

Notice of Meeting and Agenda Housing & Community Safety Policy Board

Date	Time	Venue
Tuesday, 23 August 2016	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Bill Brown: Councillor John Caldwell: Councillor Eddie Devine: Councillor Jacqueline Henry: Councillor Brian Lawson: Councillor Mags MacLaren: Councillor Eileen McCartin: Councillor Cathy McEwan: Councillor Marie McGurk: Councillor Alexander Murrin: Councillor Allan Noon: Councillor Jim Sharkey:

Councillor Tommy Williams (Convener): Councillor Margaret Devine (Depute Convener):

Members of the Press and Public

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

Further Information

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

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

For further information, please either email democratic-services@renfrewshire.gov.uk or telephone 0141 618 7112.

Items of business

Apologies

Apologies from members.

Declarations of Interest

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

- | | | |
|----------|---|----------------|
| 1 | Revenue Budget Monitoring Report | 7 - 14 |
| | Joint report by Director of Finance & Resources and Director of Development & Housing Services. | |
| 2 | Capital Budget Monitoring Report | 15 - 22 |
| | Report by Director of Finance & Resources. | |
| 3 | Scottish Fire & Rescue - Scrutiny Report | 23 - 38 |
| | Report by David Proctor, Local Senior Officer. | |
| 4 | Scottish Fire & Rescue Service Strategic Plan 2016/19 | 39 - 46 |
| | Report by Director of Community Resources. | |
| 5 | Police Scotland - Scrutiny Report | 47 - 58 |
| | Report by Chief Superintendent J Downie, Police Scotland. | |
| 6 | Annual Review of Policing 2015/16 - Scottish Police Authority | 59 - 64 |
| | Report by Director of Community Resources. | |
| 7 | Draft Strategic Police Priorities for Scotland Consultation Paper - Scottish Government | 65 - 72 |
| | Report by Director of Community Resources. | |
| 8 | Police Scotland - Counter Corruption Unit Assurance Review (HMICS) | 73 - 76 |
| | Report by Director of Community Resources. | |

9	Public Protection, Operational Update	77 - 82
	Report by Director of Community Resources.	
10	Scottish Social Housing Charter - Annual Return 2015/16	83 - 98
	Report by Director of Development & Housing Services.	
11	Review of the Scottish Social Housing Charter - A Consultation	99 - 114
	Report by the Director of Development & Housing Services.	
12	Draft Strategic Housing Investment Plan 2017/18 - 2021/22	115 - 128
	Report by Director of Development & Housing Services.	
13	Customer Engagement for Housing Annual Report 2015/16	129 - 140
	Report by the Director of Development & Housing Services.	
14	Housing Energy Efficiency and Carbon Reduction Programmes: 2016/17 Update	141 - 146
	Report by Director of Development & Housing Services.	

15 Allocation of Houses: Housing Rule 10.7

Submit intimation by Director of Development & Housing Services in terms of Housing Rule 10.7, which requires all housing allocations which involve either (i) Council members of their immediate families or (ii) members of staff of the Housing Division or their immediate families to be notified to the relevant Policy Board.

Address 5D Gallowhill Court, Gallowhill
Size One bedroom
Allocated to Son of employee

Address 127 1/3 George Street, Paisley
Size Two bedroom
Allocated to Sister of employee

Address 13E Speirsfield Court, Paisley
Size Two bedroom
Allocated to Sister of employee

Address 16 Cairngorm Crescent, Glenburn, Paisley
Size Three bedroom
Allocated to Daughter of elected member(s)

EXCLUSION OF PRESS AND PUBLIC

The Board may by resolution exclude the press and public from the meeting during consideration of the following items of business as it is likely, in view of the nature of the business to be transacted, that if members of the press and public are present, there could be disclosure to them of exempt information as defined in paragraphs 8 & 9 of Part I of Schedule 7A of the Local Government (Scotland) Act, 1973.

16 Building Services Trading Budget Monitoring Report



To: Housing and Community Safety Policy Board

On: 23 August 2016

Report by: Director of Finance and Resources and Director of Development and Housing Services

Heading: Revenue Budget Monitoring to 24 June 2016

1. **Summary**

1.1 Gross expenditure and income are reported to be in line with budget which results in a breakeven position for the services reporting to this Policy Board:

This is summarised over the relevant services in the table below:

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
HRA	Breakeven	-	N/A	-
Other Housing	Breakeven	-	N/A	-

2. **Recommendations**

2.1 Members are requested to note the budget position

2.2 Members are requested to note there have been no budget realignments processed since the budget was approved.

3. **Housing Revenue Account**
 Current Position: **Breakeven**
 Previously Reported: ***N/A***

The current breakeven position principally reflects a minor overspend within Employee costs due to low staff turnover in the service in the early part of the year which will be offset by a projected underspend in loan charges.

3.1 **Projected Year End Position**

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

4. **Other Housing**
 Current Position: **Breakeven**
 Previously Reported: ***N/A***

At this stage in the financial year the account reflects a breakeven position.

4.1 **Projected Year End Position**

It is projected that the Other Housing division will achieve a breakeven position by the year end.

Implications of the Report

1. **Financial** – Net revenue expenditure will be contained within available resources.
2. **HR & Organisational Development** - none
3. **Community Planning** – none
4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** - none.

7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** - none
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Author: Margo Simpson, Ext 5392

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 24 June 2016

POLICY BOARD : HOUSING AND COMMUNITY SAFETY

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)		
	£000's	£000's	£000's	£000's	£000's	£000's	%	
Employee Costs	9,216	1,589	1,606	(3)	1,603	(14)	-0.9%	overspend
Property Costs	77,569	16,948	15,610	1,336	16,946	2	0.0%	underspend
Supplies & Services	386	77	83	(6)	77	0	0.0%	breakeven
Contractors and Others	45	0	18	(14)	4	(4)	0.0%	breakeven
Transport & Plant Costs	36	4	5	(1)	4	0	0.0%	breakeven
Administration Costs	5,285	51	43	1	44	7	13.7%	underspend
Payments to Other Bodies	5,930	518	602	(84)	518	0	0.0%	breakeven
CFCR	1,387	320	0	320	320	0	0.0%	breakeven
Capital Charges	22,809	0	0	0	0	0	0.0%	breakeven
GROSS EXPENDITURE	122,663	19,507	17,967	1,549	19,516	(9)	0.0%	overspend
Income	(117,199)	(10,917)	(10,350)	(576)	(10,926)	9	0.1%	over-recovery
NET EXPENDITURE	5,464	8,590	7,617	973	8,590	0	0.0%	breakeven

Bottom Line Position to 24 June 2016 is breakeven of
Anticipated Year End Budget Position is breakeven of

0.0%
0.0%

£000's
0
0

RENFREWSHIRE COUNCIL

REVENUE BUDGET MONITORING STATEMENT 2016/2017

1st April 2016 to 24 June 2016

Description	(1)	£000's
Housing Revenue Account		
Other Housing		
		NET EXPENDITURE

Revised Annual Budget	£000's
(2)	0
	5,464
	5,464

Revised Period Budget (3)	£000's
	(5,756)
	14,346
	8,590

Actual (4)	£000's
	(7,336)
	14,953
	7,617

Adjustments	£000's
(5)	1,580
	(607)
	973

Revised Actual	
(6) = (4 + 5)	
£000's	
	(5,756)
	14,346
	8,590

Budget Variance		
£000's	%	
0	0.0%	breakeven
0	0.0%	breakeven
0	0.0%	breakeven

£000's	0	0
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Bottom Line Position to 24 June 2016 is breakeven of
Anticipated Year End Budget Position is breakeven of

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 24 June 2016

POLICY BOARD : HOUSING AND COMMUNITY SAFETY : HOUSING REVENUE ACCOUNT

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)	
	£000's	£000's	£000's	£000's	£000's	£000's	%
Employee Costs	7,500	1,301	1,315	0	1,315	(14)	-1.1% overspend
Property Costs	12,997	2,756	1,430	1,324	2,754	2	0.1% underspend
Supplies & Services	330	71	71	0	71	0	0.0% breakeven
Contractors and Others	23	0	4	0	4	(4)	0.0% breakeven
Transport & Plant Costs	17	1	1	0	1	0	0.0% breakeven
Administration Costs	2,924	49	42	0	42	7	14.3% underspend
Payments to Other Bodies	3,983	342	337	5	342	0	0.0% breakeven
CFCR	1,387	320	0	320	320	0	0.0% breakeven
Capital Charges	22,809	0	0	0	0	0	0.0% breakeven
GROSS EXPENDITURE	51,970	4,840	3,200	1,649	4,849	(9)	-0.2% overspend
Income	(51,970)	(10,596)	(10,536)	(69)	(10,605)	9	0.1% over-recovery
NET EXPENDITURE	0	(5,756)	(7,336)	1,580	(5,756)	0	0.0% breakeven

Bottom Line Position to 24 June 2016 is breakeven of **0.0%**

Anticipated Year End Budget Position is breakeven of **0.0%**

REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 24 June 2016

POLICY BOARD : HOUSING AND COMMUNITY SAFETY : OTHER HOUSING

Description (1)	£000's	Revised Annual Budget (2)	£000's	Revised Period Budget (3)	£000's	Actual (4)	£000's	Adjustments (5)	£000's	Revised Actual (6) = (4 + 5)	£000's	Budget Variance £000's	% (7)
Employee Costs		1,716		289		292		(3)		289		0	0.0%
Property Costs		64,572		14,190		14,181		9		14,190		0	0.0%
Supplies & Services		56		6		11		(5)		6		0	0.0%
Contractors and Others		22		0		14		(14)		0		0	0.0%
Transport & Plant Costs		19		3		4		(1)		3		0	0.0%
Administration Costs		2,361		2		1		1		2		0	0.0%
Payments to Other Bodies		1,948		176		264		(88)		176		0	0.0%
CFCR		0		0		0		0		0		0	0.0%
Capital Charges		0		0		0		0		0		0	0.0%
GROSS EXPENDITURE		70,694		14,666		14,767		(101)		14,666		0	0.0%
Income		(65,230)		(320)		186		(506)		(320)		0	0.0%
NET EXPENDITURE		5,464		14,346		14,953		(607)		14,346		0	0.0%

Bottom Line Position to 24 June 2016 is breakeven of 0.0%
Anticipated Year End Budget Position is breakeven of 0.0%



To: HOUSING & COMMUNITY SAFETY POLICY BOARD

On: 23 AUGUST 2016

Report by: Director of Finance and Resources

Heading: Capital Budget Monitoring Report

1. Summary

- 1.1 Capital expenditure to 24th June 2016 totals £1.375m compared to anticipated expenditure of £1.421m for this time of year. This results in an under-spend position of £0.046m for those services reporting to this board, and is summarised in the table below:

Division	Current Reported Position	% Variance	Previously Reported Position	% Variance
Housing (HRA)	£0.037m u/spend	3% u/spend	<i>n/a</i>	<i>n/a</i>
Housing (PSHG)	£0.009m u/spend	4% u/spend	<i>n/a</i>	<i>n/a</i>
Total	£0.046m u/spend	3% u/spend	<i>n/a</i>	<i>n/a</i>

- 1.2 The expenditure total of £1.375m represents 8% of the resources available to fund the projects being reported to this board. Appendix 2 provides further information on the budget monitoring position of the projects within the remit of this board.
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2. Recommendations

- 2.1 It is recommended that Members note this report.

3. **Background**

- 3.1 This report has been prepared by the Director of Finance and Resources in conjunction with the Chief Executive and the Director of Development & Housing Services.
- 3.2 This is the first capital budget monitoring to members in 2016/17 and it details the performance of the Capital Programme to 24th June 2016, and is based on the Housing Capital Investment Plan which was approved by council on 3rd March 2016 and the Private Sector Housing Investment Programme approved by the board on 15th March 2016, adjusted for movements since its approval. Appendix 1 lists the approved projects for information.

4. **Budget Changes**

- 4.1 Since the capital budget was approved budget changes totalling £2.902m have arisen which relate to projects brought forward from 2015/16:-
- **HRA:**
 - A summary of the budget changes totalling £1.165m for HRA can be found in Appendix 3.
 - **PSHG:**
 - Net budget changes of £1.736m reflecting re-profiling of expenditure between 2015/16 and 2016/17.

Implications of the Report

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

List of Background Papers

- (a). Capital Investment Programme 2016/17 & 2017/18 – Council, 3rd March 2016.
- (b). Housing Revenue Account Budget and Rent Levels 2016/17 and Housing Capital Investment Plan 2016/17 to 2018/19 – Council, 3rd March 2016.

The contact officers within the service are:

- Geoff Borland (Finance & Resources)
- Louise Feely (Housing)
- Ian MacKinnon (Housing)

Author: *Geoff Borland, Principal Accountant, 0141 618 4786, geoffrey.borland@renfrewshire.gov.uk.*

Housing(HRA) - Appendix 1(a)

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

Project Title	Approved Programme @03/03/15	Current Programme MR 3
Department: Housing(HRA)		
Kitchens, Bathrooms, Rewiring	1,050	1,151
Heating	1,215	1,716
External Improvements	2,900	2,326
Energy Programme	10	234
Multi Storey Flats	550	411
Common & Environmental Works	275	225
Demolition	2,930	3,366
Other Council Priorities	980	1,080
Other Assets	260	256
Initiatives	455	626
Non Property Expenditure	70	70
Non Physical Investment	10	10
Professional Fees	2,000	2,017
Council House New Build	1,525	1,500
Future Years Allowances	0	407
TOTAL HOUSING PROGRAMME	14,230	15,396

Housing(PSHG) - Appendix 1(b)

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

Project Title	Approved Programme @03/03/16	Current Programme MR 3
Department: Housing(PSHG)		
General PSHG Programme	1,200	0
Owners In Council House Schemes	0	1,821
Salaries	0	126
Care & Repair - Revenue Support	0	206
Disabled Adaptations	0	773
Fees/consultancy/Title Clearance	0	5
Private Rented Sector	0	5
TOTAL HOUSING PROGRAMME	1,200	2,936

Appendix 2

CAPITAL PROGRAMME 2016/17 - BUDGET MONITORING REPORT TO 24 JUNE 2016 (£000s)

POLICY BOARD Department	Council Approved Programme	Current Programme	Share of Available Resources	Year to Date Budget to 24-Jun-16	Spent to 24-Jun-16	Variance to 24-Jun-16	% variance	Unspent Cash Flow For Year	% Cash Spent
Housing & Community Safety									
Housing & Property (Housing - HRA)	14,230	15,396	15,396	1,180	1,143	37	3%	14,253	7%
Housing & Property (Housing - non HRA)	1,200	2,936	2,936	241	232	9	4%	2,704	8%
TOTAL	15,430	18,332	18,332	1,421	1,375	46	3%	16,957	8%

Housing(HRA) - Appendix 3

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

Project Title	Projects Brought Forward from 2015/16:	Projects Accelerated from 2016/17 to 2015/16:	Transferred in 2016/17:	Total Impact in 2016/17:
Department: Housing(HRA)	£000	£000	£000	£000
Kitchens, Bathrooms, Rewiring	116	0	-14	101
Heating	0	9	510	501
External Improvements	0	233	-341	-574
Energy Programme	0	0	224	224
Multi Storey Flats	111	0	-250	-139
Common & Environmental Works	0	10	-40	-50
Demolition	462	0	-27	436
Other Council Priorities	0	363	463	100
Other Assets	0	4	0	-4
Initiatives	171	0	0	171
Non Property Expenditure	0	9	9	0
Non Physical Investment	0	0	0	0
Professional Fees	1,026	0	-1,051	-25
Council House New Build	17	0	0	17
Future Years Allowances	0	110	518	407
Total	1,903	738	0	1,165

Report to:	Renfrewshire Council Housing and Community Safety Policy Board
Date of Report:	2 August 2016
Report by:	David Proctor, Local Senior Officer (LSO) Scottish Fire and Rescue Service

Subject:	Scottish Fire and Rescue Service (SFRS) Report
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PURPOSE OF THIS REPORT

1. The purpose of this report is to inform the Housing and Community Safety Policy Board of the Scottish Fire and Rescue Service's (SFRS) performance and activities during the 1st April to 30th June 2016 reporting period.

PERFORMANCE

2. The information provided in this report and attached appendix relates to the specific key performance indicators detailed in the Renfrewshire Local Fire and Rescue Plan 2014-2017. The SFRS Local Senior Officer will be happy to meet with any Elected Members who wish to discuss specific Ward issues.

A summary of the key performance indicators is detailed below:

- a. The total number of Accidental Dwelling Fires decreased from **54** in the same period in 2015 to **47** in the current reporting period.
- b. The total number of All Non-Fatal Fire Casualties increased from **11** in the same period in 2015 to **14** in the current reporting period.
- c. The total number of incidents involving Deliberate Fire Raising increased from **199** in the same period in 2015 to **351** in the current reporting period.
- d. The total number of Fires in Non-Domestic Buildings increased from **20** in the same period in 2015 to **22** in the current reporting period.

- e. The total number of Unwanted Fire Alarm Signal incidents decreased from **205** in the same period in 2015 to **170** in the current reporting period.
- f. The total number of Road Traffic Collisions incidents attended by SFRS which resulted resulting in non-fatal casualties, increased from **8** in the same period in 2015 to **18** in the current reporting period. The number of recorded casualties increased from **13** in the same period in 2015 to **29** in the current reporting period.

PRIORITIES & INTERVENTIONS

- 3. SFRS is committed to working in partnership with Community Planning partners in the public, private and voluntary sectors in order to work together for a safer Scotland. Strengthening our relationship with and working in partnership to add value to our communities is critical to the success of our strategy.

The following activities are illustrative of SFRS arrangements in terms of partnership working and targeted engagement:

- a. The Local Area Liaison Officer (LALO) attends Tasking Meetings within Renfrewshire Safety Hub three mornings a week and provides statistics of incidents within the Renfrewshire area to ensure partners are aware of all fire related anti-social activity. This forum continues to deliver on achieving joint positive initiatives and outcomes including:
 - i. Intervention at the old Royal Alexandra Infirmary Building in Paisley to reduce the impact of deliberate fire setting incidents.
 - ii. Targeted interventions by SFRS, Police Scotland and Renfrewshire Community Wardens in the Corseford area of Johnstone to tackle an upward trend of deliberate fires. This is still ongoing and will be reported in full at a later date.
- b. Adult and Drugs Partnership (ADP) clinics in Renfrewshire are visited twice a month to deliver structured intervention. This relationship has provided an opportunity to support the 'Brighter Renfrewshire alcohol awareness week' with a multi-agency event held on Tuesday 21st of June at the Renfrewshire Safety Centre funded by a grant from the ADP.
- c. During May and June as part of the Building Safer Greener Communities initiative; Renfrewshire Safety Centre staff were involved in Ferguslie as part of our commitment to

target streets with a high tariff of incidents by encouraging house holders to receive a free Home Fire Safety Visit (HFSV).

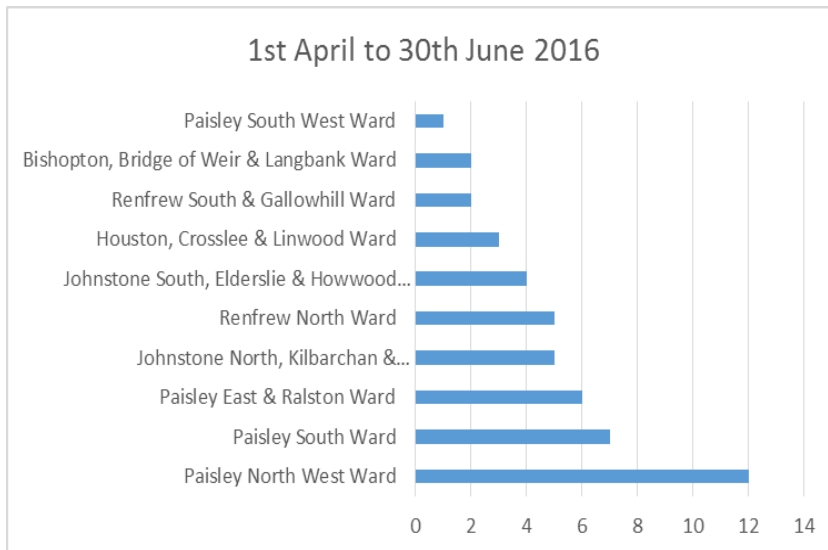
- d. In May a Firereach course was delivered at the Renfrewshire Safety Centre to pupils from Johnstone High School. The pupils enjoyed a challenging and rewarding 4 day course. A further Firereach course was delivered in June to pupils from Paisley Grammar.
- e. A total of 409 Home Fire Safety Visits were carried out by in Renfrewshire during the reporting period. Of these:
 - i. 36 were as a result of high risk referrals from Renfrewshire Community Planning partners to SFRS.
 - ii. 104 were as a result of Post Domestic Incident Responses (PDIR). The SFRS conducts a PDIR at all domestic dwelling incidents (includes fire alarm actuations and special services). This involves positive engagement with the occupier(s) of the affected property and neighbouring properties by SFRS personnel. Fire safety advice and support are provided; where required SFRS provide and fit 10 year battery powered smoke detectors.
- f. SFRS Community Action Team officers attended a safety day at DIAGEO Braehead; this was a multi-agency event to deliver a variety of safety and information talks to the DIAGEO staff. The SFRS team delivered a home fire safety talk to over 500 staff resulting in 59 HFSV requests on the day.

RECOMMENDATIONS

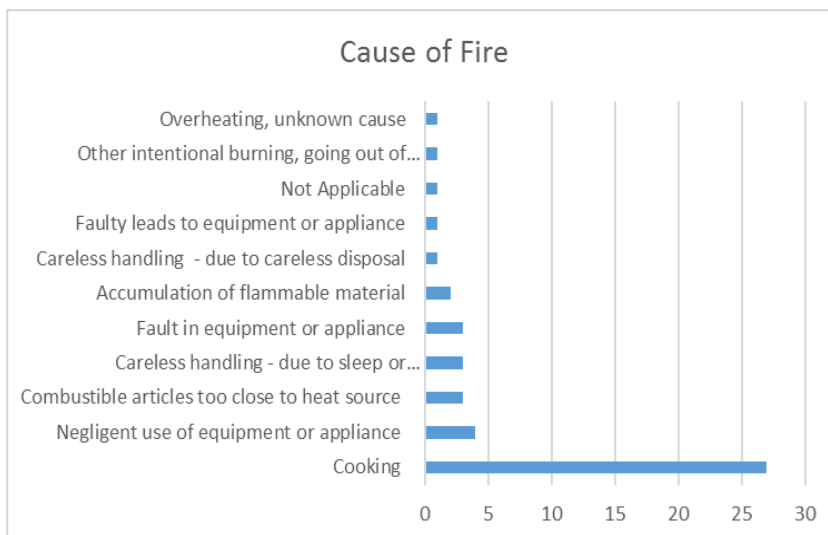
Housing and Community Safety Board members are asked to note the contents of this report and the attached appendix.

