
To: Communities and Housing Policy Board

On: 25 October 2022

Report by: Director of Communities and Housing Services

**Heading: Communities and Housing Services - Service Improvement Plan
2022/22 Mid-Year Monitoring Report**

1. Summary

- 1.1 The Communities and Housing Services Service Improvement Plan 2022-25 was approved by the Communities and Housing Policy Board on 7 June 2022. The plan sets out the priorities for the development of the service over a three year period. Since the Service Improvement Plan was developed, Council has approved a new five-year Council Plan. Consequently, minor changes have been made to the Service Improvement Plan to align it to the themes in that new Council Plan and the refreshed Community Plan These are detailed later in the report.
- 1.2 The Service Improvement Plan sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. These reflect the priority themes of the new Council Plan which was approved by Council on 29 September 2022 and also align to the refreshed Community Plan
- 1.3 This report contains details of Communities and Housing Services performance and achievements over the period 1 April 2022 to 30 September 2022. The main purpose of the report is to provide:
 - details of the key achievements of the service over the period;
 - an update on changes made to the action plan and scorecard to reflect the new Council Plan themes;
 - a progress update on implementing the action plan linked to the 2022-25 Service Improvement Plan;
 - an assessment of performance in relation to the service scorecard of core performance indicators; and
 - an overview of priorities for the service over the next six months.

- 1.4 Over the past six months, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents. This includes through the actions within the Service Improvement Plan and also in relation to additional areas of priority/ focus which have subsequently arisen over the first six months of 2022/23.
 - 1.5 This includes the increasing support and participation of the council in dealing with refugee and resettlement programmes. As well as the already established programmes for Syrian and Afghan refugees and Unaccompanied Asylum Seeking Children, 2022 has seen the Ukraine crisis develop and also the UK Government moving to a system of full asylum dispersal across the United Kingdom.
 - 1.6 Another developing issue that did not form part of any specific actions when the Service Improvement Plan was approved in June 2022, was the cost of living crisis and appropriate actions and indicators within appendix 1 outline any potential impact due to this, including the relevant content of the Programme for Government announced in September 2022, which is covered in section 8 within the Housing Services information.
 - 1.7 Service Improvement Plans reflect the service activity for each Council service, rather than the themes of the Council's Policy Boards. While some limited aspects of service delivery may fall within the remit of other Policy Boards, the majority of the plans for this service fall within the remit of this board and the Service Improvement Plan is reported in its entirety here.
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2. Recommendations

- 2.1 It is recommended that the Communities and Housing Policy Board note:
 - (i) the contents of this report;
 - (ii) the progress to date on delivering the actions contained within the Communities and Housing Services - Service Improvement Plan; and
 - (iii) the current performance of the service as measured by the scorecard indicators.
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3. Background

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities as set out in the new Council Plan. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.

- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendix to the plan contains an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2022-25 plan.
- 3.3 Section 4 of this report provides a note on the newly approved Council Plan to cover the term of this administration. Section 5 gives details of service activity and achievements over the period April-September 2022. Section 6 discusses actions delayed or cancelled since the Service Improvement Plan was approved. Section 7 provides a narrative on performance against the scorecard included as appendix 1. And section 8 of the report highlights the main priorities of the service over the next six months.
- 3.4 An outturn report detailing full-year performance will be brought before this board in spring 2023.
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4. New Council Plan

- 4.1 Since approval of the Communities and Housing Services - Service Improvement Plan by this Board on 7 June 2022, full Council has approved a new Council Plan, which sets out our strategic priorities under five themes – **Place, Economy, Fair, Green, Living our Values**. It also has a cross-cutting theme reflecting the importance of delivering the best possible start for children in Renfrewshire.
- 4.2 The new Council Plan recognises the financial challenge that Renfrewshire, like all local authorities, currently faces. Despite the scale of the challenge, Council remains committed to building on the many strengths of our communities and our resources, and delivering strong universal services that support everyone to live well and embrace opportunities.
- 4.3 The new Council Plan recognises the financial challenge that Renfrewshire, like all local authorities, currently faces. The scale of the challenge has been outlined to elected members and the public through a series of reports to Council, and officers will continue to provide regular updates in this way. In response, Council agreed in June 2022 to a portfolio of financial sustainability work to be delivered alongside the main transformation programme and reviews undertaken by individual services. The focus of this activity is also to improve service delivery and outcomes achieved for service users. The outcomes of this work will be reflected in future Service Improvement Plans as well as the Council Plan.
- 4.4 The direction of the Council over the next five years will be driven by our five key themes:
- We will encourage kind and connected communities where citizens take pride in the **place** they live
 - We will support a strong and flexible local **economy**
 - We want Renfrewshire to be a **fair** place, where people feel safe, supported and empowered

- We will work towards a **greener** future
 - As an organisation, we will be driven by our **values**, to be fair, helpful, collaborative and value learning.
- 4.5 Cutting across all of this is our wish for all of Renfrewshire's children to have loving, happy lives where everyone can enjoy the same opportunities and where wellbeing is nurtured.
- 4.6 In the Service Improvement Plan presented to this Board in June 2022, actions and performance indicators were set out under 4 broad themes, namely **Place, People, Sustainability** and **Living our Values**. In order to ensure Service Improvement Plans are aligned with the Council Plan, actions and performance indicators have been re-allocated to the appropriate key theme within the new Council plan (as set out in section 4.3 above). The full update on all actions and performance indicators is attached as appendix 1 below.

5. Service Update and Key Achievements April-September 2022

Housing Services

- Glasgow Airport was identified as one of the locations in Scotland for Welcome Hubs at the start of the Super Sponsor process. As a result, Renfrewshire Council required to quickly establish, staff and operate a hub at Glasgow Airport.
- Staff from teams within Communities and Housing Services have augmented the council's existing refugee resettlement team, and this enlarged resettlement team operates 7 days a week to meet the demands for advice, assistance and support from those staying in temporary accommodation, as well as meet, reassure, and safely check-in those arriving at Glasgow Airport on a daily basis.
- The Welcome Hub is staffed 7 days a week, and supporting approximately 200 households in hotel accommodation at any one time, and 85 households living in the community.
- Housing Services have also supported other migration schemes including the Asylum Dispersal programme. Following a series of meetings, an initial phase of widening dispersal to seven local authority areas neighbouring Glasgow commenced during Summer 2022. This is now active in Renfrewshire, with 49 people seeking asylum now accommodated locally.
- The £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing and programmes for each of the 8 areas in phase 1 have been prepared and implementation started, with milestones for demolition, new build and investment in homes being retained. Over the last six months –
 - The Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 1 Update report highlighting all activities to date and including detailed timescales for delivery of the Investment Programme, was presented to the Communities and Housing Policy Board in August 2022.

