight strategy	31-Mar-2021		 60%	Thirty Renault Zoe electric vehicles have been deployed in the Sustainable Travel Plan Pool Fleet replacing fossil fuel cars with zero emission vehicles. An additional 18 electric vehicles were delivered during October increasing the total number of electric vehicles to 88 which is 20.7% of the total fleet.
ECSIP18. 04.05	Ensure a residual waste treatment and disposal facility is fully operational by end of 2019 as part of the Clyde Valley Waste Management solution	31-Dec-2019		 97%	<p>The Council, in collaboration with four other councils, has invested in an energy from waste plant at Dunbar at a cost of £177 million with a total contract value of £700m over the 25 year period.</p> <p>The primary residual waste treatment facility at Bargeddie commenced commissioning in mid-August. Residual waste from Renfrewshire; together with other partner council's residual waste is now being put through the facility which recovers metals and plastics, before being transferred to Dunbar for Energy Recovery.</p> <p>The facility is on schedule to start on 1st December 2019. This will enable the Council to meet its landfill diversion targets.</p>
ECSIP18. 04.06	Deliver the requirements of the Scottish Household recycling charter and related service changes	31-Mar-2021		 85%	Phase 2 of the waste service change (Park Mains, North Barr, Bargarran and Rashielee areas of Erskine) was successfully rolled out during August 2019.





Code	What we will do	Due Date	Status	% complete	Progress update
ECSIP18.04.07	Review and update Renfrewshire's Sustainable Food Strategy and achieve Sustainable Food City Status	31-Mar-2021		<div><div>50%</div></div>	The school meal service in primaries currently holds the Soil Association's 'Food for Life' served here Bronze Award. We will continue to work with the Soil Association to explore the possibility of working towards the Silver Award.
ECSIP18.04.08	Deliver the Team Up, To Clean Up campaign throughout Renfrewshire, involving local communities	31-Mar-2021		<div><div>100%</div></div>	<p>The Team Up to Clean Up campaign continues to grow with over 715 members of the Facebook page. The Big Spring Clean was a massive success which saw 1,750 volunteers turn out for over 103 events/clean ups.</p> <p>Communities also continue to grow with groups that started as part of Team Up to Clean Up building their capacity and being successful in receiving £50k from the Greenspaces, Parks & Play Areas and Village Investment Fund.</p> <p>In October 2019, the TU2CU team won the 'Strong and sustainable communities' award at the COSLA excellence awards 2019.</p>
ECSIP18.04.09	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently	31-Mar-2021		<div><div>100%</div></div>	<p>Enforcement staff across the Council continue to work with businesses to ensure they can flourish and grow without an overpowering burden of enforcement.</p> <p>Advice can be provided by staff with compliance visits undertaken to ensure compliance with the appropriate legislation.</p>
ECSIP18.04.10	Deliver a refreshed Air Quality Action Plan to improve air quality for Renfrewshire	30-Sep-2018		<div><div>100%</div></div>	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.







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
CR.SSL.01a	Street Cleanliness Score – % of areas assessed as clean				90.5%	90%	91.9%	90%	Not measured for Quarters				<p>The percentage of Renfrewshire's street assessed as clean was 91.9% for 2018/19. This is an improvement of 1.4% on the previous year's performance.</p> <p>The cleanliness score is based on 3 sample surveys carried out throughout the year by both the Council and Keep Scotland Beautiful (KSB). This score represents the percentage of areas assessed as acceptably clean (categories A and B) using KSB's Local Environmental Audit and Management System (LEAMS) methodology.</p>
SOA13 CR.09	Amount of CO ² emitted by the public vehicle fleet				3,652	2,950	3,836	2,840	Not measured for Quarters				<p>This is an annual indicator and the 2019/20 performance will be reported to this Board as part of the SIP out-turn report in May 2020.</p> <p>Over the last 18 months, the Council has introduced a Sustainable Travel Scheme, where Council officers undertaking Council business, rather than use their own vehicles are asked to consider the scheme hierarchy, i.e. can they use another form of public transport or one of the Council's pool bikes to undertake their journey before considering the car. The scheme is proving successful and</p>


Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													has reduced the business miles travelled by car by over 20% since its introduction. The majority of the pool vehicles are now electric and therefore reducing the overall amount of petrol/diesel fuel consumed. It is expected that the Sustainable Travel Scheme will have a positive impact on this indicator during 2019/20.
CR.PP.01	Air Quality – Annual average PM10 value across all continuous monitoring sites				13.1	18	13.75	18	Not measured for Quarters				Paisley Air Quality Management Area has had no exceedances for 4 years therefore Communities, Housing and Planning Services will review the data in 2020 with a view to possibly revoking or amending the AQMA.
CR.PP.01b	Air quality – average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits				41.6	44	40.8	43	Not measured for Quarters				Good performance, however, 1 failure located at Renfrew Cross within the Renfrew AQMA, related to traffic emissions.
SOA13 CR.08	% of the vehicle fleet which uses alternative fuels, such as electricity				7.6%	7%	9.8%	9%	12%	11%	16.5%	11%	The percentage of the vehicle fleet which uses alternative fuel such as electricity was 16.5% at the end of quarter 2 in 2019/20. This is up from 9.8% in 2018/19. This figure is based on a total of 70 electric vehicles. Additional electric vehicles were added to the fleet










Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
													in October resulting in 20.7% now using alternative fuel.
SOA13 CR.12	Reduce the amount of CO ² emitted from public space lighting.				2,163	3,200	1,679	3,000	Not measured for Quarters				There has been a significant reduction in CO ₂ emissions from public space lighting due to the implementation of the LED replacement programme. This figure shows a significant improvement in 2018/19 compared to previous years. There was a 22% reduction in CO ₂ between 2017/18 and 2018/19.
CR.W.0 6a	% of Household Waste Recycled (Calendar year data)				47.8%	50%	49.2%	50%	44.1%	50%	58.9%	50%	<p>This data relates to the first two quarters in the calendar year 2019, January to June. It is an estimate which is not yet verified by SEPA. The cumulative recycling rate for the first 2 quarters was estimated to be 52.3%.</p> <p>This is an improvement on the performance over the first 2 quarters of 2018 when recycling rate was 47.9%.</p>




Local Outcome 05: Working together to improve outcomes

Code	What we will do	Due Date	Status	% complete	Progress update
CP17.FR.01	Continue to manage the Council's resources, ensuring financial sustainability of the organisation	31-Mar-2022		<div><div>40%</div></div>	In September an updated financial outlook was presented to Council, setting out the updated financial forecasts for the medium term, the range of potential funding issues facing the Council and the requirement to continue to plan for further significant budget gaps in the period through to 2023.
CP17.FR.02	Take forward opportunities for transformation, innovation and efficiency through our Better Council Change Programme	31-Mar-2022		<div><div>55%</div></div>	The latest phase of the Council transformation plan, ' Right for Renfrewshire ', will adopt a new approach to identifying, developing and designing new change and transformation opportunities. As noted in the June Leadership Board report, over the course of the summer the Corporate Management Team has undertaken a significant programme of preparatory work to prepare for taking forward a revised approach. The programme currently being designed will constitute a series of structured service redesign processes across a range of areas of the Council's existing service arrangements. These reviews are being framed around functional service groupings and Customer outcomes and will deploy a standardised approach and methodology, creating consistency in both approach and deliverable outputs from each review.
CP17.CE.08	Review existing strategic partnership agreements and work with community planning partners to identify opportunities to share and connect resources	31-Mar-2022		<div><div>50%</div></div>	A Strategic Partnership Agreement has been developed with Paisley 2021 Community Trust and is due to be submitted to Leadership Board in December. Community Planning Partners continue to work together on emerging policy priorities such as Brexit and the Climate Emergency.
CP17.CE.09	Develop our data and analytics function, working with partners to build a better picture of how to improve outcomes for local people, businesses and communities using an early intervention approach	31-Mar-2022		<div><div>100%</div></div>	The use of the Geographic Information System across the Council has been expanded, including adopting Survey 123 as the Council's survey platform, enhancements to internet mapping services such as the roads resurfacing programme and improvements in Gazeteer delivery, enhancing addressing across the Council.







Code	What we will do	Due Date	Status	% complete	Progress update
CP17.FR.03	Continue to modernise our services, taking advantage of new technologies to deliver better, more accessible and more efficient services that meet customer needs – such as My Account	31-Mar-2022		<div><div>70%</div></div>	Service design principles and activities are being deployed in all Digital First work to ensure that user needs are understood, and that services and processes are designed with these needs at the core. Use of the MyAccount customer portal is just short of 50,000 users across Renfrewshire (56% of households), with 2300 users accessing the Customer Portal each week. Automation of routine processes is being deployed in CBS, with a clear pipeline of opportunities for automation being identified, evaluated and deployed where appropriate.
CP17.CS.06	Engage with proposed changes to education governance and local democracy, maximising opportunities for the organisation and communities	31-Mar-2022		<div><div>100%</div></div>	Children Services has been involved in local, collaborative and national discussions throughout the session ensuring we are contributing fully to the national agenda. We are working collaboratively with the West Partnership to support continuous improvement in educational outcomes for all children and young people. Renfrewshire is leading on aspects of the West Partnership plan and has representatives across all other areas.
CP17.CE.10	Implement an action plan for the organisation, addressing any recommendations from the recent Best Value Audit	31-Dec-2018		<div><div>100%</div></div>	The Improvement Plan is reported to the Leadership Board on a six-monthly basis. In the recently published Annual Audit Report, Audit Scotland confirm that the Council is making good progress in terms of implementing the recommendations made through the Best Value Assurance Report.
CP17.FR.04	Roll-out the Performance Development and Review programme across the Council	31-Mar-2018		<div><div>100%</div></div>	Since PPT was approved by Members, HR&OD have been working with services to roll out the policy designing bespoke training and supporting materials, ensuring managers have the right skills to carry out PPT effectively. Implementation of the policy is taking into consideration other on-going Council priorities and configuration of appropriate systems to record and report output data.
CP17.FR.05	Implement new leadership and management development programmes	31-Mar-2022		<div><div>60%</div></div>	417 employees across the Council are participating in corporate leadership and management programmes. Talent will be managed through the Council's performance appraisal process and will identify high performing employees and specific talent in expert areas, creating a high performing and sustainable workforce capable of meeting future challenges.
CP17.CE.11	Fully embed our staff "intrapreneurship" programme	31-Mar-2020		<div><div>100%</div></div>	Phase 1 and 2 of the programme has been fully implemented and reviewing future approach.