1. REDUCTION OF ACCIDENTAL DWELLING FIRES

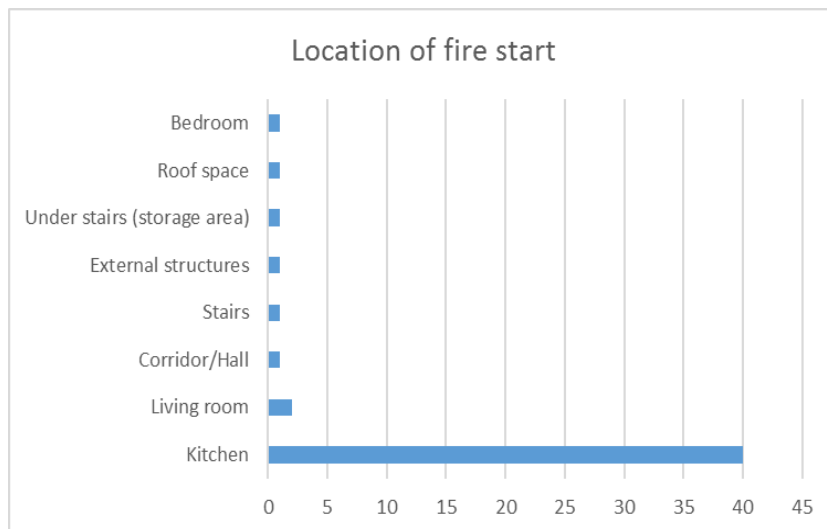
1.1. Incidents by Ward



1.2. Cause of Fire

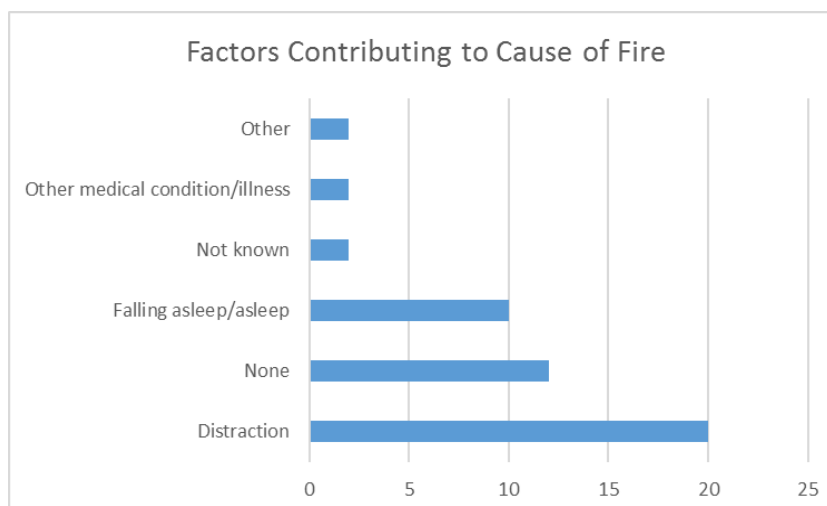
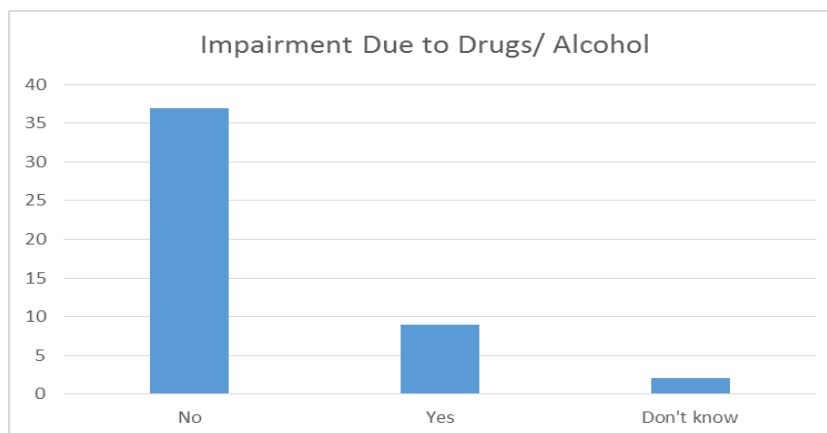


1.3. Location of Fire



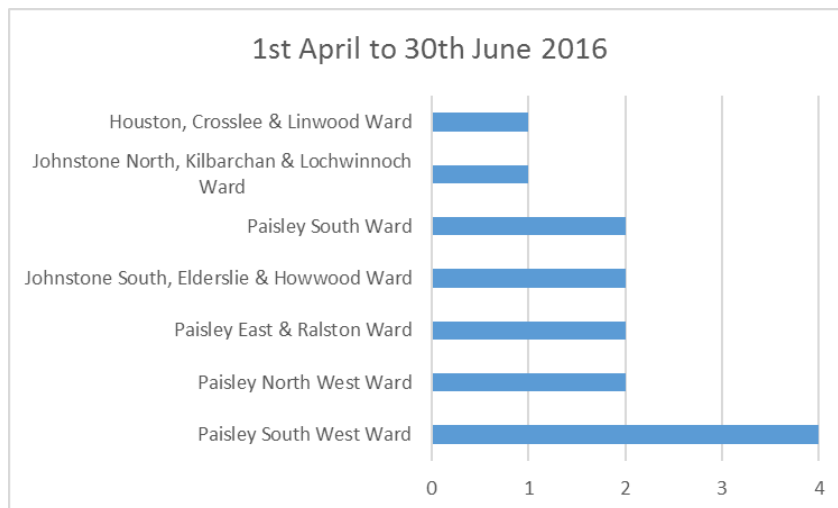
As is evident from the tables (1.2 and 1.3) above cooking remains the most significant cause of accidental dwelling fires.

1.4. Human Factors

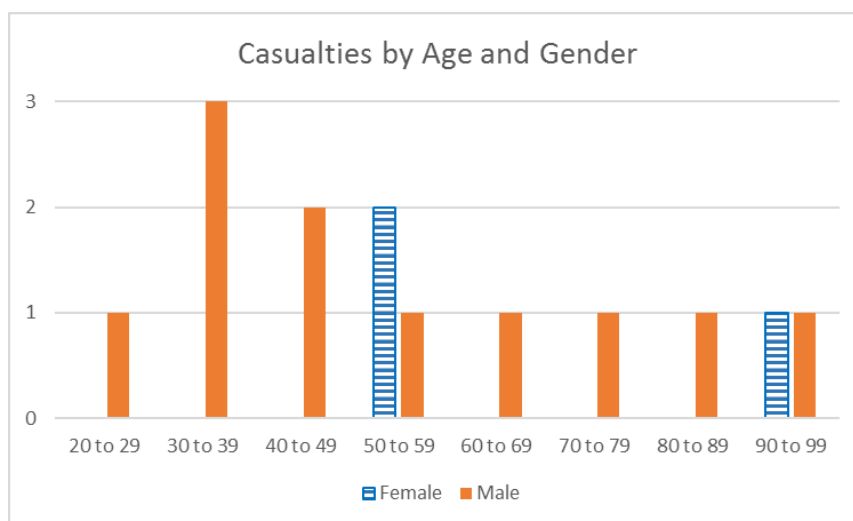


2. REDUCTION OF FIRE CASUALTIES

2.1. Casualties by Ward



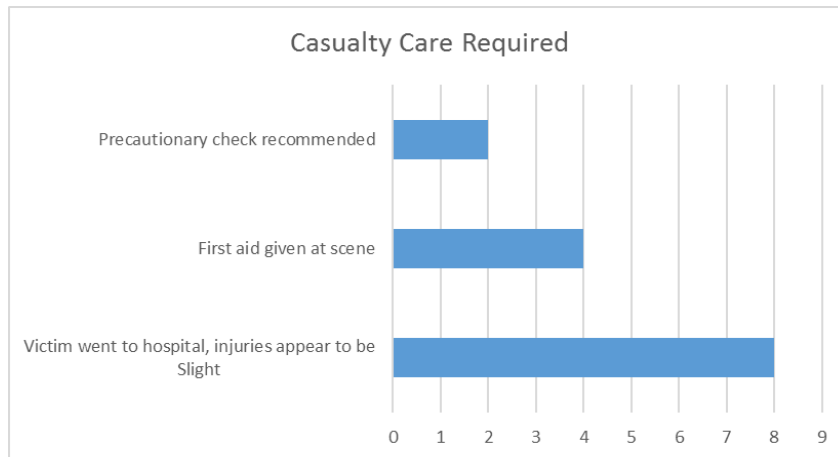
2.2. Casualties by Age and Gender



Renfrewshire's fire casualty profile with a predominant number of males recorded is outwith the Scottish profile. Over the past two years there has been a growing trend of older females being the most at risk of harm from fire.

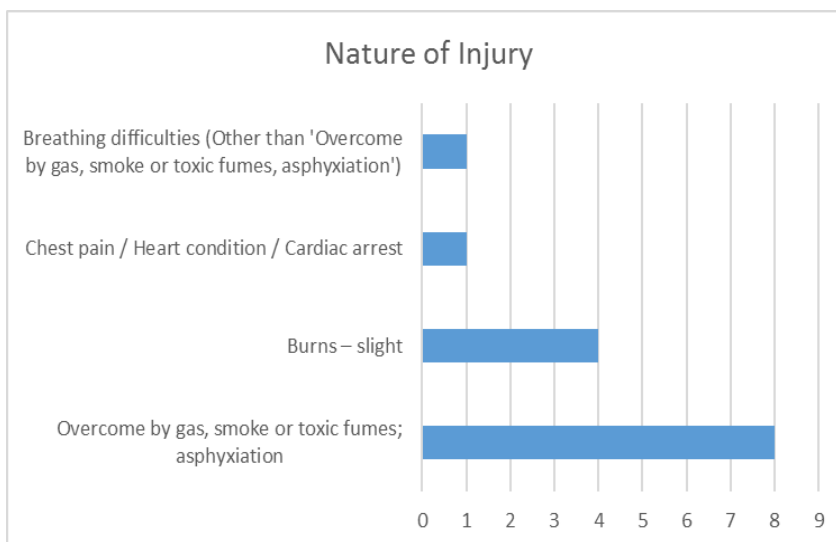
Renfrewshire still has 36% of fire casualties in the 60+ age group; and with a continuing increase in the older population this profile is likely to change. Significant resources from SFRS and our partners are dedicated to engaging with risk groups within our communities to provide home safety (including fire safety) advice to support and safeguard those more vulnerable residents.

2.3. Extent of Harm



The positive impact of early warning of fire provided by either standalone or linked smoke alarms is evident in terms of the reduction in the number of severe dwelling fires and the associated level of fire related injuries compared to 10 years ago.

2.4. Nature of Injury

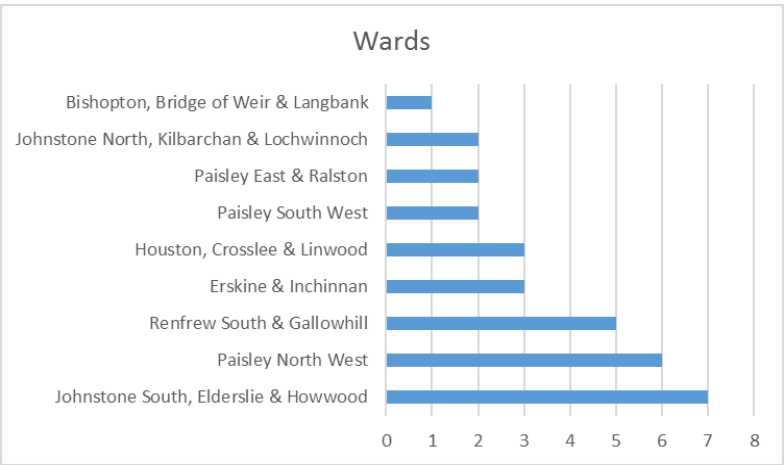


In the first 3 months of the reporting period 2016/17 there has been one fire fatality within Renfrewshire. At this time the circumstances surrounding this case are still under investigation and cannot be reported on at this time. This case is not included in the figures above.

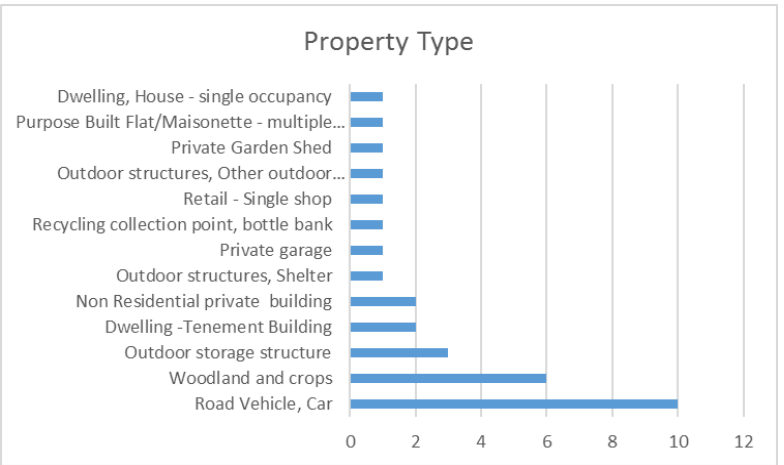
3. REDUCTION OF DELIBERATE FIRE SETTING

3.1. Primary Fires

3.1.1. Incidents by Ward



3.1.2. Property Types

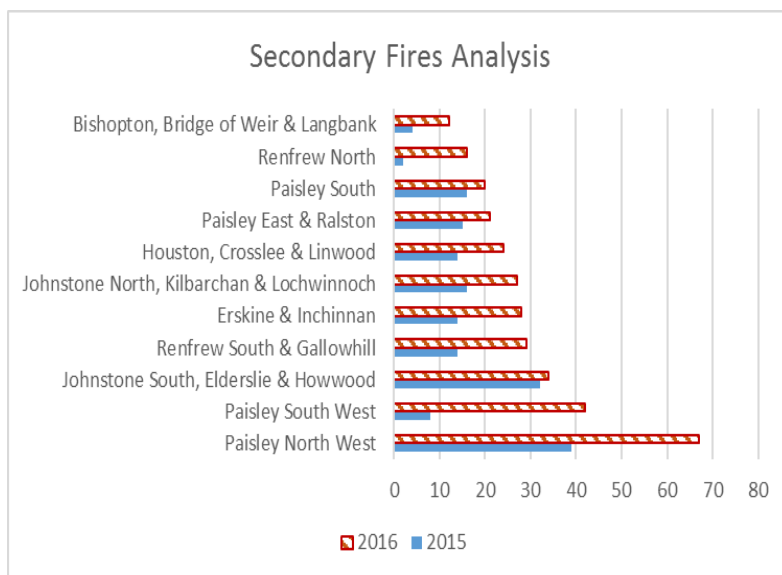


Deliberate fire setting is a criminal offence and SFRS will request Police Scotland to attend suspected deliberate primary fires when deemed appropriate. The SFRS Local Area Liaison Officer attends the Tasking Meetings within Renfrewshire Safety Hub to provide fire activity overviews for action as appropriate.

SFRS officers will also complete Community Intelligent Reports at incidents where deliberate fire setting occurs; these are passed to Police Scotland where relevant information is gathered and used to support further investigation.

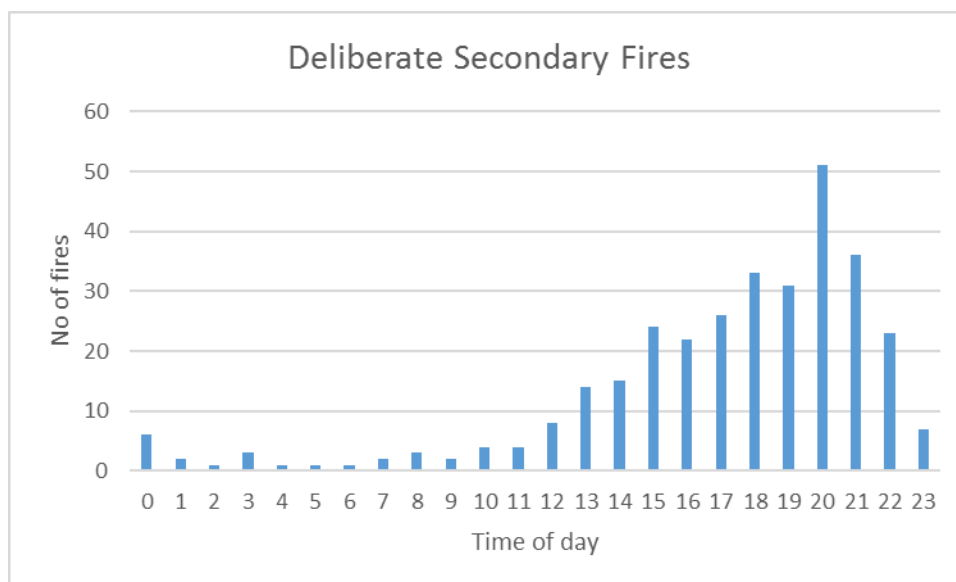
3.2. Secondary Fires

3.2.1. Incidents by Ward



There has been a sharp increase in deliberate secondary fire activity within the first 3 months of the 2016/17 reporting period. Activity spikes correspond with the very warm periods of weather experienced at points in April, May and June. In addition, from the table below it is evident the vast majority of fires occurred between 15:00hrs to 22:00hrs; this pattern leads us to believe the majority of these fires have been started by school age young people who outwith these times will either be in bed or at school.

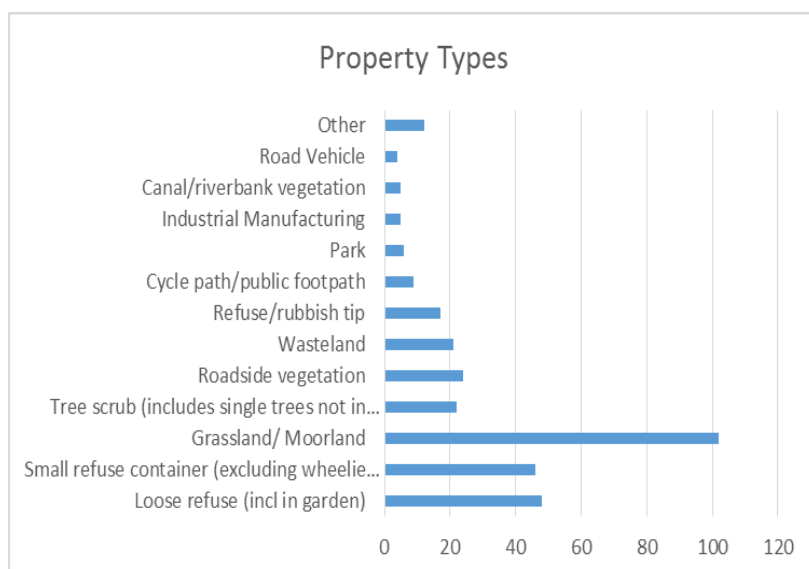
3.2.1.1. Time of Day



SFRS works closely with our partners to provide appropriate engagement, education and intervention approaches. Schools in areas identified as having higher fire incidents are targeted and the CAT officers actively engage with the pupils to educate them on the dangers and consequences of wilful fire setting.

The Firereach programme also addresses wilful fire setting and educates young people on the impact of available front line emergency resources attending secondary fires and not being available for life threatening emergencies.

3.2.2. Property Type



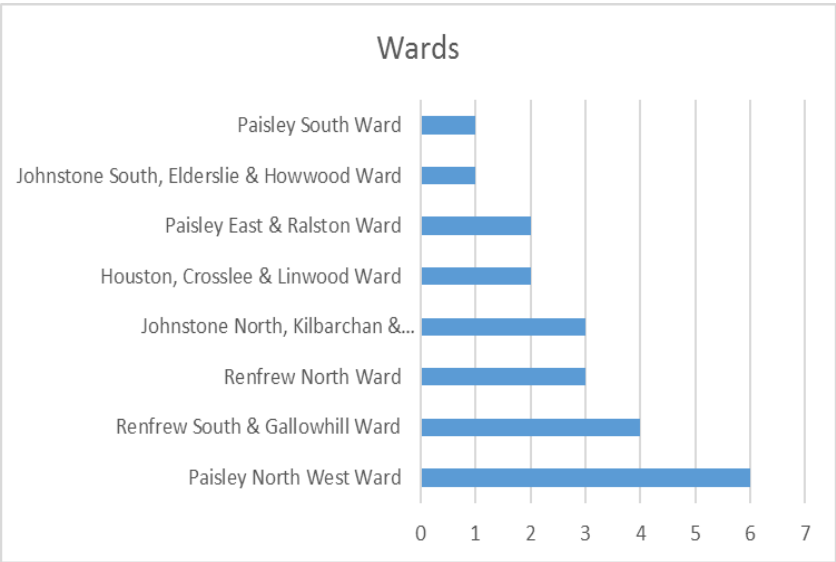
SFRS attended a significant number of grassland and refuse fires in the first quarter of the 2016/17 reporting period. As previously stated the periods of good weather correlate directly with the periods of increased fire activity.