- 170 households have been represented at “pop-up” events held in the eight areas during August and September 2022 and further events will be held during the duration of the programme.
- The construction of 39 new council homes at Auchengreoch Road Johnstone, with tenants are now in 31 of the new homes at and the remaining 8 properties on this site due to be handed over shortly, with work on the 101 new homes at Tannahill progressing well with handover expected during the coming months.
- Housing Services continues to support delivery of the Local Housing Strategy and Strategic Housing Investment Plan
- Completion of our New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde - The purpose of this project was to evolve a theoretically net zero carbon standard newbuild housing specification for future Council developments and was led by a team from the University of Strathclyde.
- Renfrewshire Council was awarded up to £1,657,500 for qualifying projects under the Scottish Government’s Energy Efficient Scotland Area Based Schemes (EES: ABS) programme for 2022/23. This includes over £1.1M for the Renfrewshire Council Mixed Tenure Blocks External Wall Insulation project.
- The large value contracts for major works including Retrofit Design, Retrofit Works and- Voids/Tenanted works are now in place. The Voids/ Tenanted contract will ensure the Council’s housing stock is maintained to the required regulatory standards and that properties are maintained and refurbished within an agreed timescale to ensure targets are met, particularly in relation to the reletting of void properties as performance has been impacted by COVID over the last two years.
- We are delivering year 4 of the Rapid Rehousing Transition Plan, using a housing first approach and reducing the use of temporary furnished accommodation to permanent housing with appropriate wrap around support.
- The first six months of 2022 saw the launch of the new holistic support service ‘MYLA’ (My Life Ahead) - The project, which is funded through the Alcohol and Drugs Commission Programme Board, will support any household in Renfrewshire, regardless of tenure, whose life is being affected by alcohol/drugs, and build on the concept that in order to have good health, you need to have a good, settled home. There were 17 live cases by September 2022 (which exceeded the target of 15 by December 2022).
- Implementation of the enhanced budget in estate management has commenced and currently discussions are ongoing with colleagues in Environment and Infrastructure regarding gardenworks and cleaning of common areas in the Estates.

Communities and Public Protection

- The service led on property checks for “Homes for Ukraine” private and Super Sponsorship schemes - In Renfrewshire, 54 hosts applied through the Homes for Ukraine programme, and a further 224 expressions of interests were received through the Super Sponsor route. Each of these hosting arrangements require to be checked for suitability, including property checks, and disclosure checks, and this work was completed by officers from our Environmental Health team with assistance on a voluntary basis from other suitable officers from a range of services.
- The Communities and Public Protection Review has been completed with new structure, posts and shifts being implemented from 1 September 2022. This has included recruitment into positions, shift re-alignments and amended working patterns.
- The service worked closely with Legal Services to introduce a Short-Term Lets Licensing Scheme which is now operational.
- Communities and Public Protection continued to drive Water Safety in Renfrewshire, including the provision of new Public Rescue Equipment at sites across Renfrewshire and a safety video launched in June 2022.
- Delivery of the Greenspace, Parks, Play Parks and Villages Investment Fund, including the new funding provisions being added. Renfrewshire Council has supported 73 projects since October 2018 that met the criteria for this fund. Further projects continue to be developed within communities with the following potential applicants currently active and expected to apply:
 - Howwood Parent Council – Multi-use Games Area in school
 - Elderslie Community Council – Phase 3 Queens Road Park
 - Improvements
 - Howwood Road Tenants & Residents Association – tables, benches and planters
 - The Darkwood Crew – Teen Shelter
 - Knockhill Park – extension to pathway to support local runners
- Recruitment of the dedicated Environmental Taskforce is currently underway and this will tackle environmental crime with litter and fly-tipping ongoing priorities within Renfrewshire communities – in line with the budget motion agreed by Council in March 2022.
- The team also completed and decommissioned the Covid-19 Community Testing model including Paisley Local Test Site, Renfrew Local Test Site and the Renfrewshire Asymptomatic Test Sites.
- The team also facilitated 39 week practical training for Environmental Health Officer students as part of their 3rd year degree course.
- A report detailing progress with year 1 of the CLD Strategy is being presented to the October 2022 Communities and Housing Policy board, covering the following areas -
 - Service Review, Service Developments and Service Achievements

- Digital Inclusion—ensuring everyone has the opportunity to participate & benefit from digital technology
 - Universal Provision - ensuring no-one is left behind promoting and providing opportunities for all
 - Targeted Provision— targeting specialist resource & support towards those most vulnerable or with restricted capacity.
 - Community Capacity/ Connecting Communities- working with individuals, families and groups that have capacity to develop, deliver and maintain the services and facilities they want locally.
- The Civil Contingencies Service has continued to work to support training and awareness raising across the Council, to support robust arrangements for continued delivery of essential services in the event of high-level risks such as a widespread power outage and in relation to Counter Terrorism and Serious Organised Crime particularly Cybercrime.

6. Areas where actions have been delayed or cancelled

- 6.1 The only action where there has not yet been progress has been in relation to the new duties which may form a future Housing Bill following the Scottish Government's "Prevention of Homelessness Duties" consultation. This action will be progressed once there is confirmation of any new duties being introduced.
- 6.2 The Scottish Government intends to introduce a new Housing Bill by the end of this parliamentary year which will begin to deliver their New Deal for Tenants and some other aspects of Housing to 2040. The timing of this Bill is still to be decided, with carefully considered on an ongoing basis in light of the emergency response to the cost of living crisis and identify effective means to secure affordable rents for the longer term.

7. Progress against performance measures

- 7.1 Communities and Housing Services has 24 performance indicators in its current scorecard. Of these, 15 are reported quarterly and 9 are reported annually. In addition to these, there are also three 'data only' indicators who do not have targets. For those reported quarterly, this report contains data pertaining to Quarter 1 of 2022/23 and for reference, the annual values and targets for 2021/22 are also included..