Code	What we will do	Due Date	Status	% complete	Progress update
	and recognising staff for success				
CP17.FR.06	Implement our workforce plan for Renfrewshire Council	31-Mar-2022		<div><div>60%</div></div>	The Workforce Plan has progressed, particularly around activities such as: communication and engagement; supporting career pathways including professional traineeships and qualifications; mentoring and coaching in support of succession planning; and health and wellbeing initiatives aligned to national campaigns delivered in partnership with our Occupational Health, Employee Assistance providers and third sector organisations.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
HPCHARTER31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.				4.90%	6.00%	5.76%	5.70%	5.70%	5.70%	5.95%	5.70%	The Gross Rent arrears in the first six months of the financial year was just over £2.7million. The gross rent arrears figure shows a slight increase in the first six months of 2019/20 but is better than the same point last year (6.3%).
PT.DS.P PF.CMT .06	Application Approval Rate				97.2%	Data only	97.7%	Data only	96.2%	Data only	99.4%	Data only	Quarter 2 application approval rate of 99.4% has increased from 96.2% in Quarter 1, and is the highest quarterly approval rate for the last three years.
PT.DS.P PF.CMT 01	Average Time for processing Planning Applications (Householder)				7.6 weeks	Previously Data Only	6.9 weeks	8 weeks	6.1 weeks	8 weeks	5.9 weeks	8 weeks	Performance has improved from 6.1weeks in Quarter 1 to 5.9 weeks in Quarter 2.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
HPCHA RTER13	% of reactive repairs carried out in the last year completed right first time				90.2%	92.0%	88.1%	93.0%	Not measured for Quarters				Just under 33,000 reactive repairs were completed 'right first time' last year. Although down from the previous year it remains that almost 9 out of 10 repairs are completed on the first visit.
CW.SPS O.02d	Number of complaints closed at frontline as a percentage of all complaints				95.45%	95%	89.4%	95%	91%	95%	96%	95%	During quarter 2 the Council received a total of 2104 complaints, with 2036 being closed at Frontline Resolution.
CMTAB S01d	Councilwide – Average number of work days lost through sickness absence per employee				11.38	8.96	11.58	8.96	2.97	2.4	*Not yet available	2.1	<p>Quarter 2 data is not yet available but for Quarter 1:</p> <p>Why has performance decline/target not been achieved?</p> <p>The Council has recorded an overall absence rate of 2.97 days lost per FTE employee, which is 0.57 days above the target figure of 2.4 days.</p> <p>What is being done?</p> <p>As at June 2019, Psychological (non-work related) and Musculoskeletal and Joint Disorders were the two main illness categories.</p>

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					Value	Target	Value	Target	Value	Target	Value	Target	
													<p>To address Psychological (non-work related) absences the Council provide a range of support services that employees can be referred to at an early stage for assistance. 'timefortalking', the Council's employee counselling service provider, continues to be utilised. In addition to this, the Council continues to deliver Mindfulness Courses and Mental Health First Aider courses. Training for both courses has been undertaken over the past 6 months as part of our development of preventative approach to employee well-being.</p> <p>In relation to addressing musculoskeletal and joint disorders the Council offers a physiotherapy service through the Council's Occupational Health Provider, and this service can be accessed by all employees</p>
CWFOIO 1	% Of FOI requests completed within timescale				93.9%	90%	93.15%	90%	89%	90%	96%	90%	<p>Total number of council wide requests received during Q2 (July – September) was 378, total number of requests responded to on time was 362. 96% council wide FOI requests completed within timescale.</p>

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Explanation of Performance
					Value	Target	Value	Target	Value	Target	Value	Target	
FCSKPI 001	Percentage of Council Tax due in the year, collected by the end of the year (cumulative position to date)				96.05%	96%	96.02%	96%	32.72%	32.76%	60.03%	60.27%	The Council Tax collection level is down slightly in comparison with the equivalent position for 2018/19. Many more customers are opting to pay over twelve months which has delayed income received. Collection will begin recovering in February & March 2020.
FCSCSU 03	% of calls answered by the Customer Service Unit within target (40 seconds)				69%	70%	61%	70%	62%	70%	64%	70%	<p>There was an increase in demand on the service in the first month of the quarter, which also coincided with annual leave for staff reaching its peak.</p> <p>The contact centre was just below target for the quarter, mainly due to a slight reduction in experienced resources as they were deployed to train six new customer service advisors</p>