Grassland/ scrubland fires accounted for over 230 of the deliberate secondary fires. Locations with 4 or more secondary fires during the reporting period include:

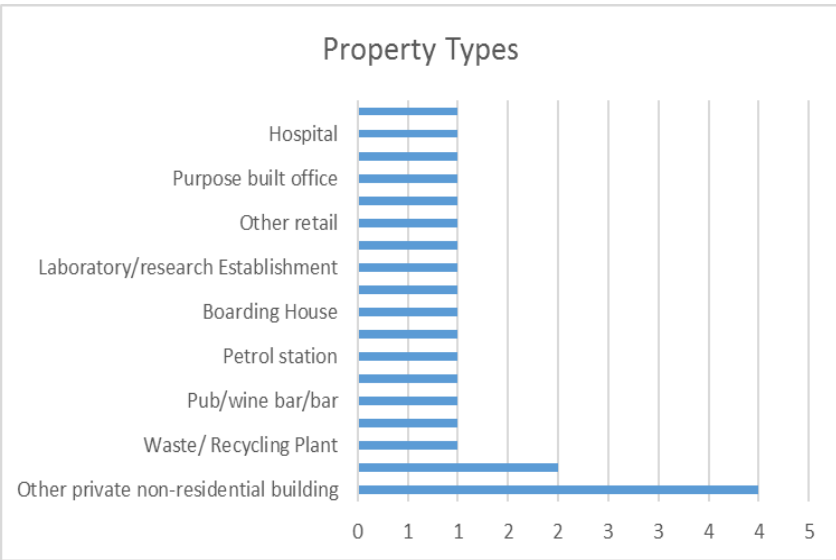
- Paisley Road, Renfrew (4)
- Auchenlodment Road, Johnstone (4)
- Blackstoun Road, Paisley (5)
- Brediland Road, Linwood (6)
- Dykebar Hospital, Paisley (4)
- Glennifer Braes, Paisley (9)

4. REDUCTION OF FIRES IN NON-DOMESTIC PREMISES

4.1. Incident by Ward

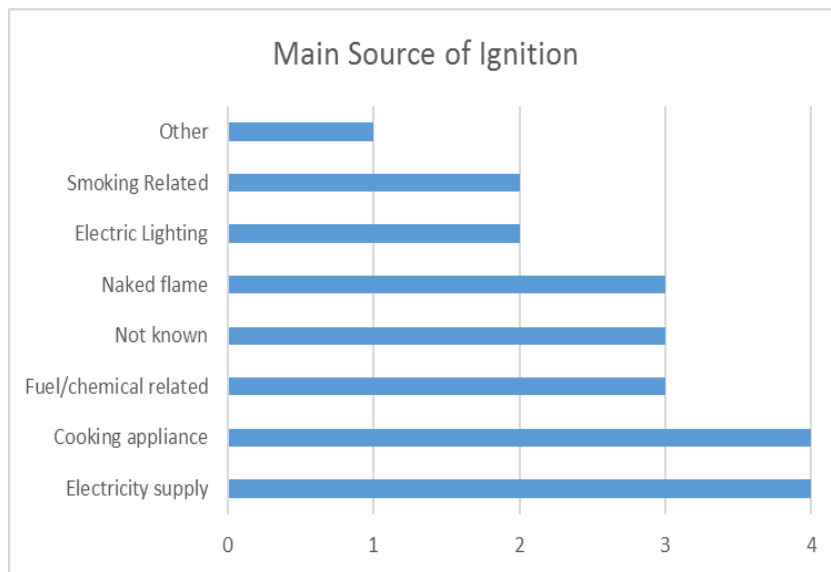


4.2. Property Types

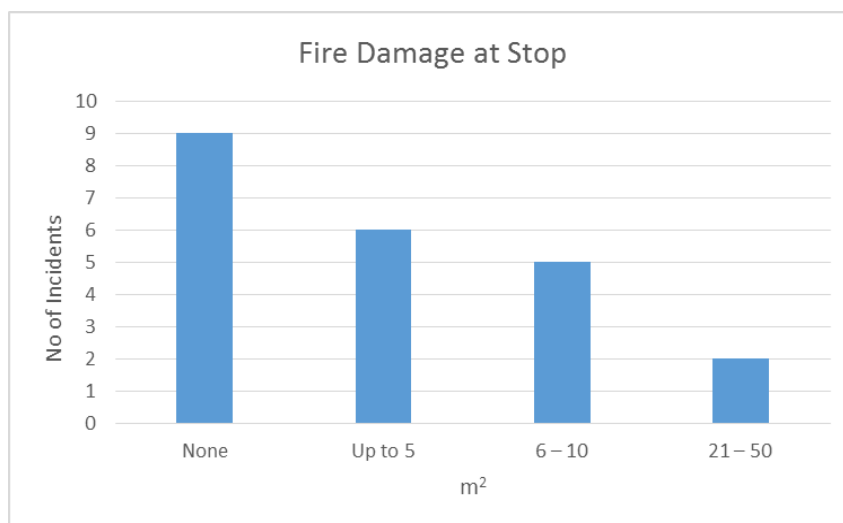


All fires in non-domestic premises which are classed as relevant premises in The Fire (Scotland) Act 2005 are subject to a post fire audit. These are conducted by specialist Fire Safety Enforcement Officers (FSEO) who will carry out a full inspection of the premises and all paperwork required under the Act; where deficiencies in fire safety management arrangements are identified the 'duty holder' will be issued with a notice as appropriate.

4.3. Main Source of Ignition

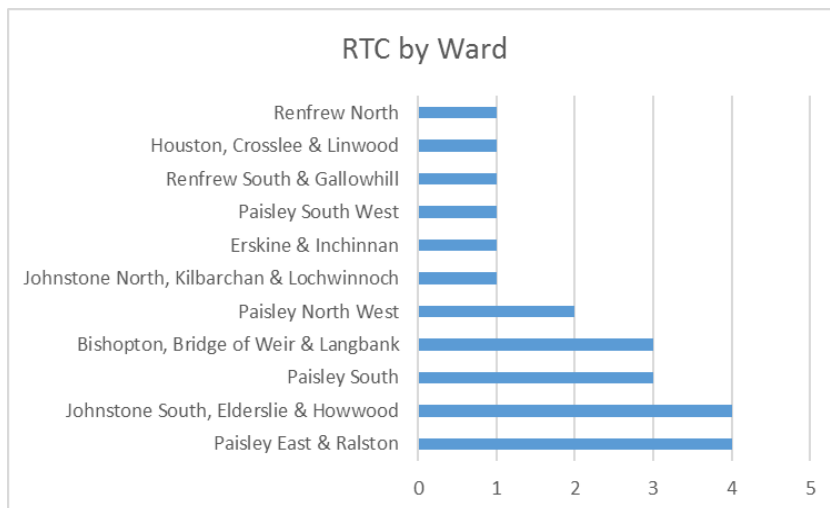


4.4. Fire Damage

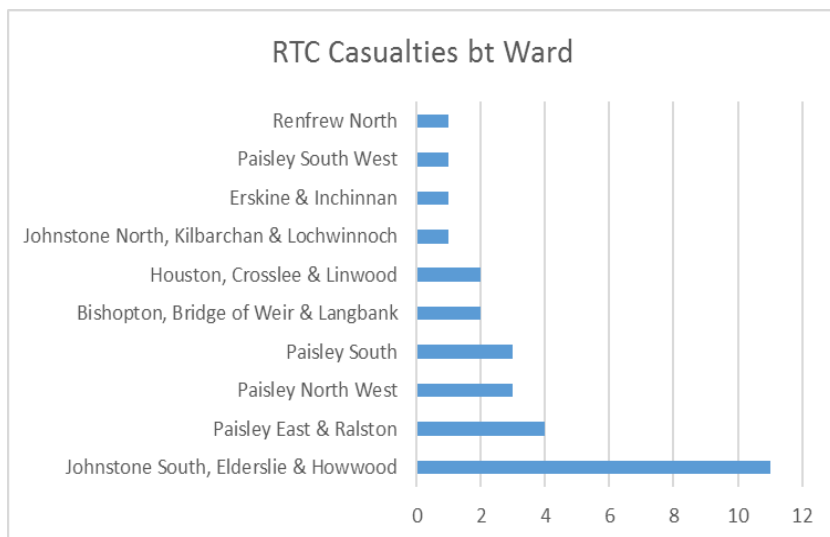


5. REDUCTION OF CASUALTIES IN NON FIRE EMERGENCIES

5.1. Road Traffic Collision Incidents by Ward



5.2. Road Traffic Casualties by Ward

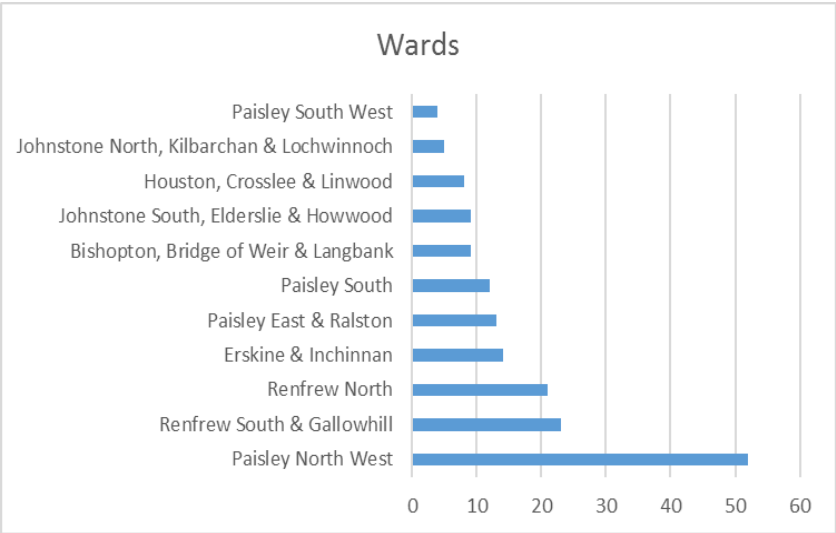


From analysis of the Road Traffic Collision (RTC) incidents there are no specific accident hotspots; there were two incidents on the A737 Howwood Bypass but at two different sections of the road. One of these RTC's resulted in a total of 7 recorded casualties; this incident involved one private car and a van. SFRS had to extricate 1 female who was physically trapped using hydraulic rescue equipment.

Of the 18 RTC incidents attended by SFRS we had to extricate persons on 8 occasions; these varied from persons medically trapped as well as physically trapped. Medically trapped refers to persons who Scottish Ambulance Service deem require additional medical intervention to stabilise them during removal from the vehicle; SFRS will create space to facilitate the removal by roof removal or another appropriate space creation method.

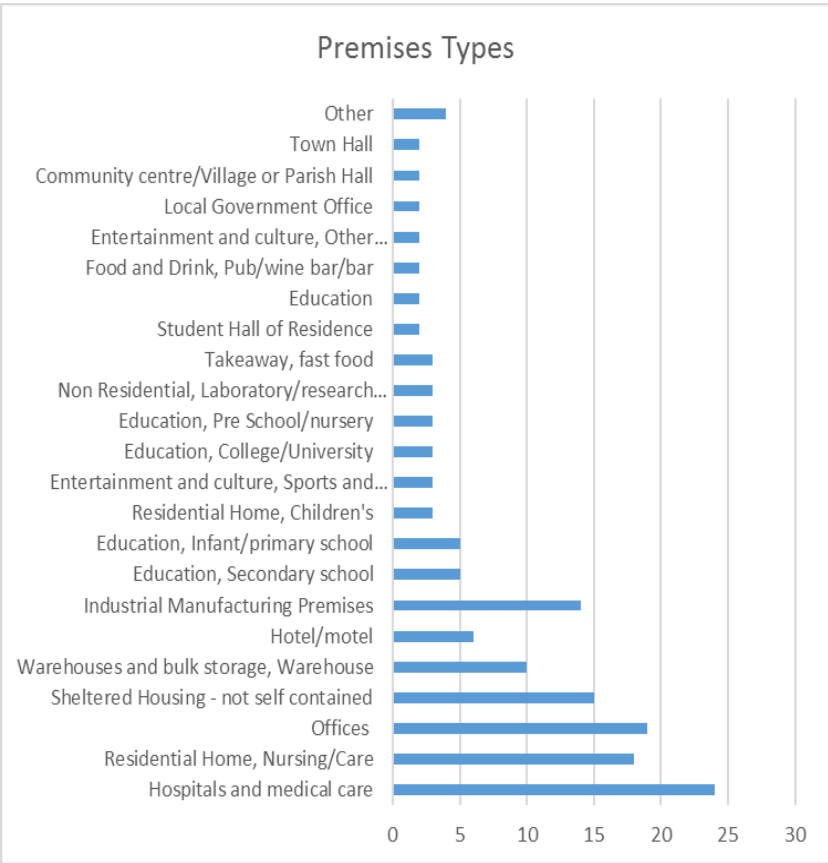
6. REDUCTION OF UNWANTED FIRE ALARM SIGNALS

6.1. Incident by Ward

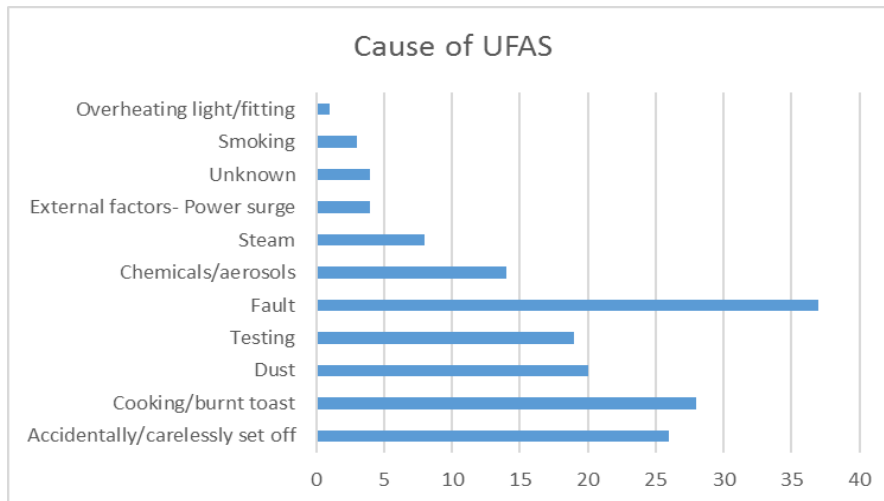


Paisley North West Ward has the highest number of Unwanted Fire Alarm Actuations (UFAS); Paisley Royal Alexander Hospital (RAH) accounts for 20 of the total incidents SFRS attended in response to an automatic alarm actuation which turned out to be due to a fault or human error. Sheltered Housing complexes also account for a further 15 incidents. (Gallagher Court had a total of 6 attendances during the reporting period)

6.2. Property Types



6.3. Cause of Actuation



The SFRS works closely with all relevant premises where UFAS occur. Where the number of actuations are above acceptable standards the FSEO team will carry out a fire safety audit to identify deficiencies in the management of alarm system and actuations; where deemed necessary notice of fire safety deficiency will be issued.



To: HOUSING AND COMMUNITY SAFETY BOARD

On: 23 AUGUST 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

**Heading: SCOTTISH FIRE AND RESCUE SERVICE (SFRS) STRATEGIC PLAN
2016 - 2019**

1. SUMMARY

- 1.1 On 31 May the Scottish Fire and Rescue Service (SFRS) published a consultation on its draft Strategic Plan 2016 – 2019. A copy of the draft Strategic Plan is available on the Scottish Fire and Rescue Service Consultation Hub and copies can be made available to Members if required.
- 1.2 The draft plan sets out the commitments of the Fire and Rescue Service for the next 3 years and establishes how the Service will seek to improve community safety, its response and resilience and address inequality while enhancing the wellbeing of the people of Scotland.
- 1.3 The attached draft Strategic Plan is structured to achieve 5 Outcomes:
- Our communities are more resilient and people live their lives safe from harm
 - We are responsive and flexible in meeting community needs
 - Our people are supported and have opportunities to realise their potential
 - We protect our natural environment and reduce our impact on it
 - We are a high quality, continuously improving, efficient public service
- 1.4 The plan identifies 6 key strategic priority areas to support delivery of these outcomes:
- Improved Local Outcomes
 - National and Community Resilience
 - Modernising Response
 - Workforce Development
 - Governance and Social Responsibility
 - Transformation

- 1.5 The intention is that these priorities will define the overall direction of the service as it responds to the financial challenges ahead and works to make communities across Scotland safer and stronger through delivery of the Service's outcomes.
- 1.6 The final date for submissions to the consultation was 9 August 2016. A response from the Council was submitted within the timescales set by the Scottish Fire and Rescue Service and is attached as Appendix 1.
-

2. RECOMMENDATIONS

- 2.1 It is recommended that the Housing and Community Safety Policy Board:
- i. Notes the consultation on the draft SFRS Strategic Plan (2016 – 2019)
 - ii. Homologates the Council's submitted consultation response as detailed in Appendix 1 to this report
-

3. BACKGROUND

- 3.1 The Scottish Fire and Rescue Service came into force as a single body in 2013 following the Police and Fire Reform (Scotland) Act 2012.
- 3.2 The first Scottish Fire and Rescue Service strategic plan was produced in 2013 and principally focused on integrating the eight former fire and rescue services operating across Scotland into the national fire and rescue service.
- 3.3 The draft strategy being consulted on is split into 2 main parts:
- Scottish Fire and Rescue Service – who they are, values, challenges, workforce and performance,
 - The proposed Scottish Fire and Rescue Service 6 key strategic priority areas:
 - Improved Local Outcomes
 - National and Community Resilience
 - Modernising Response
 - Workforce Development
 - Governance and Social Responsibility
 - Transformation
- Improved Local Outcomes**
- 3.4 The draft Strategic Plan makes clear that the numbers of accidental dwelling fires have reduced significantly in the period since 1999 and that this has been driven by very successful partnership working. The connection is made that the individuals that have died as a result of accidental fires are most usually known to a range of other agencies and are amongst the most vulnerable members of society. On that basis the emphasis in improving local outcomes is linked very strongly to ongoing partnership working with Councils and Community Planning partners with a focus on vulnerable communities that relates very strongly to the focus of the Renfrewshire Community Plan, the Council Plan and the Renfrewshire Tackling Poverty strategy.

- 3.5 In addition the nature of outcomes being sought is also widened – the focus on fire safety is giving way to a focus on wider individual and community safety and in particular victims of unintended harm that is also being driven through the national Building Safer Communities strategy. Overall the strategic priority around improved local outcomes and the explanation and focus that is being promoted within the draft plan fit very well with the strategic agenda being taken forward by the Council and should be welcomed.

National and Community Resilience

- 3.6 The Scottish Fire and Rescue Service plays a critical role alongside the Civil Contingencies Service and Police Scotland in developing national and community resilience. Overall the focus on this area of work is to be welcomed. In particular the approach to planning for specific hazards and threats using risk identification to decide on proportionate planning is used extensively in Renfrewshire and fits well with the wider approach to planning for civil contingencies being developed in Renfrewshire.

Modernising Response

- 3.7 In this priority the Scottish Fire and Rescue Service is able to use evidence to demonstrate the changing nature of the incidents that they are involved in and the dramatic increase in numbers of incidents in which they are working in a partnership role with other agencies. Locally this is apparent, with the Scottish Fire and Rescue Service playing an active role in Community Planning – particularly on the Safer and Stronger Thematic Board and working closely as a key partner in the Renfrewshire Community Safety Partnership. This is valued and is helping the wider partnership to deliver results that are strengthening communities and supporting their resilience

Workforce Development

- 3.8 A key priority for Scottish Fire and Rescue Service that focuses on the way the service will develop its workforce with the objective of remaining an employer of choice with a well trained, highly skilled, engaged and resilient workforce.

Governance and Social Responsibility

- 3.9 Like all partners and public bodies, Governance and in particular transparency is key for the Scottish Fire and Rescue Service. The systematic management of risk is fundamental to both their strategic and operational decision making process and is clearly expressed within this strategic priority. Of particular note and relevance to the Council is the commitment to pay the living wage to employees and the role of the service as a Corporate Parent – particularly to children who are, or have been in care.

Transformation

- 3.10 A key priority for Scottish Fire and Rescue Service that focuses on the way the service will develop its operating systems and procedures to be more efficient and more effective.

Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** – none

3. **Community Planning**

Community Care, Health & Well-being – closer working with SFRS as part of the Renfrewshire Community Safety Partnership will lead to a safer Renfrewshire and improve the well-being of residents.

Safer and Stronger- close liaison with SFRS will ensure coordinated planning and response by the Renfrewshire Community Safety Partnership leading to a safer and stronger Renfrewshire.

4. **Legal** – none

5. **Property/Assets**-none

6. **Information Technology** - none

7. **Equality & Human Rights**- the Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – none

9. **Procurement** – none

10. **Risk** – none

11. **Privacy Impact** - none

List of Background Papers – Scottish Fire and Rescue Service Draft Strategic Plan 2016 – 2019.

Author: Oliver Reid, Head of Public Protection
e-mail: oliver.reid@renfrewshire.gcsx.gov.uk

Draft Strategic Plan 2016-19

Overview

The Scottish Fire and Rescue Service invites views on its draft Strategic Plan 2016-19. A cornerstone of our ongoing development of the Service, it will ensure we remain fully committed to improving the safety and wellbeing of Scotland's communities.

Why we are consulting

We want to hear views on our ambition to balance national priorities with the needs of local communities both now and in the future. The consultation is open for ten weeks, closing on 9 August 2016.

Your views matter and we hope you will help us to shape the future of fire and rescue in Scotland.

Where to send your response

Please send your written response to Alison Hastings, Performance and Strategic Planning Manager, Scottish Fire and Rescue Service Brooms Road, Dumfries, DG1 2DZ to arrive by 9 August 2016.

What happens next

Following the closing date, all responses will be analysed and considered along with any other available evidence. We aim to issue the findings of the consultation process in due course on the 'We asked, you said, we did' page of our Consultation Hub, at:

firescotland.citizenspace.com

Introduction

What is your name?

(Optional)

Do you represent an organisation, group or team? If so, please give its name here:

Renfrewshire Council

Are you a member of Scottish Fire and Rescue Service staff?

No |

Our Outcomes. Priorities and Objectives

These are shown in full at the end of this document.

1 Have we chosen the right outcomes?

We have identified five outcomes. These are our long term goals.

Yes |

Comments

Overall Renfrewshire Council is supportive of the 5 outcomes identified within the draft Strategic Plan 2016 – 2019. While 3 of the outcomes relate particularly to how the organisation itself will develop 2 have a particular and wider relevance to Renfrewshire.

The particular focus on developing the resilience of communities and ensuring that residents and visitors can live lives safe from harm aligns directly with the objectives agreed within the Safer and Stronger Theme of the Renfrewshire Community Plan while the focus on protecting our natural environment and reducing our impact on it reflects the priorities and objectives of the Greener Theme.

2 Have we chosen the right priorities?

To work towards our outcomes, we have identified six priorities. These are the areas we will focus on over the coming three years.

Yes |

Comments

Overall the 6 priority outcome areas are welcomed by Renfrewshire Council and reflect priorities that closely align with the commitments and priorities that the Council has identified within its own plans or with its partners through the Renfrewshire Community Plan and Tackling Poverty Strategy. A number of comments are made in relation to each of the priorities below:

Improved Local Outcomes

The draft Strategic Plan makes clear that the numbers of accidental dwelling fires have reduced significantly in the period since 1999 and that this has been driven by very successful partnership working. The connection is made that the individuals that have died as a result of accidental fires are most usually known to a range of other agencies and are amongst the most vulnerable members of society. On that basis the emphasis in improving local outcomes is linked very strongly to ongoing partnership working with Councils and Community Planning partners with a focus on vulnerable communities that relates very strongly to the focus of the Renfrewshire Community Plan, the Council Plan and the Renfrewshire Tackling Poverty strategy.

In addition the nature of outcomes being sought is also widened – the focus on fire safety is giving way to a focus on wider individual and community safety and in particular victims of unintended harm that is also being driven through the national Building Safer Communities strategy. Overall therefore, the strategic priority around improved local outcomes and the explanation and focus that is being promoted within the draft plan fit very well with the strategic agenda being taken forward by the Council and is welcomed.

National and Community Resilience

The Scottish Fire and Rescue Service plays a critical role alongside the Civil Contingencies Service and Police Scotland in developing national and community resilience. Overall the focus on this area of work is welcomed. In particular the approach to planning for specific hazards and threats using risk identification to decide on proportionate planning is used extensively in Renfrewshire and fits well with the wider approach to planning for civil contingencies being developed in Renfrewshire.

Modernising Response

In this priority the use of evidence to demonstrate the changing nature of the incidents that the Service are involved in and the dramatic increase in numbers of incidents in which the Service is working in a partnership role with other agencies is powerful. Locally, within Renfrewshire this trend is apparent, with the Scottish Fire and Rescue Service playing an active role in Community Planning – particularly on the Safer and Stronger Thematic Board and working closely as a key partner in the Renfrewshire Community Safety Partnership.

This is valued and is helping the wider partnership to deliver results that are strengthening communities and supporting their resilience

Workforce Development

A key priority for Scottish Fire and Rescue Service that focuses on the way the service will develop its workforce with the objective of remaining an employer of choice with a well trained, highly skilled, engaged and resilient workforce.