7.2 The following Performance indicators are showing as areas which are below target. The information relates to Quarter 1 of 2022/23.

- Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year [position statement as of end of Q1] - Work continues in this area to ensure rental income is maximised; however, cost of living is anticipated to impact on tenant capacity to pay rent. Evictions will remain the last resort for rent arrears, it should be noted that while there is a moratorium on evictions, we will continue close monitoring of this area and as indicated in section 8.1, Housing Services will support the work of the Fairer Renfrewshire programme over the coming months.
- Average length of time taken to re-let properties in the last year (in days)
- The average length of time taken to re-let properties increased significantly to 85 days. Since then, this area has been prioritised and performance has improved over the year. Currently the average days to re-let properties is 63 days. The average number of days is on a downward trend and work will continue to identify opportunities to improve in this area. It is acknowledged that there will be 'legacy' days through backlog of properties becoming available to the letting pool, however with new contractors in place the aim is to improve performance in this area.
- Complaint performance – for frontline complaints (53% answered on time) and investigation complaints (67% answered on time) is below target for Quarter 1. There has been a significant increase in the number of frontline complaints in Quarter 1 of 2022/23 (a total of 249) compared to the same period in 2021/22 (138). Work is currently underway to examine any underlying causes with this. However the first two months of Quarter 2 show improvement with 65% of frontline and 88% investigation complaints answered within timescales.

8. Priorities over the next six months

8.1 As well as the specific priorities for Housing Services and for Communities and Public Protection, outlined in section 8.2 below, the service will also support council wide priorities including:

- Across Communities and Housing Services there will be a continued focus on COVID-19 recovery including delivery of the Business Regulation Service Plan over the next 12 months. Also, the recently approved Maintenance and Refurbishment Works – Void and Tenanted Properties contract will support delivery of the maintenance and refurbishment works to both void and tenanted properties, including but not limited to; kitchens, bathrooms, rewire, heating, decoration and void repairs to assist COVID-19 recovery.
- The service recognises the cost of living crisis and its potential impact on the residents and businesses of Renfrewshire and will support the council to deliver the Fairer Renfrewshire programme.

- Communities and Housing Services will support the Financial Sustainability Workstreams outlined in the Financial Sustainability and General Fund Financial Outlook report which was approved by Council on Thursday 28 September 2022.

8.2 Service Priorities

Housing Services

- Housing Services will continue to support the Ukrainian refugee programmes, the Asylum Dispersal programme and the other programmes in place to assist refugees including helping them find settled accommodation. At present, the exact number of homes necessary to support Renfrewshire's contribution is unclear.
- A range of options that would bring additional housing supply are being considered including, temporary use of properties previously held for demolition (grant funding is available from the Scottish Government to bring properties back into use), and strategic acquisitions of private housing from the open market supported by affordable housing programme funding.
- Housing Services will respond to any requirements resulting from the Scottish Government's Programme for Government which was published in September 2022. Within this, there are two separate Bills relating to Housing -
 - Emergency legislation will be introduced to freeze rents in the private and social rented sector until at least March 2023; and there will be an extension of the moratorium on evictions until at least March 2023.
 - The Scottish Government also intends to introduce a new Housing Bill by the end of this parliamentary year which will begin to deliver their New Deal for Tenants and some other aspects of Housing to 2040. The timing of this Bill is still to be decided, with carefully considered on an ongoing basis in light of the emergency response to the cost of living crisis and identify effective means to secure affordable rents for the longer term.
- As part of the Housing Led Regeneration Programme, Neighbourhood Renewal Plans are being developed involving Council Services and community representatives in each of the eight Regeneration Areas which will operate in parallel with the physical regeneration plans. – with a pilot currently being developed for the Auchentorlie area which will showcase the investment package to tenants and owners

- The revised Housing Asset Management Strategy is being developed and this will update future investment need, compliance and data requirements to ensure the Council meets and maintains recent and future standards. It will tie in with the Local Housing Strategy and the Local Development Plan, to help ensure Housing assets are contributing to the Council's wider aims. Fuel poverty and climate change legislation will play a primary role in the revised strategy, resulting in identifying additional investment towards energy efficiency and the decarbonisation of housing heating and hot water.
- Consultation on the new draft Tenant Participation Strategy has ended and the Finalised Strategy presented to the 25 October Communities & Housing Board setting out the actions to be undertaken within the context of a positive and wide ranging commitment to tenant participation.
- Energy Efficient Scotland: Area Based Schemes (EES:ABS) 2022/23 – following awarding of funding, the service will oversee delivery and operational management of the programme for 2022/23.
- An enhanced Sheltered Housing and Health & Wellbeing service will be introduced - Plans for the expanded service are in development with a view to operational processes being in place in early 2023. This will enable us to provide our Health & Wellbeing service across a broader range of locations
- The August 2022 meeting of the Communities and Housing Policy Board approved changes to the "Last-in-the-block Sale and Acquisition Policy" and moving forward, these changes will support the successful delivery of the £100m Housing Led Regeneration Programme.

Communities and Public Protection

- Continue to support the wider council response to the refugee and resettlement programmes including the property checks for "Homes for Ukraine" private and Super Sponsorship schemes.
- Working with procurement and ICT to deliver a new case management system for Communities and Public Protection.
- Review and re-new contracts e.g. Pest Control cover and public space CCTV maintenance
- Continue to catch up on Food Law interventions under the Food Law Code of Practice - Work on the recovery programme is on track to catch up on the food law programme. It is anticipated that work in Food Law interventions will increase as the cost of living crisis escalates. It is anticipated that there will be an increase in enforcement work as businesses make cuts in some areas and fraudulent activity increases.
- Review impacts on resource due to new legislation and guidance including Licensing of Short-Term Lets, Smoking in Hospital Grounds near buildings and Single Use Plastic Regulations
- Work on Council Motions, including the Hot Food Motion to assess the environmental performance of food premises

- Establish the new Environmental taskforce - This will help tackle issues including targeting fly-tipping hot-spots (reactive and proactive), and it will tie in with Renfrewshire projects such as Team Up to Clean Up and liaise with national organisations such as the Scottish Environment Protection Agency to support and assist in delivering Scotland wide projects within Renfrewshire.
- Delivery of year 2 of the Community Learning and Development Strategy action plan
- The Civil Contingencies Service will continue to support all services across the council to support robust arrangements for continued delivery of essential services in the event of high-level risks such as a widespread power outage and in relation to Counter Terrorism and Serious Organised Crime particularly Cybercrime. Specifically in the coming months this will include supporting the council and ensuring winter preparedness.