Governance and Social Responsibility

Like all partners and public bodies, Governance and in particular transparency is key for the Scottish Fire and Rescue Service. The systematic management of risk is fundamental to both strategic and operational decision making processes and is clearly expressed within this strategic priority. Of particular note and relevance to the Council is the commitment to pay the living wage to employees and the role of the service as a Corporate Parent – particularly to children who are, or have been in care. – Both of these commitments are particularly welcomed.

Transformation

A key priority for Scottish Fire and Rescue Service that focuses on the way the service will develop its operating systems and procedures to be more efficient and more effective.

3 Have we chosen the right objectives?

Our objectives are the key activities we will carry out to support our priorities.

Yes |

Comments

The objectives identified are appropriate and welcomed by the Council.

4 Have you any other views on our draft Strategic Plan 2016-19? Tell us here

Overall the relationship with the Scottish Fire and Rescue Service locally in Renfrewshire is strong and productive. Excellent Community Planning partnership working is delivering good results in supporting communities, strengthening resilience and protecting the public. The objectives priorities and outcomes identified within the draft Strategic Plan should build on and enhance these productive working relationships.



To: **Housing & Community Safety Policy Board
Renfrewshire Council**

On: **23 August 2016**

Report by: **Chief Superintendent Jim Downie, Police Scotland, 'K' Division**

Heading: **Police and Fire Reform: Local Scrutiny and Engagement
Renfrewshire Local Policing Area
Performance Results 1st April 2016 – 30th June 2016**

1. Summary

- 1.1 The Police and Fire Reform (Scotland) Act 2012 sets out that the main purpose of policing is to improve the safety and well-being of persons, localities and communities in Scotland. It ensures an enhanced focus on local delivery of policing with a designated local commander for each local authority area accountable for local service provision.
 - 1.2 Each local commander is required to prepare a local policing plan that meets the needs of the local area and is approved by the local authority. In response to this the local authority has a statutory power to monitor the delivery of police services and to provide feedback to the local commander.
-

2. Recommendations

- 2.1 The data within this report, which relates to the period 1st April 2016 to 30th June 2016, is extracted from Police Scotland internal systems and is correct as of 2nd July 2016. The data is a year to date comparison with the previous year. It includes both recorded and detected crime data and covers all priority areas as set out in the local police plan. Members are asked to scrutinise policing performance for the period outlined and provide feedback where appropriate.

3. Background

- 3.1 The local commander is required to provide reports at an agreed timescale for scrutiny by elected members. Formal scrutiny of the Renfrewshire Police Plan falls under the governance of the Renfrewshire Police and Fire Scrutiny Sub Committee under the auspices of the Housing and Community Safety Committee (HACS) which meets five times per year. The information is contained at Appendix 1.

Author **Chief Superintendent Jim Downie, Police Scotland, 'K' Div**

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire

June 2016

Violence, Disorder & Antisocial Behaviour					
		Apr 2016 - Jun 2016	Apr 2015 - Jun 2015	Victims	% Change
1	Total No Group1: Crimes of Violence	61	66	5 fewer	-7.6%
There have been 5 fewer victims of violent crimes. We recently carried out multi-agency initiative over an 8 week period in the Ferguslie Park area of Paisley in order to reduce victims of crime and victims of unintentional harm. The model will now be used in other areas through out Renfrewshire in order to tackle our key priorities.					
2	Murder	1	1	same number	0.0%
There has been one murder committed in Renfrewshire in this period, this offence is detected. All investigations into crimes of murder are carried out by the Force Major Investigation Team and a local community impact assessment is conducted to ensure all local risks are addressed.					
3	Attempted Murder	2	5	3 fewer	-60.0%
There have been 2 victims of attempted murder. These crimes are scrutinised daily by senior detective officers and enquiry conducted by CID officers.					
4	Culpable Homicide (common law)	0	0	None	-
5	Culpable Homicide (other)	0	0	None	-
6	Serious Assault detection rate	71.8%	80.7%		-8.9%
The detection rate for serious assault in Renfrewshire remains high at 71.8%, all undetected serious assaults are subject to ongoing review by senior detective officers.					
7	Serious Assault	39	31	8 more	25.8%
The number of serious assault offences committed has increased. The definition of a serious assault has broadened this year meaning that crimes that were previously recorded as minor assaults are now classified as serious. Further to this a large number of these offences are committed within private space making prevention and intervention difficult. We work closely with Renfrewshire Council and other housing providers to challenge anti-social behaviour within dwelling homes through the use of anti-social behaviour legislation.					
8	Robbery detection rate	72.7%	90.5%		-17.8%
The robbery detection rate is 72.7%. All undetected robberies are scrutinised and investigated by CID officers.					
9	Robbery	11	21	10 fewer	-47.6%
There have been 10 fewer victims of robbery this year, we continue to work on preventing these crimes with a partnership approach to prevention and intervention. Through joint information sharing and tasking additional officers from the police and warden services are deployed in the right place at the right to prevent such acts.					
10	Common assault detection rate	71.5%	79.5%		-8.0%
The detection rate for common assault is 71.5%.					
11	Common assault	540	439	101 more	23.0%
Officers continue to carry out daily management of known offenders ensuring properties and areas known to					

us for violence and disorder are visited however many of the offences take place in areas in which violence has not occurred in the past making prevention difficult.					
12	Number of complaints regarding disorder	2,542	2,104	438 more	20.8%
All disorder related complaints are managed daily via the partnership hub and we work together with partners in the youth and warden services to address disorder through out Renfrewshire.					

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire

June 2016

Violence, Disorder & Antisocial Behaviour (continued)					
		Apr 2016 - Jun 2016	Apr 2015 - Jun 2015	Victims	% Change
13	Number of Domestic Abuse Incidents Reported to the Police	627	554		13.2%
The number of domestic abuse incidents reported to the Police has increased. Domestic abuse remains a priority for Police Scotland and we continue to encourage victims to report crimes. We also work closely with other agencies such as ASIST and Social Work to ensure victims are given appropriate advice and guidance.					
14	Total Crimes and offences in domestic abuse incidents	384	348		10.3%
The number of crimes and offences in domestic abuse incidents has also increased, this could be attributed to an increase in victim confidence.					
15	Percentage of Domestic Incidents that result in a crime being recorded	45.9%	47.8%		-1.9%
The percentage of domestic abuse incidents that result in a crime being recorded has fallen by 1.9%					
16	Total crimes and offences in domestic abuse incidents detection rate	77.3%	89.1%		-11.8%
The detection rate for domestic abuse incidents is 77.3%, domestic incidents are scrutinised on a daily basis and all avenues of enquiry carried out.					
17	Total Detections for Domestic Bail Offences	22	50		-56.0%
The number of detections for domestic bail offences has fallen by 56%. Domestic bail conditions are issued by the court. We ensure these are being adhered to by carrying out offender warnings and intervention visits.					
18	Ensure 95% of domestic abuse initial bail checks are conducted within a prescribed timeframe (24hrs)	96.5%	-		-
96.5% of domestic abuse initial bail checks are conducted within the prescribed timeframe.					
19	Hate Crime and offences detection rate	71.2%	67.2%		4.0%
	The detection rate for hate crime offences is 71.2%. We have recently set up a forum for different community groups through out the Renfrewshire area which is expected to help develop good relationships between different communities by encouraging mutually supportive and positive attitudes.				

Violence, Disorder & Antisocial Behaviour - Stop and Searches					
		Apr 2016 - Jun 2016	Apr 2016 - Jun 2016 Positive	Victims	% Change
20	Number of stop and searches conducted (total)	711	247		
21	Number of statutory stop and searches conducted	682	246		
22	Number of consensual stop and searches conducted	29	1		
23	Number of consensual stop and searches refused	0	-		
24	Number of seizures made	220	-		
<p>An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions.</p> <p>Management Information and data in respect of stop and search can be found on the Police Scotland website via http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication</p>					

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire

June 2016

Additional Identified Local Priorities					
		Apr 2016 - Jun 2016	Apr 2015 - Jun 2015	Victims	% Change
25	Number of detections for drugs supply, drugs productions, drugs cultivation	39	54		-27.8%
Community Policing Teams attend local Community Council meetings and other public events in order to gather intelligence relating to these offences. This in turn has assisted our Violence Reduction Unit in successfully obtaining and executing warrants and detecting drugs offences. Following successful convictions, we work with colleagues in housing and the Social Protection Team to disrupt drug dealers by examining opportunities around ASBO's and tenancies.					
26	Theft by housebreaking (including attempts) detection rate	16.5%	22.2%		-5.7%
The detection rate for theft by housebreaking is 16.5%.					
27	Theft by housebreaking (including attempts)	103	167	64 fewer	-38.3%
The theft by housebreaking offences has reduced by 38.3%, we use analytic profiles to direct proactive patrols, to disrupt offenders and offer crime prevention advice to affected communities. Local media opportunities are routinely undertaken across all aspects of acquisitive crime in particular those relating to domestic housebreakings, bogus workmen and those who target the vulnerable and elderly.					
28	Theft by shoplifting detection rate	82.9%	78.4%		4.5%
The theft by shoplifting detection rate is high at 82.9%					
29	Theft by shoplifting	246	185	61 more	33.0%
There have been 246 shoplifting offences committed within Renfrewshire. We continue to have officers dedicated to the town centres area and shopping centres who offer a highly visible presence in these area whilst building up a knowledge of known offenders.					
30	Vandalism & Malicious Mischief detection rate	20.8%	16.8%		4.0%
The detection rate for vandalism is 20.8%.					
31	Vandalism & Malicious Mischief	443	321	122 more	38.0%
We work within our schools to educate children about the effect of vandalism on the victim and within our community.					
32	Number of detections for Consuming Alcohol in a designated place (where appropriate byelaws exist)	423	539		-21.5%
The number of person consuming alcohol in a public place has reduced by 21.5%. We continue to patrol in public places particularly in peak holiday and summer periods and work with our licenced traders to encourage responsible drinking and reduce anti-social behaviour associated with drinking in public.					

Public Protection					
		Apr 2016 - Jun 2016	Apr 2015 - Jun 2015	Victims	% Change
33	Number of Sexual Crimes	74	66	8 more	12.1%
We adopt a partnership approach to protect and support victims of sexual crimes. The work of our Public Protection Unit is highlighted in the media on a regular basis in which we encourage victims of historical crimes to come forward by using case studies. The feedback that we have received in relation to the media campaigns has been positive.					
34	Sexual Crimes detection rate	55.4%	78.8%		-23.4%
The detection rate for sexual crimes is 55.4%, many of these enquires can be complex and protracted taking longer for a detection to be achieved.					
35	Rape detection rate	71.4%	38.5%		32.9%
The detection rate for rape is 71.4%.					

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire

June 2016

Road Traffic Casualty Statistics				
	Apr 2016 - Jun 2016	Apr 2015 - Jun 2015	Victims	% Change
People Killed	0	0	None	-
People Seriously injured	12	14	2 fewer	-14.3%
People Slightly Injured	66	69	3 fewer	-4.3%
(Context)				
Children (aged<16) Killed	0	0	None	-
Children (aged<16) Seriously Injured	1	2	1 fewer	-50.0%
In the period stated there has been no road deaths within Renfrewshire and 12 people seriously injured. Our Roads Policing department continue to work with partners in Renfrewshire Council road dept in order to educate and raise awareness of road safety. There has been further road safety events held in Renfrewshire with partners in which safety checks can be carried out on vehicles.				

Road Safety & Road Crime					
		Apr 2016 - Jun 2016	Apr 2015 - Jun 2015	Victims	% Change
36	Dangerous driving	21	21		0.0%
37	Speeding	205	380		-46.1%
38	Disqualified driving	1	5		-80.0%
39	Driving Licence	44	68		-35.3%
40	Insurance	116	111		4.5%
41	Seat Belts	47	62		-24.2%
42	Mobile Phone	73	72		1.4%
Road Policing Officers conduct high visibility patrols and static road checks to ensure all offences committed on our roads are dealt with appropriately. We also utilise the media to enhance driver behaviour.					

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire
June 2016

Public Confidence					
		Apr 2016 - Jun 2016			
		Number of Complaints about the Police		Number of Complaints per 10,000 Police Incidents	
43	Complaints received about the Police	45		28.8	
		On Duty Allegations	Off Duty Allegations	Quality of Service Allegations	Total Number of Allegations
44	Total Allegations Recorded	38	0	16	54

Scottish Crime Recording Standard				
Quarter 3 Audit 2015/16				
<i>(not available at Local Authority level but detailed at Divisional and Force level for information purposes)</i>				
45	Audit 2 - Divisional Crime Audit 2015/16 - Quarter 3 (October to December)	Crimes Audited	No. of Recording Errors	SCRS Compliance
	K Division	227	19	91.63%
	Force	3,446	246	92.86%
<p><i>Audit 1 (Crime Related Incidents and Associated Recorded Crime Audit) and Audit 3 ("No Crime" Audit) are conducted on a bi-annual basis and therefore were not audited during Q3.</i></p> <p><i>Details of the methodology for Audit 2 can be found in Appendix A</i></p>				

APPENDIX "A" - AUDIT METHODOLOGY

Audit 1 - Crime Related Incidents and Associated Recorded Crime

The audit sample was selected from Command and Control incidents over a specific four day period with initial call types CR-60 to CR-79 within the Crime category, and incidents with initial call types AB-57 Communications, AB-58 Hate Crime, PW-40 Domestic Incident and PW-76 Child Protection. The incident sample selected for audit ensured, working to a 95% confidence level with a confidence interval of $\pm 3\%$, that the sample audited was statistically representative of all incidents of this type recorded during the four day audit period. A formula was applied to the total number of incidents per Command Area and apportioned out between Divisions in that Command Area in order to obtain sample sizes. These were subject to a minimum of 150 and a maximum of 300 per Division.

Compliance in each of the two Tests is achieved with a result of **95%** or above.

The audit tested:

Test 1 – Crime Related Incidents

- That incidents initially inferring a crime or apparent criminal activity and closed as a non-crime contained a satisfactory narrative to eliminate any inference of criminality and fully justify a non-crime disposal.
- That each incident clearly indicated a crime or non-crime as a disposal on the incident text.
- Where an incident was closed as a crime, the corresponding crime record was traced.

Test 2 – Recorded Crime

- The correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Audit 2 - Recording of Specific Crime Types (Divisional Crime Audit)

To ensure that a number of different areas of crime recording are represented by Audit 2, samples were obtained from the following categories:

- Assault (Common Assault only)
- Group 1 Crime (Crimes of violence)
- Group 2 Crime (Sexual offences)
- Group 3 Crime (Crimes of dishonesty)
- Group 4 Crime (Damage to property)
- Other Crimes from Groups 5, 6 and 7

While not as statistically representative of all records within the audit period as Audit 1, the sample sizes in Audit 2 were weighted to take into account higher volumes of crime being recorded in some Divisions subject to a minimum of 100 records and a maximum of 300 records.

The audit tested the correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Compliance in this audit is achieved with a result of **95%** or above.

Audit 3 - Crime Records Reclassified to "No Crime"

The third principle of SCRS states "once recorded, a crime will remain recorded unless there is credible evidence to disprove that a crime had occurred".

The audit tested the correct application of this principle in respect of recorded crime which was reclassified to "No Crime" following Police enquiry into the reported circumstances. In terms of compliance with SCRS each individual crime reclassified incorrectly was counted as having failed the audit.

The sample sizes in Audit 3 were weighted to take into account the higher number of records reclassified to "No Crime" in some Divisions subject to a minimum of 50 and a maximum of 100.

Compliance in this audit is achieved with a result of **95%** or above.

In order to allow Divisions a reasonable period of time to ensure that records are complete and compliant with SCRS, audits are generally undertaken once a period of three months from the date of the incident/crime has elapsed. Any record incomplete at the time of audit will be audited based on the information available at the time.



To: HOUSING AND COMMUNITY SAFETY POLICY BOARD

On: 23 August 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

**Heading: ANNUAL REVIEW OF POLICING 2015/16 – SCOTTISH POLICE
AUTHORITY (SPA)**

1. SUMMARY

- 1.1 The Police and Fire Reform (Scotland) Act 2012 states that the Scottish Police Authority must prepare an annual report as soon as practicable after the end of each reporting year. The most recent report was presented to the Scottish Parliament at the end of June 2016 and covers the 2015/2016 financial year.
 - 1.2 The Annual Review Report makes an assessment of progress against each of the 4 Strategic Police Priorities and highlights some of the key work undertaken by the Police Authority to improve the performance and scrutiny of Police Scotland. The full report is available on the SPA website and copies can be made available for the information of Members.
 - 1.3 This report highlights some of the key points made in the Annual Review Report that have particular relevance to the work of Renfrewshire Community Safety Partnership and the Council.
-

2. RECOMMENDATIONS

- 2.1 It is recommended that the Housing and Community Safety Policy Board:
 - i. Notes the publication of the Annual Review of Policing 2015/2016 by the Scottish Police Authority.

- ii. Notes the focus of the work of Police Scotland on a range of issues that have direct relevance to Renfrewshire and that align with the work of the Community Safety Partnership.

3. BACKGROUND

- 3.1 The Police and Fire Reform (Scotland) Act 2012 states that the Scottish Police Authority must prepare an annual report as soon as practicable after the end of each reporting year.
- 3.2 The 2015/2016 Scottish Police Authority annual review is the third since the single Police service came into force in Scotland.
- 3.3 The Scottish Police Authority (SPA) was established with the remit to ensure that the “people of Scotland receive the best policing possible.” The SPA Board has a responsibility “to maintain, support and promote policing while.....holding the Chief Constable to account.”
- 3.4 During the period of this review the Chief Constable changed, with Stephen House leaving the post and the appointment of Phil Gormley at the beginning of 2016.

4. CHAIR’S FOREWORD & CHIEF CONSTABLE’S COMMENTS

- 4.1 A number of themes that are of particular interest and relevance to the priorities being taken forward by the Council and the wider Community Planning Partnership come across strongly throughout the report – but in particular are a focus in both the SPA Chair’s foreword (Andrew Flanagan) and the Chief Constable’s comments (Phil Gormley):
 - Support for vulnerable people
 - Support for missing persons
 - Combating domestic abuse
 - Child protection and combating child abuse
 - Protection of communities
 - Strengthening business and community resilience and combating terrorism
 - Strengthening the approach to managing serious and violent offenders
 - A commitment to equalities and diversity
 - A commitment to improving procedures such as “Stop and Search”
 - A commitment to working in partnership
- 4.2 This focus should be welcomed by the Board as it aligns well with the priorities established by the Council and the wider Community Planning partnership and supports the agenda that has been agreed in Renfrewshire to meet the needs of communities locally.

5 STRATEGIC POLICE PRIORITIES AND PERFORMANCE

- 5.1 The work undertaken to deliver against the 4 current agreed Strategic Police priorities also aligns well with and supports agreed local priorities.

Priority 1 – Make communities safer and reduce harm by tackling and investigating crime and demonstrating pioneering approaches to prevention and collaboration at a national and local level.

- 5.2 The commitment to early intervention, prevention and partnership working established in this priority is central to the work of Renfrewshire Council's Community Safety Partnership, and is a key area where there is ongoing and effective partnership working with Police Scotland.
- 5.3 Much of the work provided as examples in the attached SPA Annual Review report is being implemented within Renfrewshire and the multi-agency, preventative focus with respect to reducing crime and other harms, as well as improving individual and community safety, security and wellbeing is central to the work of the Renfrewshire Community Safety Partnership Hub. The SPA also includes specific mention of initiatives that Renfrewshire Council have been involved in e.g. **Operation Monarda** (Doorstep crime – Trading Standards).
- 5.4 Recorded crime in Scotland continues to fall and according to the report, stands at a 41 year low. These figures are also being reflected in Police scrutiny reports being presented locally at each Housing and Community Safety Policy Board.
- 5.5 Whilst not specifically mentioned in the report, this priority also links closely to the Multi Agency Risk Assessment Coordination (MARAC) group approach that has been established during the past year. Police Scotland chairs the Renfrewshire MARAC with the Renfrewshire Community Safety Partnership hub providing support and coordination. The SPA Annual Review report highlights that the number of recorded Domestic Abuse incidents nationally has decreased from 59,515 to 57,687. There is concern that these figures might continue to under represent the true number of incidences of domestic abuse in Scotland, however there is increasing confidence that the work now being carried out locally in partnership with Police Scotland is beginning to strengthen and improve support for individuals and families that are subject to domestic abuse.
- 5.6 The report also highlights the work being undertaken to tackle serious and organised crime and new and emerging threats including cyber crime. Members will be aware that the Council has established an Integrity group to examine this issue and to respond to this locally. Police Scotland have provided considerable help and support to this group including awareness raising, training and development for the group and other senior officers within the Council.

Priority 2 – Strengthen Scotland’s reputation as a successful and safe country by demonstrating excellence in effectively planning for and responding to major events and threats.

- 5.7 The SPA Annual Review report notes that the threat from international terrorism has continued to exert a major influence on this area of policing activity. This is liable to continue to be the case following recent events in Nice, Turkey and Munich that have come since the events noted in the report – which occurred in Tunisia, Paris and Brussels. The Council has worked closely with Police Scotland at a local level to put in place arrangements that will support and protect local communities as far as possible. The local Counter Terrorism Prevent Group has now been established as a multi agency tasking group, with close support from Police Scotland and involving all of the key partners that are relevant in Renfrewshire.
- 5.8 Operation Darting Dolphins was a National Counter Terrorism Exercise run on 26th and 27th January 2016 and focused around INTU Braehead Shopping Centre. Renfrewshire Council were invited to observe and learn from the exercise, as were the Civil Contingencies Service through their partnership with the management of the Shopping Centre.

Priority 3 – Provide an efficient, effective service focused on protecting frontline services, delivering the benefits of police reform and promoting continuous improvement.

- 5.9 Like all other Public Service Bodies, Police Scotland are facing resource reductions and cuts to budgets. However, this Priority focuses on the need to protect frontline services by minimising areas of duplication in support service activities.
- 5.10 This focus is to be welcomed as it supports the continuation of frontline and community Policing of the type that is essential to ensure that local priorities and concerns are addressed.

Priority 4 – Make communities stronger and improve wellbeing by increasing public confidence and reducing fear of crime, making the new Police Scotland an exemplar of visible, ethical and responsive policing.

- 5.11 This Priority highlights the ways that Police Scotland intend to make communities stronger and increase public confidence whilst reducing the fear of crime.
- 5.12 A lot of the focus is on equality including gender based violence initiatives, LGBT and engaging with a diverse range of communities. Renfrewshire Council links into this via the Scottish Government’s Equally Safe Strategy. The reference to the work done to support the arrival of Syrian refugees is of particular relevance to Renfrewshire. In addition, the work that is referred to in the SPA Annual Review report to increase levels of hate crime reporting is being driven nationally by the “I am Me Charity” based in Renfrewshire and supported by the Council.