Implications of the Report

1. **Financial** – This report notes the financial challenges facing the local authority and the work that will be undertaken by the service to manage this.
2. **HR & Organisational Development** – The report includes actions around staff development and a recognition that council services are reviewing ways of working in light of the changes resulting from the pandemic. Any changes will be reflected through reports to elected members
3. **Community/Council Planning** – Service Improvement Plans reflect the contribution of each service to the new Council Plan and the refreshed Community Plan.
4. **Legal** – None
5. **Property/Assets** – The report notes progress on work relating to council property, such as council housing stock and sustainability.
6. **Information Technology** – Digital resources are now key to the delivery of services and strategies are in place to manage this.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only.
8. **Health & Safety** – None.
9. **Procurement** – None
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.





- 11. **Privacy Impact** – None
 - 12. **COSLA Policy Position** – None
 - 13. **Climate Change** – The service will contribute to the Council's Plan for Net Zero through a range of actions including the £100m Housing Led Regeneration Programme.
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List of Background Papers:




Communities and Housing Policy Board; 7 June 2022 - Communities and Housing Services - Service Improvement Plan 2022-23 to 2024/25 and Service Delivery Plan 2021-22 Outturn Report – *Agenda item 4*



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Appendix 1 - Actions and Performance Indicators




| ACTION Status | |
|---|-------------|
|  | Cancelled |
|  | Delayed |
|  | In Progress |
|  | Completed |




| PERFROMANCE INDICATOR Status | |
|---|-----------|
|  | Alert |
|  | Warning |
|  | OK |
|  | Unknown |
|  | Data Only |


| PLACE - We will encourage kind and connected communities where citizens take pride in the place they live | | | | | | |
|--|--|--------------------------|--------------------------|------------------------------|--|---|
| What will we do? | What difference will we make? | Who is leading this? | When will we do this by? | % Progress at mid-year point | Update on Progress | Status Icon |
| Implement enhanced budget in estate management – including review of existing Common Maintenance Programme | This will deliver enhanced state management practice and improve the common areas within our housing estate. | Housing Services Manager | March 2023 | 35% | In progress and discussions ongoing with Environment and Infrastructure regarding gardenworks and cleaning of common areas in the Estates. |  |
| Review the various local letting initiatives across Renfrewshire. | Ensure that letting initiatives are fit for purpose, delivering best value, and good outcomes for our customers. | Housing Services Manager | March 2023 | 40% | In progress - This action is ongoing and reviewed regularly to ensure the initiatives continue to deliver best value to our customers. |  |
| Implement revised Housing Asset Management Strategy | The revised Housing Asset Management Strategy will update future investment | Housing Asset and | March 2023 | 25% | Due to staff turnover, work has only recently started on this action with the appointment of |  |





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|--|---|--|------------|-----|--|---|
| | need, compliance and data requirements to ensure the Council meets and maintains recent and future standards. It will tie in with the Local Housing Strategy and the Local Development Plan, to help ensure Housing assets are contributing to the Council's wider aims. Fuel poverty and climate change legislation will play a primary role in the revised strategy, resulting in identifying additional investment towards energy efficiency and the decarbonisation of housing heating and hot water. | Investment Manager | | | our Asset & Energy Strategy Manager in August 2022 | |
| Carry out review of the current factoring service and potential use with regeneration areas. | To ensure we have robust arrangements in place to protect investment particularly within regeneration areas. | Housing Asset and Investment Manager | March 2023 | 50% | Review of current arrangements underway |  |
| Complete the developments at Auchengreoch Road (handovers of the 39 new homes will take place in summer 2022) and Ferguslie Park (handovers of the 101 new homes will commence summer/autumn 2022 with full completion expected early 2023). | On completion we will have completed over 315 new build homes since 2019 All Council newbuild developments include a mix of property sizes and types and all ground floor accommodation is level and step-free to meet mobility needs. | Housing Regeneration and Development Manager | March 2023 | 25% | New tenants are now in 31 homes at Auchengreoch Road and the remaining 8 properties on this site will be handed over in autumn 2022. Handover to tenants of the 101 properties at Tannahill in Ferguslie Park will commence in autumn 2022 and continue in a phased approach during 2023. There has been a delay to the handover of homes in Tannahill due to a delay with the enabling works for the new substation which is powering the site. |  |





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|--|--|--|------------|------|--|---|
| Commence feasibility work - Flood Risk Assessments at Gallowhill ahead of proposed new build project. | The proposed new build project at Gallowhill could result in a total of up to 60 new council homes being built. | Housing Regeneration and Development Manager | March 2023 | 100% | Gallowhill Flood Risk Assessments complete and will allow consideration for further site appraisals and will lead to detailed discussions for finalised designs. |  |
| Assess the use of Litter Control Areas across Renfrewshire | Officers will be assessing if the use of the Litter Control Areas under the Environmental Protection Act 1990 is the best way to achieve compliance in certain areas of Renfrewshire. | Communities and Regulatory Manager | March 2023 | 100% | Work has been undertaken with Legal Services to establish and review what Litter Control Areas remain in place. Following this review it has been determined that the introduction of the Environmental Taskforce should drive the response at this time rather than a further investment in Litter Control Areas. |  |
| Establish & implement a process to ensure all Regulated private water supplies are identified, sampled & risk assessed to meet regulatory requirements | This will help ensure private water supplies are safe to use and meet all relevant legislation. | Communities and Regulatory Manager | March 2023 | 75% | Programme to identify and engage with owners of new supplies has progressed and officers are now moving on to a sampling and risk assessment programme which is expected to be completed by the calendar year end. |  |
| Establish the new Environmental taskforce | This will help tackle issues including targeting fly tipping hot-spots (reactive and proactive), and it will tie in with Renfrewshire projects such as Team Up to Clean Up and liaise with national organisations such as the Scottish Environment Protection Agency to support and assist in delivering Scotland wide projects within Renfrewshire. | Community Development Manager | March 2023 | 50% | Recruitment of the dedicated Environmental Taskforce is currently being undertaken with current visits already being carried out by staff within the Communities Services. Equipment for the new Taskforce, such as mobile cameras have been purchased |  |




| Status Icon | Performance Indicator | Frequency | 2021/22 Target | 2021/22 Value | 2022/23 Target | Q1 2022/23 Value | Explanation of Performance |
|---|---|---------------------------------------|----------------|---------------|----------------|------------------|--|
|  | Private Water Supplies – 100% of type A supplies risk assessed and sampled | Annual | 100% | 100% | 100% | N/A | This indicator will be reported on an annual basis. |
|  | Number of visits to known fly-tipping hotspots by the dedicated Environmental Taskforce to clear waste and try to catch offenders | Quarterly | New indicator | New indicator | 1,040 visits | N/A | There are currently 20 known fly-tipping hotspots across Renfrewshire. Recruitment of the dedicated Environmental Taskforce is currently being undertaken with current visits already being carried out by staff within the Communities Services. |
|  | The Green Spaces and Community Project will aim to work closely with schools during visits across the school year (20 visits per term). | Annual – measured across school terms | New indicator | New indicator | 60 visits | N/A | This indicator will be reported on an annual basis. This is intended to help change attitudes and behaviours around littering and climate change |

| ECONOMY - We will support a strong and flexible local economy | | | | | | |
|---|--|------------------------------------|---------------------------------|-------------------------------------|---|---|
| What will we do? | What difference will we make? | Who is leading this? | When will we do this by? | % Progress at mid-year point | Update on Progress | Status Icon |
| Continue to work with stakeholders to understand the impacts of EU withdrawal and ensure safety of products in Renfrewshire | This work will continue and will increase over the coming years as import/exports pick up following Covid-19 but also when the EU withdrawal is implemented fully. Officers continue to liaise with Glasgow Airport and other partners e.g. Office for Product Safety and Standards (OPSS) to understand challenges and funding available, | Communities and Regulatory Manager | March 2023 | 100% | The Team continues to receive referrals from the Single Point of Contact for consignments of interest imported via Glasgow Airport. Where the importer is out with Renfrewshire, the consignment is released after notification to the Inland Authority for their consideration. Work has begun to identify unknown importers in Hillington, to proactively advise them on their responsibilities as an importer. |  |
| Complete the review of animal licence conditions across all licences | To modernise and ensure relevant to new licensing requirements | Communities and Regulatory Manager | March 2023 | 30% | Work to review and revise licence conditions has started with new licences for some areas having been completed. This will continue to have all licence conditions revised during this financial year. |  |
| Deliver The Business Regulation Service Plan over the next 18 months | The Business Regulation Service Plan details the work to be undertaken by the service, setting out objectives, the resources required and approach to quality assurance in the format and detail required by Food Standards Scotland. The Plan this year also sets out the resource required to undertake a catch-up programme of food law inspections following the period during the COVID-19 pandemic when proactive routine inspections were restricted in line with guidance at that time from Food Standards Scotland. | Communities and Regulatory Manager | October 2023 | 75% | A further resource calculation review is underway as Food Standards Scotland attempt to achieve consistency across all Scottish LA's. Work on the recovery programme is on track to catch up on the food law programme. Health and Safety Interventions are being implemented and are on schedule. It is anticipated that work in both Food and Health and Safety will increase as the cost-of-living crisis escalates. It is anticipated that there will be an increase in enforcement work as businesses make cuts in some areas and fraudulent activity increases. |  |






| Status Icon | Performance Indicator | Frequency | 2021/22 Target | 2021/22 Value | 2022/23 Target | Q1 2022/23 Value | Explanation of Performance |
|---|---|-----------|----------------|---------------|----------------|------------------|---|
|  | Percentage of businesses brought into compliance with applicable legislation within 30 days | Quarterly | 100% | 100% | 100% | 100% | This performance indicator was directly linked to COVID-19 and bringing businesses back into compliance. However, whilst COVID-19 restrictions have been moved, the PI is as important for applicable legislation such as Age Restricted Sales and Fireworks which are led on Fair Trading Officers. Businesses are brought into compliance with regards to this legislation swiftly. |




| FAIR - We want Renfrewshire to be a fair place, where people feel safe, supported and empowered | | | | | | |
|--|---|---|---------------------------------|-------------------------------------|---|---|
| What will we do? | What difference will we make? | Who is leading this? | When will we do this by? | % Progress at mid-year point | Update on Progress | Status Icon |
| Develop and implement a new Tenant Participation Strategy. | The new strategy will review how we can best support tenant participation, including embracing digital technology, to help us reach groups who have not been previously involved. | Housing Regeneration and Development Manager | December 2022 | 85% | Strategy drafted and presented to Communities and Housing Policy Board on 16.08.22 with further consultation in progress and a final presentation to the Board on 25.10.22. |  |
| Establish the Welcome Hub at Glasgow airport for Ukrainian refugees | Ensuring a warm and safe welcome for refugees from Ukraine | Homeless and Housing Support Services Manager | March 2023 | 100% | Welcome Hub established, staffed 7 days a week, and supporting c200 households in hotel accommodation at any one time, and 85 households living in the community. |  |
| Support the Council's response to the Scottish Governments 'super sponsor' scheme for Ukrainian refugees and the UK Government's "Homes for Ukraine" scheme. | Safely resettle Ukrainian refugees within Renfrewshire | Communities and Regulatory Manager | March 2023 | 100% | Inspection of host properties and safeguarding checks having been completed for those where hosts engage with the process. New applications, as received follow this same process. Once all checks have been completed, applications are approved by the Ukraine Multi Agency Panel (UMAP) panel and then passed to COSLA and the Resettlement Team to commence matching hosts with Ukrainian families. |  |
| Support the resettlement of refugees in to settled accommodation. | Safely resettle refugees within Renfrewshire | Homeless and Housing Support Services Manager | March 2023 | 50% | Ongoing and in progress. To date, 85 households from Ukraine are known to have moved into settled accommodation in Renfrewshire. |  |