- 5.13 A lot of work has also been taken forward locally by the Community Safety Partnership. Police Scotland Youth Volunteers have been active in the Renfrewshire area, and Police Scotland is taking the lead role in the Building Safer Greener Communities partnership approach which is linked directly to the national Building Safer Communities strategy to reduce victims of crime and victims of unintended harm across Scotland.
- 5.14 In its conclusion to the report, the SPA highlights a number of key developments that will influence how the SPA and Police Scotland will deliver policing, this includes:
- Introduction of new Strategic Police Priorities set by the Scottish Government during summer 2016;
 - Consultation on the next Strategic Police Plan 2017/20; and
 - Implementation of the recommendations from the Chair's Review of Governance of Policing.
- 5.15 The consultation on the review of Strategic Police Priorities is the subject of a separate report on this agenda. Other reports will be brought back for the Housing and Community Safety Policy Board as required.

Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** – none
3. **Community Planning**

Community Care, Health & Well-being – closer working with Police Scotland as part of the Renfrewshire Community Safety Partnership will lead to a safer Renfrewshire and improve the well-being of residents.

Safer and Stronger- close liaison with Police Scotland will ensure coordinated planning and response by the Renfrewshire Community Safety Partnership leading to a safer and stronger Renfrewshire.
4. **Legal** – none
5. **Property/Assets**-none
6. **Information Technology** - none
7. **Equality & Human Rights**- the Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the

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

- 8. **Health & Safety** – none
- 9. **Procurement** – none
- 10. **Risk** – none
- 11. **Privacy Impact** - none

List of Background Papers - Annual Review of Policing 2015/16 – Scottish Police Authority.

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To: HOUSING AND COMMUNITY SAFETY BOARD

On: 23 AUGUST 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

**Heading: DRAFT STRATEGIC POLICE PRIORITIES FOR SCOTLAND
CONSULTATION PAPER – SCOTTISH GOVERNMENT**

1. SUMMARY

- 1.1 On 22 June the Scottish Government published a consultation on draft Strategic Police Priorities for Scotland. This followed a pre consultation phase which had been running up to end of April 2016 centred around the question “What are your priorities for your police service?”
- 1.2 The Scottish Government was keen to capture as wide a range of comments as possible from all communities during the pre consultation phase and encouraged comments and engagement through Community Councils, residents and neighbourhood groups and through social media channels. The information was forwarded to all Local Area Committees to raise awareness of the consultation and at its meeting on 3 February 2016 the Renfrewshire Safer and Stronger Thematic Board received a presentation by the Scottish Government and had the opportunity to make comments.
- 1.3 The draft Strategic Police Priorities for Scotland have been informed by this pre consultation exercise and are focused on six themes:
- Localism
 - Prevention
 - Response
 - Collaborative Working
 - Accountability
 - Adaptability
- 1.4 The intention is that if these are agreed, these priorities will set the tone and give broad strategic direction to Police Scotland and the Scottish Police Authority (SPA). It is not intended that they will direct specific areas of operational policing activity.

- 1.5 The Draft Strategic Police Priorities for Scotland consultation document are available on the Scottish Government website along with two additional documents are referred to in the consultation document:
- Partial Equality Impact Assessment/Children's Rights and Wellbeing Assessment
 - Partial Business and Regulatory Impact Assessment
- 1.6 Copies of each of these documents can be made available to Members if required. The final date for submissions to the consultation was 16 August 2016. A response from the Council was submitted within the timescales set by the Scottish Government and is attached as Appendix 1.
-

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Housing and Community Safety Policy Board:
- i. Notes the Consultation on draft Strategic Police Priorities carried out by the Scottish Government
 - ii. Homologates the Council's submitted consultation response as detailed in Appendix 1 to this report.
 - iii. Notes that a copy of the consultation response will be submitted for information to the Safer and Stronger Thematic Board on 30 August 2016.
-

3.0 BACKGROUND

- 3.1 In September 2015, the Scottish Government set out its intention to work with members of the public, communities and elected representatives to review their national priorities for policing. These national priorities are set under the Police and Fire Reform (Scotland) Act 2012 and are more commonly referred to as the Strategic Police Priorities.
- 3.2 The Scottish Government Strategic Police Priorities provide the top level framework for what is expected of the police service and they were initially set in 2013 when the single police force was established. At that time there were 4 priorities identified:
- Make communities safer and reduce harm by tackling and investigating crime and demonstrating pioneering approaches to prevention and collaboration at a national and local level
 - Strengthen Scotland's reputation as a successful and safe country by demonstrating excellence in effectively planning for and responding to major events and threats
 - Provide an efficient, effective service focused on protecting frontline services, delivering the benefits of police reform, and promoting continuous improvement
 - Make communities stronger and improve wellbeing by increasing public confidence and reducing fear of crime, making the new Police Service of Scotland an exemplar of visible, ethical and responsive policing.
-

4. DRAFT STRATEGIC POLICE PRIORITIES

4.1 The proposed strategic police priorities are focused on six themes:

- a) Localism
- b) Prevention
- c) Response
- d) Collaborative Working
- e) Accountability
- f) Adaptability

4.2 Taken together, they set the tone for the planning of police services in Scotland and reflect expectations around ways of working and the type of organisation that Police Scotland should seek to be.

- a) **Localism** – *Ensure that the needs of communities are understood and reflected in the planning and delivery of policing.*
- b) **Prevention** – *Ensure the police service works to prevent crime and reduce fear of crime through partnership, communication, education and innovation, placing particular focus on the need to address inequalities within and between communities.*
- c) **Response** – *Focus policing on keeping people safe by tackling crime and responding to and investigating incidents effectively and efficiently.*
- d) **Collaborative Working** – *Ensure that the police service works collaboratively with partners at both a local and national level to deliver better outcomes for people in Scotland.*
- e) **Accountability** – *Maintain public confidence in policing and inspire trust by being transparent, accountable and acting with integrity, fairness and respect.*
- f) **Adaptability** – *Ensure the police service is able to take advantage of new opportunities and meet emerging threats and challenges.*

4.3 These priorities are all very high level and cut across everything that Renfrewshire Community Planning Partnership and Renfrewshire Council strive to work with Police Scotland on. Deliberately, there is not much detail behind the priorities; this will come from annual plans and will reflect operational objectives and priorities that should change from year to year – whereas the strategic priorities should be consistent for a number of years. They are expected to be in place for the medium term e.g. 3-5 years.

4.4 Overall the revised priorities should be welcomed. They are simpler and easier to understand, yet cover all of the key areas that we would expect to see. In particular, the focus on localism, prevention, collaborative working and adaptability are four areas where the strategic direction being set aligns well with the priorities of Renfrewshire Council as set out in the Council Plan and Community Plan.

4.5 These shared priorities will help the Council to progress further with activities like the Community Safety Hub, MARAC and Daily Tasking and will allow us to develop and progress future multi-agency work. The suggested priorities also sit well with the focus on responding to the needs of our most disadvantaged communities as set out in the Tackling Poverty Strategy.

- 4.6 The focus on accountability is of particular relevance to the Council in relation to the role of Housing and Community Safety Policy Board as the local Police Scrutiny Board and should particularly be welcomed.
- 4.7 The suggested priorities also sit well with the focus on responding to the needs of our most disadvantaged communities as set out in our Local Outcome Improvement Plan, Council Plan and the Renfrewshire Tackling Poverty Strategy.
- 4.8 The focus on shifting resources to early intervention and prevention is important in supporting key initiatives that have been developed locally including Street Stuff, Daily Tasking and the Building Safer Greener Communities programme.
- 4.9 The focus on collaborative working will be important in supporting initiatives such as MARAC as a key response to the challenges of domestic abuse and gender based violence, which is rapidly developing in Renfrewshire to be an example of best practice replicated in other Local Authorities.
-

Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** – none
3. **Community Planning**

Community Care, Health & Well-being – closer working with Police Scotland as part of the Renfrewshire Community Safety Partnership will lead to a safer Renfrewshire and improve the well-being of residents.

Safer and Stronger- close liaison with Police Scotland will ensure coordinated planning and response by the Renfrewshire Community Safety Partnership leading to a safer and stronger Renfrewshire.
4. **Legal** – none
5. **Property/Assets**-none
6. **Information Technology** - none
7. **Equality & Human Rights**- the Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none

9. **Procurement** – none
 10. **Risk** – none
 11. **Privacy Impact** - none
-

List of Background Papers –

- Draft Strategic Police Priorities for Scotland – Consultation Paper
- Partial Equality Impact Assessment/Children’s Rights and Wellbeing Assessment
- Partial Business and Regulatory Impact Assessment

All Scottish Government - June 2016

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Appendix 1

Review of Scottish Strategic Police Priorities Consultation



RESPONDENT INFORMATION FORM

Please Note this form **must** be returned with your response.

Are you responding as an individual or an organisation?

- ☐ Individual
☒ Organisation

Full name or organisation's name

Renfrewshire Council

Phone number

Address

Renfrewshire House
Cotton Street
Paisley

Postcode

PA1 1WB

Email

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

- ☒ Publish response with name
☐ Publish response only (anonymous)
☐ Do not publish response

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

- ☒ Yes
☐ No

CONSULTATION QUESTIONS

We are seeking views on the revised Strategic Police Priorities and in particular we are inviting views on the following questions;

1. Do the revised Strategic Police Priorities sum up your ambitions for your police service?

Yes X No ☐

Comments

Overall the revised priorities are welcomed. They are simpler and easier to understand, yet cover all of the key areas that we would expect to see. In particular, the focus on localism, prevention, collaborative working and adaptability are four areas where the strategic direction being set aligns well with the priorities of Renfrewshire Council as set out in the Council Plan and Community Plan.

These shared priorities will help the Council to progress further with activities like the Community Safety Hub, MARAC and Daily Tasking and will allow us to develop and progress future multi-agency work.

The focus on accountability is of particular relevance to the Council in relation to the role of Housing and Community Safety Policy Board as the local Police Scrutiny Board and is particularly welcomed.

2. Do the revised Strategic Police Priorities reflect the needs of your local community or the communities you serve?

Yes X No ☐

Comments

The suggested priorities sit well with the focus on responding to the needs of our most disadvantaged communities as set out in our Local Outcome Improvement Plan, Council Plan and the Renfrewshire Tackling Poverty Strategy.

The focus on shifting resources to early intervention and prevention is important in supporting key initiatives that have been developed locally including Street Stuff, Daily Tasking and the Building Safer Greener Communities programme.

The focus on collaborative working will be important in supporting initiatives such as MARAC as a key response to the challenges of domestic abuse and gender based violence, which is rapidly developing in Renfrewshire to be an example of best practice replicated in other Local Authorities.

3. Do you have anything to add to our impact assessments?

Yes ☐ No X

Comments



To: HOUSING AND COMMUNITY SAFETY POLICY BOARD

On: 23 AUGUST 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

**Heading: POLICE SCOTLAND – COUNTER CORRUPTION UNIT ASSURANCE
REVIEW (HMICS)**

1. SUMMARY

- 1.1 On 27 June 2016 Her Majesty's Inspectorate of Constabulary in Scotland (HMICS) published an Assurance Review of Police Scotland's Counter Corruption Unit carried out following a request from the Scottish Police Authority (SPA).
- 1.2 The review focused on the way in which applications for communications data were being handled by Police Scotland, to determine the facts in relation to the alleged disclosure of sensitive information to a journalist and to test the operational practice of the Counter Corruption Unit and compliance with relevant legislation, codes of practice, policies, procedures and recognised best practice.
- 1.3 By its nature the review is very focused on the work of the Counter Corruption Unit and the 39 actions that have been identified to be taken forward by Police Scotland relate primarily to the organisational structures, governance and operating procedures that are and should be in place within Police Scotland.
- 1.4 In the main the report and the recommendations it contains are of value to the Council as a procedure for highlighting best practice for similar processes that are ongoing within the Council. The report has been circulated to the Community Safety and Public Protection Steering Group for use in this way. However there are three recommendations that are worth noting as they do impact on the partnership work that is ongoing between Police Scotland and Renfrewshire Council and these are highlighted in section 3 of this report.

- 1.5 A copy of the full HMICS Assurance Review report is available on the SPA website and copies can be made available for the information of Members.
-

2. RECOMMENDATIONS

It is recommended that the Housing and Community Safety Policy Board:

- 2.1 Notes the HMICS Assurance Review of the Police Scotland Counter Corruption Unit published on 27 June 2016
- 2.2 Notes the 3 recommendations that have a particular relevance to the ongoing work of the Community Safety Partnership as detailed in section 3 of this report.
-

3. BACKGROUND

- 3.1 The Assurance Review was conducted to assess the state, effectiveness and efficiency of Police Scotland's Counter Corruptions Unit (CCU).
- 3.2 Police Scotland's Counter Corruption Unit was established in April 2013 as a gatekeeper acting:
- as a single point of contact for “whistleblowing”,
 - to carry out internal investigations into allegations of corruption, and
 - to investigate those from outwith the organisation looking to corrupt police officers.
- 3.3 The Assurance Review is split into two parts:
- Part 1 – Case Study relating to the disclosure of sensitive information to a journalist.
 - Part 2 – Assurance Review of the Counter Corruption Unit.
- 3.4 By its nature the review is very focused on the work of the Counter Corruption Unit and the 39 actions that have been identified to be taken forward by Police Scotland relate primarily to the organisational structures, governance and operating procedures that are and should be in place within Police Scotland.
- 3.5 In the main the report and the recommendations it contains are of value to the Council as a procedure for highlighting best practice for similar processes that are ongoing within the Council. The report has been circulated to the Community Safety and Public Protection Steering Group for use in this way. However there are three recommendations that are worth noting as they do impact on the partnership work that is ongoing between Police Scotland and Renfrewshire Council:

Recommendation 33:

Police Scotland should ensure that the CCU prioritises its workload around the threat posed by serious organised crime groups.

- 3.6 At any one time there are over 200 serious organised crime groups operating across Scotland. These groups pose a threat to the whole of the public sector as well as our communities and other businesses. Over the past year the Police Scotland Counter Corruption Unit has provided a significant level of support to the Council and its Integrity Group, including Internal Audit to raise awareness at a senior management level of the opportunities that serious organised crime groups seek to take advantage of and looking at policies and procedures that can be used to strengthen the organisation against the threat posed by serious organised crime. Any move to prioritise the work of the CCU on this type of activity is to be welcomed.

Recommendation 35

Police Scotland should consult with its public sector partners and refresh the remit of the CCU Public Sector Section

- 3.7 As noted above this is an important area of work and the work that has been undertaken in Renfrewshire with the support of the CCU Public Sector Section has been of great assistance in developing the Council's Integrity Model and in strengthening the Council against risks posed by corruption and insider threat. Should Police Scotland come forward with a consultation on the aims, objectives, outputs and outcomes of the CCU Public Sector Section then it is recommended that the Council should seek to engage with and contribute positively to the consultation.

Recommendation 36

Police Scotland should monitor the progress of the vetting section to reduce and, if possible, eliminate the backlog of vetting applications and provide regular updates to the SPA.

- 3.8 The vetting process outlined in this report relates most significantly to vetting of those people that have access to Police systems and facilities. However, this process has in the past also impacted on the development and work of the Community Safety Partnership Hub due to its physical location adjacent to the Police Offices in Mill Street and also the nature of the work carried out in the Hub. Any focus on reducing the backlog in vetting will have a significant impact for the Police locally, but will also assist with speeding up some elements of partnership working.
-

Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** – none
3. **Community Planning**

Safer and Stronger The recommendations contained in the HMICS report will if carried out support ongoing partnership working to deliver a safer and stronger Renfrewshire
4. **Legal** – none
5. **Property/Assets**-none
6. **Information Technology** - none
7. **Equality & Human Rights** - the Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** - none

List of Background Papers - Police Scotland – Counter Corruption Unit Assurance Review
– HMICS June 2016.

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To: HOUSING & COMMUNITY SAFETY POLICY BOARD

On: 23 August 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: PUBLIC PROTECTION, OPERATIONAL UPDATE

1. Summary

1.1 This report provides an update for the Housing and Community Safety Policy Board on recent activities carried out in relation to public protection, including information on:

- environmental enforcement and improvement activities;
 - protecting vulnerable residents;
 - building safer communities;
 - diversionary activities;
 - the development of the Community Safety Hub and Integrated Control Room.
-

2. Recommendations

2.1 It is recommended that the Housing & Community Safety Policy Board notes the content of this progress update report.

3. Environmental Enforcement and Improvements

3.1 Rapid Response Team

The Rapid Response Team has been undertaking daily environmental enforcement patrols within Paisley town centre and the wider Renfrewshire area. Strong links have been established with local businesses and community groups working together to address environmental issues affecting specific areas. Work is ongoing to support local businesses

and trades in disposing of trade waste responsibly. Whilst reported incidents of flytipping have not increased overall in the past year, it is clear that the majority of incidents now relate to flytipping of trade and business waste and this is focus for investigation and enforcement by the Community Safety partnership. Since April 2016 the team have:

- Carried out over 200 investigations of environmental crime including flytipping, backcourt dumping, trade waste, litterbins, flyposting, graffiti and street litter
- Issued 7 Section 34 Notices and 2 FPNs for littering issues;
- Uplifted and disposed of over 4 tonnes of waste.

3.2 **Community Clean Ups**

The Renfrewshire Community Safety Partnership continue to support community groups and school pupils to do their bit for Renfrewshire by providing the interested groups with litter pickers, graffiti removal kits and by arranging uplift of any rubbish collected. 21 litter picks / clean ups were conducted in Renfrewshire during March-June 2016. Renfrewshire Community Safety partnership are looking to increase this number and are looking for all interested groups to get in touch to discuss any activity and assistance required..

3.3 **Noise Action Week**

Noise Action Week took place on 23-28 May 2016 to raise awareness of noise. Noise Action Week was co-ordinated by Environmental Protection UK who assist the work undertaken by professionals in noise management. The Renfrewshire Community Safety Partnership supported the initiative by sending messages via social media to highlight noise legislation, enforcement action and services provided by the Community Safety Partnership. In May 2016, the service received 108 noise complaints that are being followed up.

4. **Protecting the Vulnerable**

4.1 **Renfrewshire Multi Agency Risk Assessment Conference**

The Renfrewshire Multi Agency Risk Assessment Conference (MARAC) process has been established within Renfrewshire since October 2015. Safe Lives, the domestic violence charity, will carry out a full evaluation once MARAC has been operational for 12 months however an interim review of referrals has been carried out with the overview highlighting:

- 4 of the referrals have been suitable for the perpetrator to be referred to the Multi Agency Tasking & Coordinating meeting (MATAC);
- In the 77 referrals to MARAC, there have been 98 children discussed, with appropriate actions being taken from the meeting to safeguard the children from further harm;
- Of the 98 children discussed within the process, 30 were of pre-school age, 48 were Primary school age, 16 Secondary school age, 3 aged 16-18 and 1 aged over 18;
- From the 77 referrals, 100% are where domestic abuse occurred within a male and female relationship.

- 4.2 Renfrewshire has already been recognised by Safe Lives as having developed a solid foundation around the introduction of MARAC and Safe Lives has been recommending the approach as a good practice model to other Local Authorities. Currently Renfrewshire are assisting East Renfrewshire Council and Inverclyde Council to help them establish their own MARAC, sharing good practice and ensuring useful continuity of working practices throughout the Police division locally.
- 4.3 **I Am Me/Keep Safe**
The I Am Me project was a key speaker at the Crown Office and Procurator Fiscal Services Hate Crime Conference in Glasgow in March 2016. I Am Me promoted their new teaching and training resources, showing clips from their Primary School Resource films to an audience of around 300 people. The Chief Constable and Lord Advocate both highlighted I Am Me / Keep Safe in their speeches.
- 4.4 The I Am Me CineBus was launched on the 13th July 2016. The bus will be used to raise awareness of Disability Hate Crime by showing films within schools and to groups across Scotland. This mobile cinema/theatre is supported by Renfrewshire Council and will be made available for Community Safety events locally. The bus was donated by Stagecoach and funded through the Keys to Life Development Fund.
- 4.5 The Keep Safe initiative works in partnership with Police Scotland and is supported by the Crown Office. The latest Renfrewshire premises to sign up to Keep Safe are Blend Coffee, Hamishes Hoose, Yorkshire Building Society and Gilmour Street Train Station. There are currently over 140 Keep Safe premises across Renfrewshire. The initiative also operates in Edinburgh, Inverclyde, Borders and Dumfries and Galloway and is in the process of being adopted in the three Ayrshire Councils, East Dunbartonshire, Aberdeen, Dundee and Perth & Kinross.
- 4.6 **Private Rented Housing Improvements**
As reported to the last meeting of the Housing & Community Safety Policy Board on 17th May 2016, new powers introduced by the Housing (Scotland) Act 2014 are being used to deal with private sector landlords who are not maintaining the physical condition of their property. Landlords who do not meet appropriate standards and conditions can be reported to the Private Rented Housing Panel who can impose sanctions and require that the property condition is improved. This is key to improving the standards of accommodation within the private rented sector - especially accommodation used by the most vulnerable members of our community. There is a disproportionate degree of disrepair in the private rented sector relative to other types of housing tenure, especially for residents affected by poverty and this has been recognised by the Council's Tackling Poverty Strategy which has funded the appointment of a temporary enforcement officer to work specifically in relation to this agenda.
- 4.7 **No Substitute for Life**
The 5th annual No Substitute for Life 7-a-side football tournament was held in Ferguslie Park Sports Centre on 26th June 2016. It brings the community together to raise awareness of suicide, and the services and support available to people in crisis. It also challenges stigma. The annual event established by a local Ferguslie resident raises awareness of the issue from personal experience of losing close friends to suicide. The No Substitute for Life

tournament was supported by Street Stuff activities and attended by hundreds of footballers and supporters on the day.

5. Building Safer Communities

5.1 Operation Monarda

The Trading Standards and Licensing Team supported the Police Scotland led bi-annual “Operation Monarda” campaign to tackle doorstep crime. Roadstops were undertaken on arterial routes throughout Renfrewshire, to disrupt and deter rogue traders. Suspected traders were stopped by Traffic Police and drivers were challenged to provide their identities. Contract paperwork was checked and advice and guidance was issued where required. Teams consisting of officers from Trading Standards and Police Scotland also patrolled known doorstep crime “hotspot” areas and tradespeople undertaking work on people’s homes were challenged to ensure compliance with consumer protection legislation. Positively, no rogue traders were found in the course of this work and traders who were subject to challenge welcomed this approach to regulating their business sector and protecting and supporting legitimate businesses.

5.2 Daily Tasking Review

The Community Safety Hub holds a daily tasking meeting to review community safety incidents which have occurred over the past twenty-four hours and tasks them to the relevant partners. This collaborative partnership enables information sharing and pooling of resources to tackle antisocial behaviour and other issues throughout Renfrewshire. In September 2015, a positive evaluation highlighted that Daily Tasking was a very successful joint working partnership approach which now processes over 5,000 referrals per year. This is supported by regular attendance of all key partners including the Health and Social Care Partnership and particular benefits have been seen in supporting earlier interventions in instances where individuals are particularly vulnerable for example due to Mental Health problems.