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| Develop and promote the work of the Advocacy Team to support tenants within the private rented sector | This will help ensure that tenants in the private rented sector have access to support and assistance available. | Communities and Regulatory Manager | March 2023 | 100% | Work with this new team is progressing well and good partnership working has developed with a number of successful outcomes. Awareness of this team has been raised within CAHS to promote signposting to the team for support services to be provided. Regular case discussion takes place between Officers regards advocacy and enforcement activity. |  |
| Deliver the key outputs from the 4th year of Renfrewshire's Rapid Rehousing Transition Plan (RRTP) | The RRTP details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support. | Homeless and Housing Support Services Manager | March 2023 | 50% | Range of RRTP initiatives are in progress and being delivered. |  |
| Enhance our Sheltered Housing and Health & Wellbeing service | We will broaden the range of support and wellbeing initiatives provided for sheltered housing tenants, as well as rolling this out to older tenants living in amenity housing. We will also offer access to health and wellbeing initiatives to homeless applicants and housing support service users. | Homeless and Housing Support Services Manager | March 2023 | 25% | Plans for the expanded service are in development with a view to operational processes being in place in early 2023. This will enable us to provide our Health & Wellbeing service across a broader range of locations |  |
| Launch new holistic support service 'MYLA' (My Life Ahead) | This service, provided in partnership with Turning Point Scotland, with funding from Alcohol & Drug Commission Programme Board supports people who are experiencing challenges in their life related to alcohol or drugs, and require assistance to ensure they have settled housing. | Homeless and Housing Support Services Manager | March 2023 | 100% | MyLA launched , receiving referrals, Steering Group established and caseload ahead of target – 17 live cases by September 2022 (target was 15 by December 2022). |  |


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| <p>Deliver the key actions for 2022/23 outlined within the Community Learning and Development Strategy for 2021–24 across the three key priority areas</p> <ul style="list-style-type: none"> • Young People, • Adults and Families, and • Building Communities | <p>The plan of activities and action set out in this strategy, is an ambitious plan of action over the next three years till 2024 that will deliver real opportunities for individuals, families and communities across Renfrewshire to develop capacity, shape community aspirations and develop and maintain the services and facilities they want locally</p> | <p>Communities Development Manager</p> | <p>March 2023</p> | <p>50%</p> | <p>A report detailing progress with year 1 of the CLD Strategy is being presented to the October 2022 Communities and Housing Policy board, covering the following areas -</p> <ul style="list-style-type: none"> • Service Review, Service Developments and Service Achievements • Digital Inclusion–ensuring everyone has the opportunity to participate & benefit from digital technology • Universal Provision - ensuring no-one is left behind promoting and providing opportunities for all • Targeted Provision– targeting specialist resource & support towards those most vulnerable or with restricted capacity. • Community Capacity/ Connecting Communities- working with individuals, families and groups that have capacity to develop, deliver and maintain the services and facilities they want locally. • |  |
| <p>Deliver the Antisocial Behaviour Strategy and provide an annual update on progress to the Communities and Housing Policy Board</p> | <p>We will tackle and will respond to antisocial behaviour in Renfrewshire through a partnership and evidence led early intervention approach.</p> | <p>Communities and Regulatory Manager</p> | <p>March 2023</p> | <p>75%</p> | <p>This strategy has outlined the work that is being undertaken to address the issue of anti-social behaviour. This work will be monitored and evaluated annually to ensure that services are making a difference and the first annual update on delivery of the strategy will be presented to board in early 2023.</p> |  |
| <p>Implement the Housing Management Services - Operational Activity Plan 2022/23. Under the following priorities;</p> | <p>The plan outlines the intended actions for 2022/23 to deliver continuous improvement and contribution to key operational activities locally and also details ongoing actions that contribute to</p> | <p>Housing Services Manager</p> | <p>March 2023</p> | <p>50%</p> | <p>This work is ongoing and on target.</p> |  |




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| <ul style="list-style-type: none"> • Recovery and resilience • Rent Collection • Managing Tenancy Changes • Estate and Tenancy Management | improving outcomes and conditions for Council Tenants. | | | | | |
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| Status Icon | Performance Indicator | Frequency | 2021/22 Target | 2021/22 Value | 2022/23 Target | Q1 2022/23 Value | Explanation of Performance |
|---|--|-----------|----------------|---------------|----------------|------------------|--|
|  | Average time from household presenting themselves as homeless to completion of duty (number of weeks) | Quarterly | 26 | 22.25 | 24 | 20.34 | Performance continues to be better than national average. Homelessness is increasing though, and it will be challenging to maintain this level of performance. |
|  | Percentage of adults who agree that Renfrewshire is a safe place to live. | Annual | 86% | 75% | 85% | N/A | This comes from the Renfrewshire Public Services Panel which was carried out in December 2020. |
|  | Percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live". | Annual | 85% | 82% | 85% | N/A | This comes from the Renfrewshire Public Services Panel which was carried out in December 2020. |
|  | Contact to be made with all Sponsors in the Homes for Ukraine programme (Private and Super Sponsors) within 5 working days of cases being passed to Renfrewshire Council | Quarterly | N/A | New Indicator | 95% | 100% | An information email issued at the time the information is received by the Council and attempts to make contact with sponsor made within 5 working days. The performance figure will include cases where unsuccessful attempts have been made to contact sponsors. |
|  | Visits to be made to every property/household that want to continue as a sponsor with process being followed through to completion (acceptance or rejection) | Quarterly | N/A | New indicator | 100% | 100% | Where the sponsor has been contactable, every property has been visited. |




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|  | Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year. | Quarterly | 8% | 8% | 7.5% | 8.58% | Work continues in this area to ensure rental income is maximised; however, cost of living is anticipated to impact on tenant capacity to pay rent. Evictions will remain the last resort for rent arrears, it should be noted that while there is a proposed moratorium on evictions, we will continue close monitoring of this area. |
|  | Rent collected as percentage of total rent due in the reporting year. | Quarterly | 98% | 98.2% | 98% | 97.07% | Work continues in this area to ensure rental income is maximised; however, cost of living is anticipated to impact on tenant capacity to pay rent. Evictions will remain the last resort for rent arrears, it should be noted that while there is a proposed moratorium on evictions, we will continue close monitoring of this area. |
|  | Average length of time taken to re-let properties in the last year (in days) | Quarterly | 60 days | 66 days | 53 | 63 | <p>The average length of time taken to re-let properties increased significantly to 85 days. Since then, this area has been prioritised and performance has improved over the year. Currently the average days to re-let properties is 63 days.</p> <p>The average number of days is on a downward trend and work will continue to identify opportunities to improve in this area. It is acknowledged that there will be 'legacy' days through backlog of properties becoming available to the letting pool, however with new contractors in place the aim is to improve performance in this area.</p> |


| GREENER - We will work towards a greener future | | | | | | |
|---|---|--|--------------------------|------------------------------|--|---|
| What will we do? | What difference will we make? | Who is leading this? | When will we do this by? | % Progress at mid-year point | Update on Progress | Status Icon |
| Deliver the Energy Efficiency Standard for Social Housing post-2020 (EESSH2) milestones | EESSH2 aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland. | Housing Asset and Investment Manager | March 2023 | 25% | Contractors mobilising for delivery of energy efficiency works – pilot projects on site Sept 2022. Note the Scottish Govt has commenced a review of EESSH2 to strengthen and realign the standard with the target for net zero heat in houses from 2040. The outcome of this process will determine the council's strategy to meet EESSH2 or any other standard which may emerge from the review. |  |
| Ensure the large value contracts for major works including Retrofit Design, Retrofit Works & Voids/Tenanted works are in place. | These contracts will ensure we continue to improve the energy efficiency and overall condition of our tenants homes. | Housing Asset and Investment Manager | March 2023 | 100% | Each of these 3 large value contracts were approved by the Finance, Resources and Customer Services Policy Board have been awarded and contractors are currently mobilising to commence works and future updates on progress will be brought to the Communities and Housing Policy Board |  |
| Progress the Regeneration and Renewal programme in eight Regeneration Areas, including – <ul style="list-style-type: none"> Establish and begin to implement a programme for each area, with milestones for demolition, new build and investment in homes being retained | Over the next 10 years, the £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing that will not only significantly enhance the Council's housing stock but will also contribute to the wider transformation of Renfrewshire as a place, and will be central to the economic and social recovery of Renfrewshire. | Housing Regeneration and Development Manager | March 2023 | 50% | <p>Programme for each area prepared and implementation started, with milestones for demolition, new build and investment in homes being retained.</p> <p>In terms of the acquisition of private properties across the eight regeneration areas, 89 have been identified and of those, 32 have already been valued. Agreement has been reached with owners of 7 of these 32 properties and a further 4 of the 32 have now been acquired by the council.</p> |  |





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| <ul style="list-style-type: none"> Set up Neighbourhood Renewal Groups for the Regeneration Areas so that all stakeholders can contribute to the housing-led regeneration | | | | | <p>170 households have been represented at “pop-up” events held in the eight areas during August and September 2022 and further events will be held during the duration of the programme.</p> <p>The Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 1 Update report highlighting all activities to date and including detailed timescales for delivery of the Investment Programme, was presented to the Communities and Housing Policy Board in August 2022.</p> | |
| Complete our New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde | This will see us develop a standard specification for our new build houses to deliver net zero carbon homes by 2030, taking into account the whole lifecycle of the buildings including embodied carbon in construction, tenants’ use and recycling at demolition | Housing Regeneration and Development Manager | March 2023 | 100% | <p>This is now complete.</p> <p>The purpose of this project was to evolve a theoretically net zero carbon standard newbuild housing specification for future Council developments and was led by a team from the University of Strathclyde.</p> <p>The team summarised the Council’s 2018 specification, which already complied with EESSH2 and then successfully evolved three further iterations of a standard new housing specification – the 2022, 2025 and 2030 specifications – which progressively reduced carbon emissions by concentrating respectively on operational, embodied and life-cycle emissions, culminating in the final (2030) specification’s being theoretically net zero.</p> |  |

| Status Icon | Performance Indicator | Frequency | 2021/22 Target | 2021/22 Value | 2022/23 Target | Q1 2022/23 Value | Explanation of performance |
|---|---|-----------|----------------|---------------|----------------|------------------|---|
|  | Air Quality - Annual average PM10 value across all continuous monitoring sites | Annual | 18ug/m3 | 10.2ug/m3 | 18ug/m3 | N/A | Data is calculated annually will not be available until later in 2022 following validation by the Scottish Government. |
|  | Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits | Annual | 41ug/m3 | <40ug/m3 | 40ug/m3 | N/A | Data is calculated annually will not be available until later in 2022 following validation by the Scottish Government. |
|  | Percentage of Council housing stock which meets the Scottish Housing Quality Standard | Annual | 100% | 57% | 100% | N/A | <p>This indicator is reported on an annual basis.</p> <p>NOTE FROM YEAR END 2021/22 - This year has seen an increase in the %age of failures as 2 new elements are now included within the calculation of this PI. For the first time, compliance with 5 yearly EICR checks and the new smoke and heat detector standard are included within the assessment of SHQS compliance. The council's programme of EICR checks and smoke detector upgrades has been significantly affected by the impact of COVID on the construction industry and was not complete by March 2022 as planned. Both the EICR and smoke detector programmes are still ongoing and when complete will give a significant increase in properties passing SHQS over the next year. At the end of 2021/22, 6,976 of the stock of 12,216 met the standard SHQS standard.</p> <p>There are 957 properties not in scope as they are part of approved demolition programmes and 253 properties currently in abeyance due to tenant refusal of works.</p> |




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|  | Percentage of homes meeting the EESSH 2020 standard | Annual | 95% | 78.4% | 95% | N/A | <p>This indicator is reported on an annual basis.</p> <p>NOTE FROM YEAR END 2021/22 - This indicator previously recorded the percentage of council dwellings that are energy efficient. It has been superseded by EESSH indicators which are returned to the Scottish Housing Regulator. At the end of 2021/22, over 9,500 of the stock of 12,216 meet the EESSH2020 standard. There are over 1,200 properties exempt from EESSH in terms of SHR guidance, including 957 properties which are part of approved demolition programmes. The percentage of our stock that meets the current EESSH standard is 78.4%.</p> |
|  | Percentage of reactive repairs carried out in the last year completed right first time | Annual | 93% | 85% | 93% | N/A | <p>This indicator will be reported on an annual basis.</p> <p>NOTE FROM YEAR END 2021/22 - From the total number of reactive repairs completed (26,748) a total of 22,731 repairs were completed right first time during the reporting year.</p> |
|  | Percentage of Overall Repairs Completed Within Target | Quarterly | 95% | 93.6% | 95% | N/A | <p>In April this year, the Council adopted Work Hub system for repairs reporting. There have been technical issues with this system and as such the service is unable to provide performance information on repairs timescales. Work is progressing to address these issues</p> |
|  | Average length of time taken to complete non-emergency repairs (days) | Quarterly | 15 days | 14 days | 15 days | N/A | <p>In April this year, the Council adopted Work Hub system for repairs reporting. There have been technical issues with this system and as such the service is unable to provide performance information on repairs timescales. Work is progressing to address these issues.</p> |