5.3 Spring / Summer events

During April-August 2016, the Community Safety Partnership including wardens, CCTV and Street Stuff have been supporting key spring/summer events throughout Renfrewshire. This included major national events like the British Pipe Band Championship and Colourfest 2016, the dance festival at Braehead. In addition, they also attended more local events such as Paisley Food Festival, Sma Shot Day, The County Grand Orange Lodge Parade, Building Safer Greener Communities events in Ferguslie Park, local gala days and the Armed Forces Day at Paisley Abbey. The wardens provided the Safe Bus with the lost kids location and the CCTV vehicle at many of these events. Meanwhile, Street Stuff was in attendance at the family orientated events like the gala days, providing football and dance activities for young people to participate in.

5.4 The Fire Reach programme

The Fire Reach programme is delivered by the Scottish Fire and Rescue Service and the Community Safety Youth Team. The course targets young people who have come to the attention of the Community Safety Hub through their involvement in fire related offences. This intensive one week course focuses on raising the awareness of participants about the impact of deliberate fire raising and antisocial behaviour and promotes team building. The

last 2 courses took place during May and June 2016 with 24 young people participating. The number of deliberate fires attended by the Scottish Fire and Rescue Service across Renfrewshire is higher in 2016 so far when compared to 2015. As a result the Partnership has increased the number of Fire Reach courses to tackle this issue.

6. Diversionary Activities

6.1 Street Stuff

The Street Stuff programme continues to be delivered throughout Renfrewshire and continues to go from strength to strength. To date over 13,000 attendances have been recorded at core activities with around 170 attendances per day at summer holiday activities. Street Stuff's annual Football Festival was held at the Paisley 2021 Stadium during May. Young people aged between 10 and 16 years old lived out their dream by competing in 5-a-side games on the main pitch at the Paisley 2021 Stadium. To coincide with the football, Street Stuff's first Dance-Clubbercise class was delivered in the Stadium's new supporters' lounge. Both events were free which helped to increase the total number of participants to a record attendance of 375 on the night.

- 6.2 Street Stuff Dance has introduced free Cheerleading classes for all abilities every Wednesday from 6-8pm at Paisley 2021 Stadium. These classes are for anyone aged 8 to 18, giving young people the opportunity to learn new routines, tricks, make new friends and have fun. Last season the Cheerleaders led out the teams for a few games and will be a key feature for the coming football season backing St Mirren team in every Championship home match.

- 6.3 Over the summer, Street Stuff has been working with young people to develop 2 new buses to be added to their programme of activities with particular links to the Partnership bid for City of Culture, Paisley 2021. 300 young people have been consulted on what they would like to see on the buses with activities including; music, DJ decks, song writing, recording, media, broadcasting, and production as well as traditional gaming scoring high on the list. In addition, young people are working with Street Threads to design the overall wrap combining Street Stuff & Paisley 2021 branding with images of new activities that will be available board. The new buses will be introduced during the autumn/winter programme.

6.4 Linwood Community Sponsorship initiative

Police Scotland and the Community Safety Youth Team embarked in a new joint working diversionary project with a group of young people from Linwood in an attempt to address low-level crime such as vandalism and disorder. A group of Linwood teenagers took part in a three week golfing course at the Castle Golf range in Johnstone, through thanks to funding from the Police Mutual Assurance Society 'Force for Good' Community Sponsorship initiative. Each youth was individually coached by a PGA teaching professional with a final competition where everyone was presented with a certificate for displaying a variety of skills. The programme allowed Community Safety Partnership officers to engage with young people to discuss the importance of community values.

Implications of this Report

1. **Financial** - none.
2. **HR and Organisational Development** – none.
3. **Community Planning**

Safer and Stronger Renfrewshire – The Community Safety Partnership contributes towards Renfrewshire being a safe and secure place for those living, working or visiting the area, using intelligence led joint tasking arrangements. It addresses antisocial behaviour & crime and supports youth diversionary and education programmes.

A Greener Renfrewshire – Through tackling environmental crime, community safety activities supports a cleaner and more attractive Renfrewshire.

Renfrewshire forum for Empowering Communities – Engaging with communities and encouraging voluntary work to improve the local area.

4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health and Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.

List of Background Papers - none

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To: Housing and Community Safety Policy Board

On: 23 August 2016

Report by: Director of Development and Housing Services

Heading: Scottish Social Housing Charter – Annual Return 2015/2016

1. Summary

- 1.1 Local Authorities and Registered Social Landlords are required to submit an Annual Return relating to performance to the Scottish Housing Regulator by the end of May each year. This report provides details of the submission by Renfrewshire Council for 2015/16.

2. Recommendations

- 2.1 It is recommended that:

- (i) The Board notes the submission made by the Director of Development and Housing Services on the Scottish Social Housing Charter as attached at Appendix 1.

3. Background

- 3.1. The report attached as Appendix 1 provides performance information for housing and related services for 2015/16:
- Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators along with comparative information for the last two years
 - Section 2 gives details of some core contextual data which was also submitted as part of the Charter return

- Section 3 provides additional service and performance management information for 2015/16
- 3.2. Overall, the 2015/16 Annual Return on the Charter indicates strong ongoing improvement by the Housing Service, with the majority of indicators improving (22 indicators) or the same as 2014/15 (3 indicators). Lower performance was recorded for nine indicators and work is in progress to identify reasons and implement action to address this.
 - 3.3. The Scottish Housing Regulator will publish all social landlords' performance on its website in August 2016. In common with other Councils and RSL's, Renfrewshire Council is required to report performance against the Charter to tenants by the end of October 2016.
 - 3.4. A report will be presented to a later meeting of this Policy Board which benchmarks Renfrewshire Council's performance in 2015/16 against other social landlords.
-

Implications of the Report

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

List of Background Papers: None

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Scottish Social Housing Charter

Outturn Report

2015 -2016

Section 1 Outturn Report

Section 2 Contextual indicators

Section 3 Management Information

Planning & Housing Team

Development & Housing Services

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SECTION 1: OUTTURN REPORT (2015-2016)

Overall Satisfaction

No.	Indicator	13/14(a)	14/15(a)	15/16(b)	Comments
1	Percentage of tenants satisfied with the overall service provided by their landlord.	82.0%	82.0%	82.2%	Satisfaction has remained stable for the past three years

Source: (a) 2013 Tenant Satisfaction Survey
(b) 2015 Tenant Satisfaction Survey

1. The Customer Landlord Relationship

Equalities

No.	Indicator	13/14	14/15	15/16
2	Ethnic origins and disability details of service users, staff and for RSLs only, governing body members.	Data in return to SHR. Full report to HACs Policy Board on equalities issues in August 2016		

Communication

No.	Indicator	13/14(a)	14/15(a)	15/16(b)	Comments
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	79.2%	79.2%	79.5%	Satisfaction has remained stable for the past three years

Source: (a) 2013 Tenant Satisfaction Survey
(b) 2015 Tenant Satisfaction Survey

Complaints

No.	Indicator	13/14	14/15	15/16	Comments
4	Percentage of all 1st stage complaints responded to in full within the last year within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.	94.9%	98.2%	93.3%	Both figures show a reduction in performance from last year – particularly performance dealing with 2 nd stage complaints. The reasons for this will be investigated to see where improvements should be made
5	Percentage of all 2nd stage complaints responded to in full within the last year within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.	94.9%	90.2%	46.15%	

Participation

No.	Indicator	13/14(a)	14/15(a)	15/16(b)	Comments
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	69.0%	69.0%	84.2%	There was substantial improvement in 2015/16

2. Housing Quality and Maintenance

Housing Quality

No.	Indicator	13/14	14/15	15/16	Comments
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.</i>	62.1%	84.6%	85.9%	After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.
8	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.	85.1%	97.4%	98.5%	There was a slight improvement against this standard in 2015/16.
9	Percentage of tenants satisfied with the standard of their home when moving in.	(a)61.4%	(b)80%	(b)92.3%	There has been substantial improvement each year over the last two years.
10	Percentage of existing tenants satisfied with the quality of their home.	(a)81.6%	(a)81.6%	(b)82.2%	There was a slight increase in satisfaction in 2015/16..

9) Source: (a) 2013 Tenant Satisfaction Survey
(b) Point of service survey

10) Source: (a) 2013 Tenant Satisfaction Survey
(b) 2015 Tenant Satisfaction Survey

Repairs, Maintenance and Improvements

No.	Indicator	13/14	14/15	15/16	Comments
11	Average length of time taken to complete emergency repairs. (hours)	11.5	5.8	5.5	This has shown slight improvement from last year.
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.5	8.4	Performance in 2015/16 was similar to 2014/15.
13	Percentage of reactive repairs carried out in the last year completed right first time.	87.8%	87.5%	90.8%	The proportion of repairs completed 'right first time' increased in 2015/16.
14	Percentage of repairs appointments kept.	95.0%	98.9%	99.1%	Performance in 2015/16 was similar to 2014/15.
15	Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	99.99%	99.99%	99.5%	There was a slight reduction in the proportion of gas safety checks completed on time. This was identified early in 2015/16 and procedures were improved to ensure that the target of 100% is achieved.
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	(a)78.0%	(b)94.7%	(b)96.6%	Satisfaction with repairs continues to improve.

(16) Source: (a) 2013 Tenant Satisfaction Survey
(b) Point of service survey

3. Neighbourhood and community

Estate Management, Anti-social Behaviour, Nuisance and Tenancy Disputes

No.	Indicator	13/14	14/15	2015/16	Comments
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	(a)81.2	(a)81.2%	(b)82.5%	This has shown slight improvement.
18	Percentage of tenancy offers refused during the year.	61.3%	59.6%	46.1%	Performance has improved significantly
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	93.7%	91.6%	92.9%	This has shown slight improvement.

(17) Source: (a) 2013 Tenant Satisfaction Survey
(b) 2015 Tenant Satisfaction Survey

4. Access to housing and support

Tenancy Sustainment

No.	Indicator	13/14	14/15	15/16	Comments
20	Percentage of new tenancies sustained for more than a year, by source of let.				The overall sustainment figure for 2015/16 (84.5%) is down from 87% in 2014/15. The reasons for this will be investigated, particularly the reasons for the reduction in tenancy sustainment rates for homeless applicants (72.1% in 2015/16 compared to 81.4% last year).
	Existing tenants	90.8%	94.2%	91.0%	
	Homeless applicants	75.4%	81.4%	72.1%	
	Housing List applicants	87.9%	86.9%	87.4%	
	Other	0	0	0	
	Overall	85.0%	87%	84.5%	
21	Percentage of lettable houses that became vacant in the last year.	11%	10.2%	10.2%	This indicator has remained stable

Housing Options and Access to Housing

No.	Indicator	13/14	14/15	15/16	Comments
22	Percentage of approved applications for medical adaptations completed during the reporting year.	98.6%	87.8%	96.0%	These indicators show marked improvement from the previous year
23	Average time to complete applications (medical adaptations) days	61	64	44	

Indicator 24 relates to court actions initiated which resulted in eviction

No.	Indicator	13/14	14/15	15/16	Comments
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	26.1%	20.3%	23.1%	The overall figure has increased from 2014/15; most cases are for non payment of rent
	Non payment of rent		19.4%	22.2%	
	Anti social behaviour		0.5%	0.8%	
	Other		0.5%	0%	

Homelessness

No	Indicator	13/14	14/15	15/16	Comments
25	Average length of time in temporary or emergency accommodation by type, days (LAs only)				The overall figure for average length of stay is 23 days longer than 2014/15, this is due to a change in process to avoid repeat homelessness
	Local authority dwelling	43.3	44.9	78.9	
	RSL Dwelling	81	89.4	39.3	
	Bed and Breakfast	10	0	0	
	Other	139.1	98.5	101.9	
	All types of accommodation	47.2	56.9	79.3	
26 & 27	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	100%	99.1%	99.5%	This indicator has remained stable
	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)				The overall refusal rate has remained relatively stable
	L A Dwelling	1.9%	2.4%	2.4%	
	RSL Dwelling	0%	1.6%	0	
	Bed and Breakfast	11.5%	N/A	N/A	
	Other	0%	0%	0	
	All types of accommodation	2.9%	1.96%	2.1%	
28	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only).	87.9%	92.3%	74.5%	Satisfaction is down from 92.3% in 2014/15. Reasons for this reduction in satisfaction will be investigated.

(28) Source: annual point of service homeless services tenants survey

5. Value from Rents and Service Charges

Value for Money

No.	Indicator	13/14(a)	14/15(a)	15/16(b)	Comments
29	Percentage of tenants who feel that the rent for their property represents good value for money.	75.0%	75%	77.2%	The proportion of tenants who feel their rent represents good value for money increased in 2015/16.

(29) Source: (a) 2013 Tenant Satisfaction Survey

(b) 2015 Tenant Satisfaction Survey

Rents, Service Charges and Time to Re-let Properties

No.	Indicator	13/14	14/15	15/16	Comments
30	Rent collected as percentage of total rent due in the reporting year.	99.6%	100.2%	100%	This indicator has remained stable
31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.6%	6.3%	6.0%	Performance improved in 2015/16
32	Average annual management fee per factored property.	N/A	£90.00	£90.00	No change from 2014/15
33	Percentage of factored owners satisfied with the factoring service they receive.	23.8%	45.4%	50.9%	Satisfaction increased in 2015/16
34	Percentage of rent due lost through properties being empty during the last year.	2.6%	2.0%	1.9%	Performance improved slightly in 2015/16
35	Average length of time taken to re-let properties in	56	44	42	Performance improved

	the last year. (days)				in 2015/16
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(33) Source: Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	13/14	14/15	15/16
36	Gypsies / Travellers – Average weekly rent per pitch.	Not applicable, no Council Managed sites in Renfrewshire		
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.			

SECTION 2B: CORE CONTEXTUAL INDICATORS

The Charter also has 32 contextual indicators that relate to the stock and profile of our service users. Not all of these are reported by local authorities (7 are relevant to RSL only), similarly some are reported in such a way that it is not conducive to present in tabular format for this report.

The core contextual indicators are included in the table below:

Number	Indicator	2013/14	2014/15	2015/16
7	Number of lets during the reporting year			
	General Needs	1,385	1190	1124
	Supported Housing *	48	45	51
8	Number of lets during the reporting year, by source of let			
	Existing tenants	278	243	241
	Housing List applicants	821	698	618
	Other sources	0	0	1
	Homeless applicants	334	294	315
9	Types of tenancies granted for the reporting year			
	Occupancy agreements	0	0	0
	Short SST	28	12	6
	SST	1405	1223	1169
10	Housing Lists			
	New applicants	2661	3315	3216
	Applicants on list at end of year	6332	6239	5749
	Suspensions	157	169	122
	Cancelled	4020	3607	3965
11	Abandoned properties	196	206	163
12	Number of notices of proceedings issued	1178	1474	1755
	The number of orders for recovery of possession granted during the reporting year	94	105	133
13	Average number of reactive repairs completed per occupied property	5.7	5.5	5.4
14	The Landlords wholly owned stock	12666	12497	12393
17	Stock by house type			
	House	2660	2640	2627
	High Rise	1100	1010	1005
	Tenement	4949	4910	4864
	4 in block	2865	2849	2829
	Other flat/maisonette	1092	1088	1068
20	Number of self contained properties void at the year end	487	480	634
	Void for more than 6 months	79	79	78
21	Rent increase	3.5%	3.5%	2.0%
22	Number of households for which landlords are paid housing costs	8304	8442	8971
	Value of direct housing cost payments received during the year	£27,868,900	£28,905,400	£28,732,900
23	Percentage of former tenant rent arrears written off at the year end	21.6%	44.3%	54.9%

* Sheltered housing only

SECTION 3: MANAGEMENT INFORMATION

Allocations and Managing Tenancy Change

In 2015/16, 1175 properties were let by the Council. Most of these lets (1068) were made through the group system. Within the group system, over 51% of lets went to applicants in Group 3 (Housing Need) and over 30% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants over 2015/2016

Table 1 - Housing Waiting List (at 31st March 2016)	
Number of applicants on housing list - at 31 st March 2016	5749
Of which number who have their application on hold	1,269

Data source: Northgate Housing System

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

Table 2 - Housing Waiting List Breakdown (at 31st March 2016)		
Group	Number Applicants	%
Group 1 Homeless	203	3.53
Group 2 Mobility	348	6.05
Group 3 Housing Need	2272	39.52
Group 4 Exchanges	1105	19.22
Group 5 General	1821	31.68
Total	5749	100%

Data source: Northgate Housing System

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

Table 3 - Total lets (2015/16)		
	Number	%
Lets through group system	1068	90.89%
Lets outwith group system	107	9.11%
Total Lets	1175	100.00%

Data source: Northgate Housing System

Table 4 shows lets to each group and also the target for lets to each group in 2015/16 and agreed allocations targets.

Table 4 - Lets through group system (2015/16)			Targets
Group	Lets	%	%
Group 1 Homeless	316	29.59%	45%
Group 2 Mobility	105	9.83%	5%
Group 3 Housing Need	544	50.94%	40%
Group 4 Exchanges	77	7.21%	9%
Group 5 General	26	2.43%	1%
Total	1068	100%	100%

Data source: Northgate Housing System

Table 5 gives details for lets outwith the group system.

Table 5 - Lets Outwith Group System (2015/16)		
Category	Lets	% Total Lets
Sheltered Housing	22	20.56%
Special Lets/Management Transfers	51	31.78%
Regeneration	34	47.66%
Total	107	100.00%

Table 6 shows lets by house type.

Table 6 - Lets by House Type (2015/16)		
House Type	Number	% of all lets
Tenement Flat	582	49.5
Own Door Flat	239	20.3
Multi-storey Flat	78	6.6
House	73	6.2
Other Flat	95	8.1
Maisonette	33	2.8
Bungalow	23	2.0
Amenity Flat	1	0.1
Prefab	1	0.1
Sheltered Bungalow	8	0.7
Sheltered Flat	42	3.6
Total	1175	100.0

Table 7 shows section 5 and nomination lets

Table 7 Nomination & S5 Lets						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		General stock		
Q1	13	2	6.8%	30	16.9%	20.4%
Q2	20	5	9.7%	31	14.6%	21.8%
Q3	13	7	8.7%	23	11.9%	18.7%
Q4	13	3	8.3%	23	14.8%	20.2%
Annual	59	17	8.4%	107	14.5%	20.3%

***Section 5 = general stock only (excludes specialist)**

Repairs

In 2015/16 63,711 repairs were carried out and 94% of these were completed within the target timescale. This is a slight increase on 2014/15 when 93% of repairs were completed within target.

Table 8 provides data in respect of repairs completed by category of repair:

- an emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent damage
- 'right to repair' qualifying repairs are urgent repairs which must be carried out within a specified timescale in terms of the Housing (Scotland) Act 2001
- routine repairs are every day repairs which are required as a result of normal wear and tear of the property
- programmed repairs are generally non-urgent general maintenance repairs which are carried out on a programmed basis rather than carrying out individual responsive repairs (usually larger scale repairs within common ownership)

Table 8 – Repairs			
Category of Repair	Total Completed	Total completed in target time	% completed in target time
Emergency Completed	11,377	11,212	99%
Right to Repair Completed	11,729	11,321	97%
Urgent Completed	1,328	1,247	94%
Routine Completed	37,909	34,469	91%
Programmed Completed	1,368	1,345	98%
Total Repairs Completed	63,711	59,594	94%

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2015/16 and outcomes for calls received. Over 77,000 calls were made to report repairs and 77% of these were answered. This is a decrease on performance in 2014/15 (when 93% of calls were answered). The average waiting time for all calls was 3 minutes and 30 seconds. This was a rise in waiting time from 2014/15 (when the average waiting time was 56 Seconds). Overall, 21% of calls were answered within the service level target (40 seconds).

The Ren Repairs App saw an increase in use from 758 repairs in 2014/15 to 2018 logged in this manner in 2015/16.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	77,107	
Calls answered	59,032	77%
Calls abandoned	18,075	23%
Calls answered within 40 second target time	16,332	21%
% of all attempted calls answered within 40 sec target (service level)		28%
Average waiting time	00:03:30	
Maximum waiting time (average)	00:41:46	
'Ren Repairs' app (email correspondence)	3973	

'Ren Repairs' registered repairs	2018	
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Homelessness and Housing Advice

The number of homeless applications reduced during 2015/16. This is a continuing trend and is in line with the national picture. It is largely due to the housing options approach which is being used by social landlords, and the impact of the range of homeless prevention measures that are now in place, such as family mediation.

Table 10 Homeless Applications	2013/14	2014/15	2015/16
Number of homeless applications requiring assessment	981	839	832
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	1978	2154	2098

Table 11 provides information on the number of applications that were assessed as being statutorily homeless, or threatened with homelessness. Performance in terms of time taken to complete assessments continues to compare well with other Scottish local authorities.

Table 11 Decision Making	2013/14	2014/15	2015/16
Number of applications assessed as 'homeless or threatened with homelessness' (ie the Council had a duty to rehouse)	736	684	689
Proportion of assessments completed within 28 days	88%	84%	95.5%

From April 2016 – March 2016, 533 service users completed a 'satisfaction card' following their interview with a Housing Options Adviser or member of the Homeless Prevention team, and where clients gave an opinion after engaging with the service :

- 95.3 % were pleased with the quality of advice and information they were given.
- 96% were pleased with the overall quality of the service they received.

SECTION 3: Rent Arrears

The reported rent arrears position has improved by £9k from 2014/15 which had in turn reduced by £107k from 2013/14, despite the pressures of Welfare Reform and the roll out of Universal Credit. This continuing improvement reflects the focus on rent collection throughout the year, including the maximisation of DHPs for those under occupying.

Table 12 shows that the annual rental income that due to be collected is just over £46m. At the end of March 2016, £1,239,900 was owed in arrears.

Table 12 - Current Tenant Rent Arrears			
	2013/14	2014/15	2015/16
Annual Rental Income	£43,973,300	£45,092,800	£46,110,300
Number of Tenants	11,914	11,835	11,657
Total Arrears Owed All	£1,355,600	£1,248,600	£1,239,900

Table 13 shows the recovery action taken and notes that there have been 10 evictions enforced in the last year for rent arrears.

Table 13 – Recovery Action			
	2013/14	2014/15	2015/16
*NPRP issued	1,176	1,469	1,756
All Cases calling at Court	850	773	947
Decrees Granted	96	103	133
Evictions enforced S/Officer	8	4	10
Average time first calling	10 weeks	10 weeks	10 weeks
Average time recalled at court	5 weeks	5 weeks	5 weeks

Table 14 provides a profile of arrears by value and table 17 shows the status of arrears debt.

Table 14 – Profile of Arrears by Value			
	2013/14	2014/15	2015/16
Under £250	£124,000	£113,700	£88,000
Between £250 & £500	£212,300	£81,400	£159,800
Between £500 & £1,000	£382,300	£345,500	£350,500
Over £1,000	£637,000	£608,000	£641,600
TOTALS	£1,355,600	£1,248,600	£1,239,900

Table 15 – Status of Rent Debt			
	2013/14	2014/15	2015/16
Arrears Pre Court	£868,300	£769,900	£733,700
Arrears Post Court	£384,500	£376,000	£413,000
Arrears Rent Direct	£102,800	£102,700	£93,200
TOTALS	£1,355,600	£1,248,600	£1,239,900

Table 16 shows the amount owed by tenants by age profile. Just under 69% of the arrears are from tenants aged between 25 and 49 years, with tenants over the age of 60 having the least amount of arrears.

Table 16 – Profile of Arrears by Age			
	2013/14	2014/15	2015/16
Under 25 years	£175,800	£159,100	£155,900
Between 25 & 49 years	£939,100	£859,700	£849,600
Between 50 & 60 years	£198,700	£188,600	£192,400
Over 60	£42,000	£41,200	£42,000
TOTALS	£1,355,600	£1,248,600	£1,239,900

Table 17 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 71% of our tenants in receipt of some form of benefit.

Table 17 – Housing Benefit			
	2013/14	2014/15	2015/16
Number of tenants	11,914	11,835	11,657
Tenants with benefit	8,304	8,442	8,263
Tenants without benefit	3,610	3,393	3,394
% in receipt of Housing Benefit	70%	71%	71%



To: Housing and Community Safety Policy Board

On: 23 August 2016

Report by: Director of Development and Housing Services

Heading: Review of the Scottish Social Housing Charter- A Consultation

1. Summary

- 1.1 The Scottish Social Housing Charter was introduced by the Housing (Scotland) Act 2010 and requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities. Ministers are also required to review these standards and outcomes regularly.
- 1.2 The Scottish Government issued a consultation paper on the Charter in June 2016 and invited responses by 24 August 2016. The current Charter remains in force until 31 March 2017 and it is anticipated that an updated Charter will be introduced from April 2017.

2. Recommendations

- 2.1 It is recommended that;
- (i) The Board authorises the Director of Development and Housing Services to submit the response attached at Appendix 1 to the Scottish Government in relation to the Consultation on the Review of the Scottish Social Housing Charter.

3. Background

- 3.1. The Scottish Social Housing Charter was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.
- 3.2. The Charter consists of 16 outcomes and standards that are based around the following:
- The customer/landlord relationship
 - Housing quality and maintenance
 - Neighbourhood and community
 - Access to housing and support
 - Getting good value from rents and service charges
 - Other customers
- 3.3. The Scottish Government has asked for views on the current Scottish Social Housing Charter. On completion of the consultation an updated version of the Charter will be developed and presented to the Scottish Parliament for approval from April 2017.
- 3.4. The proposed response from the Council, (Appendix 1) offers only minor amendments and suggests that the Charter remains broadly the same as its current form.
- 3.5. All Councils and Registered Social Landlords have been required since 2013 to report annually to the Scottish Housing Regulator on performance indicators which are linked to Charter outcomes and standards. Renfrewshire Council's Annual Return on the Charter for 2015/16 is the subject of a separate report to this Policy Board.
- 3.6. Members may wish to note that tenants and tenants groups have been invited by the Scottish Government to respond to this consultation. It is proposed that the draft response attached to this report (Appendix 1) is submitted as the response from Renfrewshire Council.
-

Implications of the Report

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

List of Background Papers

- (a) Reports to the Housing and Community Safety Policy Board on:
- 26 April 2011, 'Scottish Social Housing Charter'
 - 4 October 2011, 'Draft Scottish Social Housing Charter'
 - 28 February 2012, 'Scottish Social Housing Charter'
 - 28 August 2012, 'Scottish Social Housing Charter'
 - 12 March 2013, 'Scottish Social Housing Charter'

The foregoing background papers will be retained within Development and Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Paul McLean, Performance Review Officer, 0141 618 6264, paul.mclean@renfrewshire.gov.uk

Author: Lesley Muirhead 0141 618 6259

Review of the Scottish Social Housing Charter - A Consultation

June 2016

REVIEW OF THE SCOTTISH SOCIAL HOUSING CHARTER 2016

INTRODUCTION AND BACKGROUND

This consultation seeks your views on the Scottish Social Housing Charter which remains in force until 31 March 2017. Following this consultation we will develop an updated version of the Charter and ask the Scottish Parliament to consider the changes and approve a new Charter from 1st April 2017.

The Charter applies to Scottish social landlords. It does not cover private-sector landlords. The standards and outcomes do not add any new duties to social landlords; rather they describe what a good social landlord should be achieving for its tenants and other customers.

RESPONDING TO THIS CONSULTATION PAPER

We are inviting written responses to this consultation paper by 24th August 2016. We would be grateful if you would use the consultation questionnaire provided and it would be helpful if you could respond to the consultation online by going to:

<https://consult.scotland.gov.uk/social-housing-services/scottish-social-housing-charter>

NEXT STEPS IN THE PROCESS

Where respondents have given permission for their response to be made public and after we have checked that they contain no potentially defamatory material, responses will be made available to the public in the Scottish Government Library and on the Scottish Government consultation web pages within 25 days of the Consultation closing. Copies of responses can be viewed by visiting the library or can also be provided by post. Charges for photocopies are made on a cost-recovery basis. To request copies by post and enquire about charges or make an appointment to view responses at the library, contact the Library on 0131 244 4565.

WHAT HAPPENS NEXT?

Following the closing date, all responses will be analysed and considered along with any other available evidence to help us produce a revised Charter. We aim to issue a report on this consultation process by Autumn 2016.

THE CONSULTATION QUESTIONS

This consultation is set out in three parts;

Section 1 asks you about the impact of the current Charter.

Section 2 asks you about the current standards and outcomes. The 16 standards, outcomes and the supporting narrative that describe them are included in the consultation document to help you complete the questionnaire.

Section 3 asks whether you think anything should be added to the Charter and why.

Section 1 – Impact of the current Charter

In this section we ask for your views on the impact of the current Charter.

1) Do you think the quality of landlord services has improved because of the Charter? Please explain your answer and provide examples.

This could include examples of improvements to a specific service such as higher quality, quicker repairs or increased opportunities for tenants to get involved.

Renfrewshire Council's response *The Council has recorded improvement in service performance over the past three years across most of the Charter indicators. The indicators aligned to the Charter has enabled the Council to benchmark performance with other landlords.*

2) Does the way the Charter is reported on help you judge whether landlords are meeting the Charter outcomes and standards? Please explain your answer.

Renfrewshire Council's response *The Council has reported the Annual Return on the Charter in accordance with Guidance over the last two years and has involved tenants in the preparation of the annual report to tenants. While the Tenant Report focuses mainly on performance against the Charter indicators, it is also used as an opportunity to report on activity and service improvements more generally and to demonstrate how the Charter outcomes and standards are being met by the Council as a landlord.*

Section 2 – Current outcomes and standards

In this section of the questionnaire we ask for your views on all 16 current charter outcomes and standards and the supporting narratives that describe them. These are listed in 6 sections below;

THE CUSTOMER/ LANDLORD RELATIONSHIP

EQUALITIES (Charter outcome 1)

Social landlords perform all aspects of their housing services so that: every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Supporting Narrative

This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords' responsibility for finding ways of understanding the needs of different customers and delivering services that recognise and meet these needs.

3a) Would you:

Keep this outcome exactly as it is ☒

Change this outcome ☐

Don't know ☐

Renfrewshire Council's response *The current wording is appropriate. It focuses on recognising and meeting the needs of individual tenants and customers as well as complying with legislative duties with respect to people in the protected characteristics groups.*

COMMUNICATION (Charter Outcome 2)

Social landlords manage their businesses so that: tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Supporting Narrative

This outcome covers all aspects of landlords' communication with tenants and other customers. It is not just about how clearly and effectively a landlord gives information to those who want it.

4a) Would you:

- Keep this outcome exactly as it is ☒
- Change this outcome ☐
- Don't know ☐

Renfrewshire Council's response *The Council does not recommend any change to this outcome and agrees with its focus on tenant and customer access to information and decisions about services.*

PARTICIPATION (Charter outcome 3)

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Supporting Narrative

This outcome describes what landlords should achieve by meeting their statutory duties on tenant participation. It covers how social landlords gather and take account of the views and priorities of their tenants; how they shape their services to reflect these views; and how they help tenants and other customers to become more capable of involvement.

5a) Would you:

- Keep this outcome exactly as it is ☒
- Change this outcome ☐
- Don't know ☐

Renfrewshire Council's response No change to this outcome is needed. While it emphasises the importance of enabling tenants and other customers to participate and the supporting narrative makes reference to statutory duties on tenant participation, the wording is sufficiently flexible to enable landlords to shape methods of participation and engagement in response to local circumstances.

HOUSING QUALITY AND MAINTENANCE

QUALITY OF HOUSING (Charter standard 4)

Social landlords manage their businesses so that: tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair¹.

Supporting Narrative

This standard describes what landlords should be achieving in all their properties. It covers all properties that social landlords let, unless a particular property does not have to meet part of the standard. Beyond SHQS, landlords should be looking for cost-effective ways of achieving higher energy-efficiency standards for their properties, to provide warmer homes for their tenants and help to meet climate change targets. During this Charter's lifetime, the Scottish Government will consult on higher standards. If adopted, these new standards will form part of the next Charter.

6a) Would you:

Keep this standard exactly as it is ☐

Change this standard ☒

Don't know ☐

Renfrewshire Council's response *The Council notes the intention to update the standard to take reflect the introduction of the Energy Efficiency Standard for Social Housing (EESH).*

¹ This will be updated in the revised Charter to reflect the introduction of the Energy Efficiency Standard for Social Housing (EESH).

REPAIRS, MAINTENANCE AND IMPROVEMENTS (Charter outcome 5)

Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Supporting Narrative

This outcome describes how landlords should meet their statutory duties on repairs and provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales; setting repair standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.

7a) Would you:

Keep this outcome exactly as it is ☒

Change this outcome ☐

Don't know ☐

Renfrewshire Council's response *No change to this outcome is sought.*

NEIGHBOURHOOD AND COMMUNITY

ESTATE MANAGEMENT, ANTI-SOCIAL BEHAVIOUR, NEIGHBOUR NUISANCE AND TENANCY DISPUTES (Charter outcome 6)

Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Supporting Narrative

This outcome covers a range of actions that social landlords can take on their own and in partnership with others. It covers action to enforce tenancy conditions on estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with others to tackle anti-social behaviour.

8a) Would you:

Keep this outcome exactly as it is ☐

Change this outcome ☒

Don't know ☐

Renfrewshire Council's response *The supporting narrative could be amended to incorporate a positive statement about activity in relation to estate management (ie in addition to the current focus on enforcement action and responding to nuisance and anti-social behaviour).*

ACCESS TO HOUSING AND SUPPORT

HOUSING OPTIONS (Charter outcomes 7,8 and 9)

Social landlords work together to ensure that people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

Supporting Narrative

These outcomes cover landlords' duties to provide information to people looking for housing and advice for those at risk of becoming homeless. These duties include helping tenants and people on housing lists to review their options to move within the social housing sector or to another sector.

9a) Would you:

Keep these outcomes exactly as they are ☐

Change this outcome ☒

Don't know ☐

Renfrewshire Council's response *The format of this section differs from other parts of the Charter in that three outcomes (7,8 and 9) are grouped together with a shared supporting narrative. The covering narrative is clear, however the fact that the three outcomes are grouped together detracts for the consistent approach elsewhere in the Charter and creates a degree of confusion.*

ACCESS TO HOUSING (Charter outcome 10)

Social landlords ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Supporting Narrative

This outcome covers what social landlords can do to make it easy for people to apply for the widest choice of social housing that is available and suitable and that meets their needs. It includes actions that social landlords can take on their own and in partnership with others, for example through Common Housing Registers or mutual exchange schemes, or through local information and advice schemes.

10a) Would you:

Keep this outcome exactly as it is ☐

Change this outcome ☒

Don't know ☐

Renfrewshire Council's response *This outcome overlaps with 7,8 and 9 and should be reviewed alongside these outcomes. Please see previous comments above.*

TENANCY SUSTAINMENT (Charter outcome 11)

Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Supporting Narrative

This outcome covers how landlords can help tenants who may need support to maintain their tenancy. This includes tenants who may be at risk of falling into arrears with their rent, and tenants who may need their home adapted to cope with age, disability, or caring responsibilities.

11a) Would you:

Keep this outcome exactly as it is ☒

Change this outcome ☐

Don't know ☐

Renfrewshire Council's response No change to this outcome is sought.

HOMELESS PEOPLE (Charter outcome 12)

Local councils perform their duties on homelessness so that homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

Supporting Narrative: This outcome describes what councils should achieve by meeting their statutory duties to homeless people.

12a) Would you:

Keep this outcome exactly as it is ☒

Change this outcome ☐

Don't know ☐

Please tick only one box and explain your answer below

Renfrewshire Council's response No change to this outcome is sought.

GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

VALUE FOR MONEY (Charter standard 13)

Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Supporting Narrative

This standard covers the efficient and effective management of services. It includes minimising the time houses are empty; managing arrears and all resources effectively; controlling costs; getting value out of contracts; and giving better value for money by increasing the quality of services with minimum extra cost to tenants, owners and other customers.

13a) Would you:

Keep this standard exactly as it is ☒

Change this standard ☐

Don't know ☐

Renfrewshire Council's response *No change to this outcome is sought.*

RENTS AND SERVICE CHARGES (Charter outcomes 14 and 15)

Social landlords set rents and service charges in consultation with their tenants and other customers so that A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them. Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds.

Supporting Narrative

These outcomes reflect a landlord's legal duty to consult tenants about rent setting; the importance of taking account of what current and prospective tenants and other customers are likely to be able to afford; and the importance that many tenants place on being able to find out how their money is spent. Each landlord must decide, in discussion with tenants and other customers, whether to publish information about expenditure above a particular level, and in what form and detail. What matters is that discussions take place and the decisions made reflect the views of tenants and other customers.

14a) Would you:

Keep these outcomes exactly as they are ☒

Change these outcomes ☐

Don't know ☐

Renfrewshire Council's response *No change to this outcome is sought.*

OTHER CUSTOMERS

GYPSIES/TRAVELLERS (Charter outcome 16)

Local councils and social landlords with responsibility for managing sites for Gypsies/Travellers should ensure sites are well maintained and managed.

Supporting Narrative

This outcome applies only to those councils and other social landlords that are responsible for managing these sites.

15a) Would you:

Keep this outcome exactly as it is ☒

Change this outcome ☐

Don't know ☐

Renfrewshire Council's response No change to this indicator is sought..

Section 3 – Adding anything to the Charter

In this section we ask you to provide details of anything else the Charter should cover.

16) Is there anything else you think the Charter should cover? If so please tell us what and why you think it should be included?

Renfrewshire Council's response As it stands the Charter covers the key services provided to tenants and other customers and the Council suggests that it should remain broadly the same. However, there is scope for reviewing the relationship between the Charter outcomes, Charter indicators and other methods of assessing / demonstrating progress in meeting Charter outcomes.

ASSESSMENTS

An Equality Impact Assessment was prepared for the development of the Scottish Social Housing Charter in 2011. A Partial Business and Regulatory Impact Assessment on the Charter was also prepared in 2011 before the Charter was introduced to the Scottish Parliament for approval. These examined both the Charters likely impact on equalities and the costs and benefits to social landlords of the changes.



To: Housing and Community Safety Policy Board

On: 23 August 2016

Report by: Director of Development and Housing Services

Heading: Draft Strategic Housing Investment Plan 2017/18 - 2021/22

1. Summary

- 1.1 The Scottish Government allocates Grant Funding to local authority areas through the Affordable Housing Supply Programme. Thereafter, Local Authorities are required to prepare a Strategic Housing Investment Plan (SHIP), every two years and submit this to the Scottish Government.
 - 1.2 The SHIP shows how investment in Affordable Housing will be targeted to achieve the strategic outcomes set out in the Local Housing Strategy (LHS) for Renfrewshire.
 - 1.3 The Draft Strategic Housing Investment Plan (SHIP) 2017/18 to 2021/22 is attached to this report for approval for consultation (Appendix 1). It is proposed that consultation responses are requested by Friday 23 September 2016 and that a revised SHIP is presented to the Policy Board for approval in November 2016.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) Authorises the Director of Development and Housing Services to consult on the draft SHIP 2017/18 to 2021/22 (attached as Appendix 1) and report to the outcome to the Housing & Community Safety Policy Board in November 2016.
-

3. Background

- 3.1. Local authorities are required to prepare a Strategic Housing Investment Plan (SHIP) every two years and submit this to the Scottish Government. The SHIP shows how investment in affordable housing will be targeted to achieve the objectives set out in the Local Housing Strategy (LHS).
- 3.2. The current SHIP was approved by the Housing and Community Safety Policy Board in January 2015 and covers the period 2015/16 to 2019/20. This new draft SHIP is in the same format but rolls the programme forward to 2021/22, taking account of recent progress on new build sites, new guidance issued by the Scottish Government in July 2016 and new increased funding allocations to support the Affordable Housing Supply Programme and the national target of 50,000 new affordable homes over the next 5 years.
- 3.3. This increased level of grant funding will help to deliver Renfrewshire Council's target of 1,000 new affordable homes by 2020.
- 3.4. In March 2016, the Scottish Government confirmed that Renfrewshire's Resource Planning Assumption (RPA) for 2016/17 is £11.521m and provided minimum RPAs for the next three years.
- 3.5. Updated Guidance published in July 2016 provides advice on RPAs for the full five year period to 2021/22 and indicates that Renfrewshire can expect at least £29.954m over the next five years.
 - 2017/18 - £9.217m
 - 2018/19 - £6.913m
 - 2019/20 - £4.608m
 - 2020/21 - £4.608m
 - 2021/22 - £4.608m

The Scottish Government guidance suggests that Councils should 'over programme' to ensure full delivery should slippage occur.

- 3.6. Appendix 2 provides details of projects in the SHIP programme, including the estimated grant requirement. It indicates a total estimated grant requirement of around £34m over the five year period 2017/18 to 2021/22 to deliver an ambitious Affordable Housing newbuild programme for Renfrewshire. During the consultation period to 23 September 2016, officers from Planning and Housing will liaise with partners to identify potential new projects which could be included in the finalised SHIP.
- 3.7. Through ongoing forward planning activity during the lifetime of the SHIP, partners will continue to identify potential new sites and projects which could be brought into the programme in line with agreed strategic priorities. (For information, Appendix 3 provides details of affordable housing completions over the last five years.)

- 3.8 Following a period of consultation it is proposed that this draft SHIP is revised and that the final version is presented to the next meeting of the Policy Board in November for approval before submission to the Scottish Government.
-

Implications of the Report

1. **Financial** – No direct implications arising from this report. Allowance has been made within the Council's HRA Business Plan for Council new build development at Bishopton and Johnstone Castle.
 2. **HR & Organisational Development** – None.
 3. **Community Planning** – Regenerating local communities and meeting housing needs.
 4. **Legal** – No implications arising directly from this report.
 5. **Property/Assets** – No implications arising directly from this report.
 6. **Information Technology** – No implications arising directly from this report.
 7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report as this report is for consultation only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health & Safety** – No implications arising directly from this report.
 9. **Procurement** – None.
 10. **Risk** – None at this stage
 11. **Privacy Impact** – No implications arising directly from this report.
-

List of Background Papers

- (a) Background Paper 1 – Strategic Housing Investment Programme 2015/16 to 2019/20

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

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

Strategic Housing Investment Plan for Renfrewshire

DRAFT for Consultation

2017/18 to 2021/22

August 2016

Renfrewshire's Draft Strategic Housing Investment Plan (SHIP) 2017/18 to 2021/22

1. Draft Strategic Housing Investment Plan (SHIP) for consultation

The Scottish Government allocates grant funding to local authority areas through the Affordable Housing Supply Programme. All local authorities are required to prepare a Strategic Housing Investment Plan (SHIP) every two years and submit this to the Scottish Government.

This Draft SHIP has been prepared for consultation following meetings with Registered Social Landlords who are currently developing or have recently developed Affordable Housing in Renfrewshire. It has also been informed by ongoing discussions with private developers.

This Draft SHIP is being issued for consultation to all RSLs, other key partners and stakeholders for comment by **Friday 23 September 2016**. Comments should be returned by post or by email to:

Head of Planning & Housing
Development & Housing Services
Renfrewshire Council
Renfrewshire House
Cotton Street
Paisley, PA1 1JD
Email: HousingStrategyQuality.hps@renfrewshire.gov.uk

The feedback received will be used to finalise the plan for the next five years. Following approval by the Council's Housing and Community Safety Policy Board, it will be submitted to the Scottish Government by the due date of 30 November 2016.

Following submission of the SHIP to the Scottish Government, a Strategic Local Programme (SLP) for Renfrewshire will be agreed. This will form the basis of individual agreements between the Scottish Government, the Council and RSLs on grant for specific projects.

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

2. Strategic Context

Local Authorities are required to prepare a SHIP and to update this regularly. The SHIP sets out key investment priorities for affordable housing which will help to achieve the outcomes set out in the Local Housing Strategy (LHS).

Renfrewshire's new Local Housing Strategy (LHS) for the five year period 2016 to 2021 is currently being finalised following consultation and will sit within the framework of the Community Planning Partnership as well as other key strategies, such as 'Clydeplan' - Strategic Development Plan, the Local Development Plan and the strategic priorities of Renfrewshire's Health and Social Care Partnership.

Once finalised, the new SHIP 2016-2021 will set out a programme which shows how grant funding will be utilised over the next five years and how the supply target for affordable housing will be met.

3. Affordable Housing Investment Priorities

While increasing the number of new affordable homes built in Renfrewshire over the next five years is important, these homes need to be of the right type, size and tenure and in the right places. In this respect it is proposed that the investment priorities should be:

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

4. Preparation of the New SHIP

The approach taken in preparing this draft SHIP for the next five years takes account of discussions that have taken place with RSL partners and some private developers. This SHIP is essentially a roll forward of the programme set out in the last SHIP which was approved by Renfrewshire Council in January 2015. It takes account of

- Renfrewshire's supply target for affordable housing – 200 new homes each year over the next five years
- Projects recently completed, or expected to complete shortly, and estimated start and completion dates for projects at various stages of the project planning and design process
- Resource Planning Assumptions for Renfrewshire from the Scottish Government, along with advice about forward planning and programme management and the national target of 50,000 new affordable homes over the next five years
- Updated estimated grant requirements for projects, taking account of revised Scottish Government grant benchmarks.

Recently Completed Projects and Projects Expected to Complete in 2016/17

- **Shortroods, Phase III, Paisley** This mixed tenure development was completed by Sanctuary Scotland in late 2015 included 86 new homes for social rent and low cost home ownership, contributing to the ongoing regeneration activity within the North of Paisley.
- **Paisley Town Centre, Phase I** This development in the heart of Paisley town centre was completed by Link Group in the summer of 2015 and included 31 new homes for Mid-Market Rent and low cost home ownership. It has helped to increase the number of people living in the town centre and widen tenure choice.
- **Braille Crescent, Phase II, Renfrew** 15 houses for social rent were completed by Sanctuary Scotland in early 2016. This followed the successful delivery of Sanctuary's first phase of development (40 units) in 2014/15. This development has increased the supply of social rented housing in an area of identified shortfall.
- **Thrushcraigs, Paisley** This mixed tenure development by Link Group includes 70 new homes for social rent and low cost home ownership and is due complete late summer 2016. It includes 7 purpose built wheelchair

properties designed to meet the needs of wheelchair users. This site has been redeveloped to regenerate an area where obsolete Council housing was demolished.