| Living our Values - As an organisation, we will be driven by our values, to be fair, helpful, collaborative and value learning | | | | | | |
|---|--|---|--------------------------|------------------------------|---|---|
| What will we do? | What difference will we make? | Who is leading this? | When will we do this by? | % Progress at mid-year point | Update on Progress | Status Icon |
| Expand the Housing Asset and Investment team's resources to ensure capacity for the additional works programmed for the coming years. | This will ensure the successful delivery of the over £250m in capital investment in housing over the next 5 years (with significant ramping up in years 2 and 3). | Housing Asset and Investment Manager | March 2023 | 50% | Structure proposals are currently being developed |  |
| Deliver any new duties which may form a future Housing Bill following the Scottish Government's PREVENTION OF HOMELESSNESS DUTIES consultation. | Changes to existing homelessness legislation may include measures to ensure homelessness is prevented at an earlier stage, including a proposal to extend the duty to take reasonable steps to prevent homelessness up to six months before, to maximise the housing options available to people and to prescribe what reasonable steps may include. | Homeless and Housing Support Services Manager | March 2023 | 0% | This action will be progressed once there is confirmation of any new duties being introduced. The Programme for Government which was announced in September 2022, states that the Scottish Government intends to introduce a new Housing Bill by the end of this parliamentary year. | N/A |
| Finalise service review and restructure of the Community Protection team | The new structure will respond to the changing needs of service users as well as providing opportunities for career development for staff within these teams. | Communities and Regulatory Manager | March 2023 | 100% | The Communities and Public Protection Review has been completed with new structure, posts and shifts being implemented from 1 September 2022. This has included new starts, shift re-alignments and amended working patterns. |  |
| Implement the voluntary professional dog walking scheme in Renfrewshire | As part of the voluntary initiative the scheme will set minimum standards for the businesses so dog owners feel their pets are safe and in reliable hands. | Communities and Regulatory Manager | March 2023 | 75% | The scheme has been prepared and ready to be launched. Work underway with Corporate Comms to get assistance in launching the scheme by early 2023. |  |

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| Work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas | This will ensure a joined up, co-ordinated approach to dealing with serious organised crime and threats of terrorism. | Resilience & Deployment Manager | March 2023 | 100% | <p>The PMAP Guidance, mandatory Chair and Depute Chair Training, the Annual Assurance Statement and Annual Overview Product have all been completed to ensure Renfrewshire Council meets its statutory requirements under the PREVENT legislation.</p> <p>The K Division SOC Interventions meeting is now well established, and through that Group various training and enforcement opportunities have been realised.</p> <p>The Deter/Disrupt Sub-Group has been established to work in partnership to tackle Serious and Organised Crime alongside Police Scotland.</p> <p>The Notice-Check-Share Awareness Training continues to be rolled out to front line services.</p> |  |
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| Status Icon | Performance Indicator | Frequency | 2021/22 Target | 2021/22 Value | 2022/23 Target | Q1 2022/23 Value | Explanation of performance |
|---|--|-----------|----------------|---------------|----------------|------------------|---|
|  | Training – Percentage of staff training undertaken in relation to qualifications | Quarterly | 100% | 100% | 100% | 100% | Training of staff continues to be undertaken as part of the Service growing our own talent to allow us to retain staff. The Environmental Health Training has undertaken their 39 weeks as part of their 3 rd year degree (9 more weeks in 4 th year). The Environmental Health Compliance Officers continue to work towards the Environmental Health Diploma and Fair Trading Officers are being Supervised and led by Trading Standards Officers as they complete coursework. |
|  | Total Percentage of frontline (stage 1) complaints responded to within 5 days | Quarterly | 95% | 61% | 95% | 53% | 249 Frontline complaints were received in Q1, with 132 answered on time. Figures for first two months of Quarter 2 show an increase to 65% frontline complaints answered within 5 days. |
|  | Total Percentage of investigation (stage 2) complaints responded to within 20 days | Quarterly | 95% | 81% | 95% | 67% | 6 Investigation complaints were received in Q1, with 4 answered on time. Figures for the first two months of Quarter 2 show an increase to 88% of investigation complaints answered within 20 days. |
|  | Average number of work days lost per full time equivalent (FTE) employee. (cumulative) | Quarterly | 8.5 | 11.53 | 8.5 | 3.55 | The service is proactively managing each absence to ensure all available support and assistance is provided to staff who are currently off due to sickness absence. A monthly review meeting is also held with colleagues in HR to ensure absence remains a focus of the service. |

DATA ONLY INDICATORS

| Status Icon | Performance Indicator | Frequency | 2021/22 Value | Q1 2022/23 | Explanation of performance |
|---|---|-----------|---------------|------------|--|
|  | Enhanced Enforcement of Private Rented Sector - no. of investigations | Quarterly | 43 | 10 | This is a reactive service and numbers relate to tenants having made contact with the Service. A new Advocacy Response Team bringing Officers from Housing Advice Services and Environmental Health together has been set up to provide clearer, and better services to private sector tenants. The team offers support, advice and investigation regarding repairs in a coordinated manner. |
|  | Enhanced Enforcement of Private Rented Sector - no. of reports to First Tier Tribunal | Quarterly | 5 | 1 | One case has been reported to the First Tier Tribunal during this reporting period. Cases often take several weeks to get to this stage after liaison with the tenant and landlord. Only cases where the landlord isn't acting on repairs are reported to the Tribunal. |
|  | Enhanced Enforcement of Private Rented Sector - no. of RPNs issued | Quarterly | 453 | 93 | Rent Penalty Notices (RPNs) are issued where landlords have failed to register or to renew a registration before it expires. RPN's are also being issued where a landlord has failed to provide prescribed information in respect of their rental property, which is a legal requirement at the time of registration. The RPN's are issued after a landlord has been written to on two occasions asking them to provide this information but still fails to do so. |