- **Cotton Street, Phase II, Paisley** This town centre mixed tenure social rented and low cost home ownership development by Link Group includes 38 purpose built flats exclusively for older people and includes a social space for the use of residents. This innovative development, due to complete in late summer 2016, will help to meet the housing needs of older people whilst supporting the regeneration of Paisley town centre.
- **Andrew Avenue, Renfrew** This development in two phases of 77 units and around 57 units will help provide Affordable Housing in Renfrew.

Projects not yet started on site

- **Seedhill Road, Paisley** This social rented development of 23 houses by Williamsburgh Housing Association and 24 amenity standard has been delayed because of drainage issues, but discussions are ongoing with Scottish Water with a view to identifying a solution which allow the development to proceed.
- **Bishopton** Bishopton Community Growth Area (CGA) is expected to provide around 2,500 new homes on brown field land in North Renfrewshire. And is subject to an affordable housing policy agreement to ensure that 25% of new homes within this wider development will be made available for affordable housing.

The SHIP includes provision for 200 new affordable homes for social rent and the Council is currently progressing plans to build around 100 new homes as a first phase, with construction expected to start on site in 2017. It is proposed that the second phase of social rented housing will involve construction of around 100 homes by a housing association.

- **Johnstone Castle** The Council is progressing the rehousing and demolition to enable the construction of around 100 new homes for social rent in the Johnstone Castle where obsolete tenement flats will be replaced with high quality, mainly 'back and front door' houses.
- **Smithhills Street, Paisley Town Centre** This affordable housing development of 24 flats by Link Group is the third phase of the redevelopment of the former Arnott's department store site in Paisley. This project will contribute to the wider regeneration of Paisley town centre, adding to the tenure diversification and increased residential provision within this key central location.

- **Milliken Road, Kilbarchan** This social rented development of 18 one and two bedroom homes by Williamsburgh Housing Association will add to the affordable housing supply in West Renfrewshire and help to address the identified shortfall in social rented housing.
- **Inchinnan Road (Western Park), Renfrew** This affordable housing development of 67 homes by Sanctuary Scotland will contribute to addressing the identified shortfall of affordable housing in Renfrew.
- **Paisley West End** Sanctuary Scotland is working with the Council to develop and implement housing regeneration plans for the Well Street area of Paisley West End. This area faces a number of challenges and requires significant investment to improve the physical fabric and stimulate social and economic regeneration.

Phase 1 will see redevelopment of the Co-op site in Wellmeadow Street and plans will be brought forward in due course for a comprehensive regeneration programme focusing on the Well Street area.

- **Orchard Street, Paisley** Plans were in place to progress a Comprehensive Tenement Improvement (CTI) project at Orchard Street/Causeyside Street, Paisley following successful completion of the CTI project at Gordon Street by Paisley South HA. However, changes to the grant framework in 2011/12 and 2012/13 made this project difficult to progress. The Council, the Scottish Government and Paisley South Housing Association have continued to work closely to review project costs, mitigate risks and attempt to identify arrangements which would be acceptable to all partners and which would enable the project to proceed.

The Council has identified town centre regeneration as a key strategic priority. Given the costs involved and the above-benchmark grant funding requirement, it is unlikely that a full CTI approach will be used again in the future. However, given the strategic location of these tenements, the strategic importance of regenerating Paisley town centre, and patterns of housing demand, the Council has retained Orchard Street CTI as a priority for grant funding in the SHIP.

New Projects for the Future Investment Programme

During the consultation period to 23 September, the Council will liaise with partners on potential new projects which should be included in the finalised SHIP as a forward programme, to deal with potential slippage and address the expectation that additional resources may become available in future years.

5. Resources

For planning purposes, the Scottish Government have provided guidance on the **minimum** Resource Planning Assumptions (RPA's) which councils can expect to receive to 2021/22. Renfrewshire's allocation for 2016/17 is £11.521m. Minimum RPAs for the next five years are as follows, giving a total of at least £29.954m to 2021/22:

- £9.217m in 2017/18
- £6.913m in 2018/19
- £4.608m in 2019/20
- £4.608m in 2020/21
- £4.608m in 2021/22

Appendix 2 shows the estimated grant requirement for identified projects over this five year period (around £34m).

6. Delivery Issues

The Council and its partners are actively pursuing a range of mechanisms available to deliver affordable housing in Renfrewshire. Recently completed and ongoing developments in Renfrewshire include a range of tenures to promote different opportunities for lower income households to promote access to affordable housing.

These tenures have included shared equity low cost home ownership (LCHO), mid-market rent and social rent. This approach will be continued where appropriate, taking account of local needs and market circumstances, in order to maximise the benefit of the available grant funding across the programme and also to lever in private finance.

In line with identified needs and the evidence set out in the draft LHS, the Council will consult on an affordable housing policy for Renfrewshire.

Housing providers within Renfrewshire are working together to identify opportunities for maximising efficiency through a joint approach to procurement.

Infrastructure issues represent constraints for a number of sites in Renfrewshire and opportunities are being explored to address this, including potential bids to the Scottish Government's £50m Infrastructure Fund.

Affordable Housing Projects 2017/18 to 2021/22

APPENDIX 2

Projects in the Affordable Housing Supply Programme		Sub-area	Category	Developer	Number of Affordable Units	Total Grant Requirement (£M)	Estimated spend by End of March 2017 (£ million)	Est. grant requirement (YRS 1-3) 2017/18-2019/20 (£ million)	Est. grant requirement (YRS 4-5) 2020/21-2021/22 (£ million)	Est. grant requirement beyond 2021/22 (£ million)
Seedhill Road Regeneration		1	Regeneration/Part Needs	Williamsburgh HA	23	1.748	0.000	1.748	0.000	0.000
Seedhill Road Regeneration		1	Regeneration/Part Needs	Renfrewshire Council	24	1.368	0.000	1.368	0.000	0.000
Paisley West End Phase I (Wellmeadow Street)		1	Regeneration	Sanctuary Scotland	39	2.900	0.900	2.000	0.000	0.000
Paisley West End Phase II		1	Regeneration	Sanctuary Scotland	tbc	tbc	0.700	tbc	tbc	0.000
Orchard St/Causeyside St (HAA)		1	Town centre/CTI	Paisley South HA	54	4.348	0.000	4.348	0.000	0.000
Smithills Street, Paisley town centre		1	Regeneration	Link Group	24	1.721	0.238	1.483	0.000	0.000
Andrew Avenue Phase I		2	Affordable Supply	Sanctuary Scotland	77	5.947	5.947	0.000	0.000	0.000
Andrew Avenue Phase II		2	Affordable Supply	Sanctuary Scotland	57	4.381	2.200	2.181	0.000	0.000
Inchinnan Road (Western Park)		2	Regeneration	Sanctuary Scotland	67	5.176	3.462	1.714	0.000	0.000
Johnstone Castle		3	Regeneration	Renfrewshire Council	100	5.700	0.600	3.675	1.425	0.000
Bishopton Phase I		4	Affordable Supply/Regen	Renfrewshire Council	100	5.700	0.300	5.400	0.000	0.000
Bishopton Phase II		4	Affordable Supply/Regen	tbc	100	7.721	0.000	0.000	7.721	0.000
Milliken Road, Kilbarchan		5	Affordable Supply	Williamsburgh HA	18	1.180	0.108	1.072	0.000	0.000
					683	47.889	14.455	24.989	9.146	0.000
Future Projects to be identified in line with LHS priorities		Sub-area	Category	Developer	Units	Total Grant Requirement (£ million)	Estimated spend by End of March 2017 (£ million)	Est. grant requirement (YRS 1-3) 2017/18-2019/20 (£ million)	Est. grant requirement (YRS 4-5) 2020/21-2021/22 (£ million)	Est. grant requirement beyond 2021/22 (£ million)
Supported housing/Community care groups		tbc	Particular Needs	tbc	tbc	tbc	tbc	tbc	tbc	tbc
Affordable Housing in Community Growth Areas/Areas of Shortfall		tbc	Regeneration	tbc	tbc	tbc	tbc	tbc	tbc	tbc
Reprovisioning in areas of housing renewal		tbc	Regeneration	tbc	tbc	tbc	tbc	tbc	tbc	tbc
					0	0.000	0.000	0.000	0.000	0.000
Total Estimated Grant Requirement					683	47.889	14.455	24.989	9.146	0.000

Grant Requirement Yrs 1-5 (£M)

34.135

Sub-Areas	Year	Minimum RPA (£M)
1. Paisley & Linwood	2016/17	£11.521
2. Renfrew	2017/18	£9.217
3. Johnstone & Elderslie	2018/19	£6.913
4. North Renfrewshire	2019/20	£4.608
5. West Renfrewshire	2020/21	£4.608
	2021/22	£4.608
		5 Year Total: £29.954M*

* Minimum RPA over the lifetime of this SHIP 2017/18 to 2021/22 is £29.954M

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



To: Housing and Community Safety Policy Board

On: 23 August 2015

Report by: Director of Development and Housing Services

Heading: Customer Engagement for Housing Annual Report 2015/16

1. Summary

- 1.1 The Customer Engagement for Housing Annual Report for 2015/16 is attached as an Appendix to this report. It reviews progress made in relation to the Council's Customer Engagement Strategy during the last year and outlines the resources made available by the Council to promote tenant involvement.
-

2 Recommendations

- 2.1 It is recommended that the Policy Board:
- (i) Notes the Customer Engagement Annual Report 2015/16 attached at Appendix 1
-

3 Background

- 3.1 Renfrewshire Council's Customer Engagement Strategy for Housing, was approved in August 2010 and recognises the importance of these issues, but also sets out our plans for widening the scope of engagement across a broader range of customer groups.
- 3.2 This Report outlines how the Council as Housing Authority has engaged with different customer groups over the period April 2015 to March 2016 and is indicative of the approach that Renfrewshire Council has taken to move away

from reporting specifically on Tenant Participation (TP), to a wider remit that seeks to engage with a broader customer base.

3.3 This report also details how we plan to expand and develop this over the year ahead. The actions planned for 2016/17 reflect a number of major drivers which are influencing our approach to customer engagement, these include:

- Our requirements under the Scottish Social Housing Charter to involve tenants and other customers in the scrutiny of our performance
- Consultation and engagement with tenants and groups to inform ongoing service development and continuous improvement.
- The development of a revised Customer Engagement Strategy, to reflect the priorities and outcomes we wish to achieve in the coming years

3.4 The Annual Report will be circulated to Tenants' and Residents' Groups and partner organisations. Copies will also be made available at the Council's Contact Centre, the Johnstone and Renfrew offices and an advert will be included in the next Tenants' Newsletter, 'The Peoples News'.

Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – None.
3. **Community Planning – Safer and Stronger** - Resident involvement in service development can help create more stable communities. This Report shows what is being done to promote tenant/ resident involvement.
4. **Legal** - None.
5. **Property/Assets** – None.
6. **Information Technology** – None.
7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** - None

List of Background Papers: None

Author: Lesley Muirhead 0141 618 6259

Customer Engagement For Housing Annual Report

2015 - 16

Planning and Housing Team
Development & Housing Services
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1 Renfrewshire Council's Customer Engagement Strategy

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

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

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

2 2015 / 2016 Annual Report

This Report outlines how the Council has engaged with different customer groups over the period April 2015 to March 2016 and is indicative of the approach that Renfrewshire Council has taken to move away from reporting specifically on Tenant Participation (TP), to a wider remit that seeks to engage with a broader customer base.

Nevertheless, the formal TP structure is important and underpins the relationship between the Council as a Social Landlord and Council tenants as demonstrated in sections 1, 2 and 3 of this report.

This report also details how we plan to expand and develop this over the year ahead. The actions planned for 2016/17 reflect a number of major drivers which are influencing our approach to customer engagement, these include:

- Our requirements under the Scottish Social Housing Charter to involve tenants and other customers in the scrutiny of our performance
- Consultation and engagement with tenants and groups to inform ongoing service development and continuous improvement.
- The development of a revised Customer Engagement Strategy, to reflect the priorities and outcomes we wish to achieve in the coming years

3 Tenant Participation Arrangements

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

Our approach to customer engagement ensures we deliver on this requirement. Our current arrangements seek to maximise the use of available resources and provides a focus on local housing and housing related issues. It allows tenant groups to raise issues or concerns with operational staff who can either deal with matters directly or liaise with the appropriate staff in other Council services or partner agencies.

The key elements of this structure are:

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

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

The annual registration process for 2015/16 was carried out during July and August 2015 and as of March 2016, there were 12 tenant organisations on the Enhanced Register of Tenant Organisations in Renfrewshire. There are 7 other groups which are on the Register of Tenant Organisations but which do not currently meet the enhanced registration criteria.

The re-registration process for 2016/17 is taking place during July and August 2016 and our Tenant Consultation Officer is working with the Tenant and Resident Associations to offer assistance to help them meet the enhanced criteria.

Representatives of Registered Tenants Organisations are consulted by Council officers on a wide range of housing-related issues affecting their members through the various forums and groups in our tenant participation structure and are able to influence the development of housing policy and services.

- b. **Council Wide Forum** - All Enhanced Registered Tenants' Organisations are invited to send delegates to the annual Council-wide Forum (CWF) which is where we consult on issues which affect all of our tenants, Renfrewshire wide. Recent items on the Agenda for the CWF meetings include:
- Local Housing Strategy – consultation
 - Rental Exchange – presentation by Experian and Big Issue Invest Scotland
 - Tenant Scrutiny Panel – update on activities
 - Scottish Social Housing Charter / Tenants Report – update
- c. **Council Wide Forum Executive (CWFE)** - The Executive comprises of up to 18 tenant representatives, 2 owner occupier representatives and Council officers as required (with 2 tenants to be appointed from each Neighbourhood Housing Forum and 2 owner-occupiers appointed at the Council-wide Forum). The Executive meets quarterly and regularly provides feedback to the Neighbourhood Housing Forums and the Council Wide Forum on issues discussed. It has a more strategic role including approving the agenda for the Council Wide Forum, being used as a sounding board and consultation body for new policies and other issues which arise.
- d. **Neighbourhood Housing Forums** – The Neighbourhood Forums concentrate on the day to day issues which affect tenant representatives – for example, particular local problems with empty properties or antisocial behaviour. Officers from Development and Housing Services liaise with other Council services and partner organisations about issues raised by tenant representatives at the Forums.

The Forums are chaired by the Neighbourhood Services Coordinator for that area, and agenda items at Forum meetings have included:

- Local performance statistics (rent arrears, voids, anti-social activity)
- Estate Management issues
- Repairs
- Agreeing small-scale environmental works

During 2015/6, the total amount made available to the Forums for these works through the Neighbourhood Forum Budget was £330,000. Examples of the type of work approved by the Forums include;

- door entry systems
- security lighting
- front hedge removal and replacement with fencing
- slabbing & monoblocking
- hard landscaping of backcourts
- handrails at common paths

- e. **Tenant / Officer Working Groups** – Working groups are established from time-to-time to look at certain aspects of our services in more detail, and bring forward proposals for change. Currently we have one group which is looking at the housing repairs service. The Repairs Development Group met 6 times in 2015/16 and were involved in the following areas of work:

- Review of rechargeable repairs policy
- Creating the new tenants leaflet
- Empty House Standard Leaflet
- Performance review
- Customer satisfaction

- f. **Customer Scrutiny:** We recognise that some tenants feel comfortable taking on added responsibility. To meet this demand we have:

- Quality Circles for High Rise properties and Sheltered housing developments, who undertake service standards inspections at high rise and sheltered developments. They make recommendations for improvements to the service manager through an inspection action plan.
- A Tenant Scrutiny Panel, developed in 2013. The Scrutiny Panel undertakes in depth reviews of key parts of the service. In 2015/16 they carried out a review of the customer experience in dealing with the Customer service centres, contact centre and on line service experience.

4 Customer Engagement in 2015/16

Over the past year, we have continued to communicate and engage with tenants and wider customer groups on a range of service issues.

4.1 Communicating with our customers

- **Peoples News:** In 2015/16 we published three editions of our tenant magazine *The Peoples News*. The newspaper is delivered to all Council tenants. In the last year it has included articles on Welfare Reform and available financial help, Right to Repair, information on the completion the Scottish Quality Housing Standard along with updates on Regeneration Initiatives such as Johnstone Castle. The Peoples News has also been used as a platform for the rent consultation and featured articles on the Tenant Scrutiny Panel as well as other articles outlining how tenants can become involved in consultation and participation activities. The newsletter can be provided in a range of different formats in response to individual needs (such as large print and audio CD.)
- **Charter report to Tenants:** In October 2015, following consultation with tenants, we published a special edition of the Peoples News on the Housing Charter Tenant Report. This outlined how well we had done as a landlord over a number of service areas, such as repairs, rent collection and tenant involvement.

4.2 Customer insight

- **Tenant Satisfaction Survey:** We commissioned a full customer Satisfaction survey in 2015. This was conducted by an independent market research firm during November and December 2015. A total of 1,300 tenants were asked for their views on a wide range of service and neighbourhood issues. The outturns from this survey provide essential customer insight in to service delivery and enables us to prioritise future service arrangements. In addition we use the survey as a method of recruiting interested tenants for any future ad hoc surveys or specific engagement projects. The survey in 2015 saw around 300 tenants express an interest in future customer engagement.

As part of our commitment to meet the requirements of the Scottish Social Housing Charter and to continually monitor services we carry out other 'point of service' surveys:

- **Repairs satisfaction:** Tenants are contacted by telephone following the completion of a repair, to find out what they think of the service they have received. They are asked a series of questions from their method of repair reporting, ease of reporting and overall satisfaction of the service. Satisfaction with the repairs services in 2015/16 was 96.6%.
- **The overall quality of tenants home:** When new tenants move in to a property they are asked to participate in a satisfaction survey. Last year we asked 1300 new tenants about the quality of their home and 82% were either satisfied or very satisfied.
- **Housing Options:** We carry out a satisfaction survey with every client after their first housing options interview at Homeless Services, to gauge the standard of the service they received and the quality of the advice they were given. In 2015/16, of

the 533 service users we consulted with, 95.3% stated that they were pleased with the quality of advice and information they were given.

- **Temporary accommodation:** When clients are leaving temporary accommodation, they are asked to complete a satisfaction survey which asks them if the service met their needs, as well as what they liked and what they did not like about the temporary accommodation. Of the 181 service users who completed 'exit surveys' during 2015/16, 75% said they were either 'very satisfied' or 'satisfied' with the overall quality of the temporary accommodation provided.
- **Owners survey:** We ask owners about service satisfaction with factoring services. This year 338 owners replied and 51% stated they were satisfied with the service provided.
- **Home For Keeps:** Anyone who attends the Home For Keeps workshops at the George Street service similarly complete a survey on their knowledge before and after attending workshops in order to gauge how effective the sessions are. Satisfaction surveys are also completed, and following feedback from service users, we are now introducing more one-to-one work with service users as opposed to group sessions and workshops.
- **Rent Deposit Guarantee Scheme:** In 2015/16, 100% of the people assisted to source accommodation in the private rented sector and responded to our survey, were either very satisfied (95%) or satisfied (5%) with the quality of service that they received from the scheme.

4.3 Customer consultation and engagement

During 2015/16 we consulted our tenants on a number of issues:

- **Annual report on the Charter:** Tenant representatives were consulted on the performance indicators, style and type of report we should use in publishing our Annual report on the Charter in October 2015.
- **Rent increase consultation:** In December 2015 we wrote to all our tenants for their views on the proposed rent increase. We received 118 replies to this consultation of which 81 % agreed with the proposed increase of 2%.
- **Johnstone Castle Regeneration:** Officers have been working closely with tenants, residents and owners of properties identified for demolition as part of the housing regeneration initiative in Johnstone Castle. Staff are available in the local community centre two days a week to allow tenants and other interested parties to drop in and discuss matters with the team. Officers also attend home visits where requested.

The Johnstone Castle Housing Regeneration Facebook group is the first of its kind specifically targeted at a group of tenants and residents which enables tenants and residents to receive information updates on progress as well as allowing them to ask questions and discuss issues directly with officers as they arise.

During winter/spring 2015/16 we worked with a group of local volunteers to establish a new committee and relaunched the Johnstone Castle Tenants' and Residents' Association.

The project group of Council officers, tenants, elected members and a representative from the local Tenants and Residents Association meet 6-weekly to discuss rehousing, demolition and new build progress as well as other matters that arise throughout the regeneration project.

4.4 Customer Scrutiny

- **Quality Circles** – We have continued to support and develop the role of the Quality Circles (in multi-storey blocks and sheltered housing developments) to expand ways in which they can become involved in shaping services. During 2015 members of the Quality Circle groups were also involved in helping design the layout of our Tenants Report.
- **Tenant Scrutiny Panel** – During 2015/16 the TSP undertook their second scrutiny exercise, reviewing the experience of our customers at the Customer Service Centres in Renfrew, Johnstone and Paisley. Their report was presented by members of the Panel to the Convenor and the Depute Convenor of the Housing and Community Safety Policy Board and senior managers from the Council in April 2016. An action plan was subsequently developed to respond to the Panel's recommendations and this is currently being implemented.

4.5 Engaging with our wider customer groups during 2015/16

One of the key outcomes of the Customer Engagement Strategy is to ensure we are engaging with various different customer groups across the range of housing services and increase opportunities for customers to be involved in monitoring performance and helping shape service delivery.

In order to improve engagement levels for those who have been traditionally difficult to engage with, such as those with a record of repeat homelessness, offending or addictions, we continue to commission Turning Point Scotland to intensively support and engage with these service users including the deployment of 'peer workers' to assist with effective engagement.

- **Sheltered Housing and Amenity Housing** - A Health and Wellbeing Coordinator works within our sheltered housing complexes and amenity housing to deliver social and health and wellbeing activities to older residents in Renfrewshire to combat social isolation and promote healthy living. During 2015/16 a part time Activity Co-ordinator officer was created to assist the Coordinator.

Over recent years the Health and Wellbeing Coordinator has set up several constituted social committees (Forever Young, Cotton Club & Cairn Heights) to apply for funding from various organisations to support the range of activities; during 2015/16 £30,394.22 was successfully applied for.

- **Private Sector** - Owner Services continue to provide support to private landlords, private owners and tenants in the private rented sector. The Council also engaged with over 4,090 owners during the year to consult with them to organise common

repairs in blocks. The Council provides a range of specific management services to 973 owners and 1,563 Council properties under the Property Factors Act (Scotland) 2011.

4.6 Supporting Engagement

- **Attendance at National Tenant Events** - We sent 5 delegates to the Tenant Participation Advisory Service conference in St Andrews in November 2015. Delegates contributed to group discussions, attended workshops and shared their experiences with other tenant groups.
- **Resources** - To support and encourage the development of tenant participation, tenants have access to the following resources currently funded from rental income:
- **Staffing** - A dedicated Tenant Consultation Officer promotes the development of new groups and supports existing ones, support of other Council staff, including attendance at evening meetings and Performance Review Officer who leads on Tenant Participation issues.
- **Financial support**, an annual grant (up to £600 per organisation per annum) to assist Registered Tenant Organisations with running costs and if required, one-off grants (up to £500 per organisation per annum) to groups requiring equipment such as printers or computers
- **Training events and information**
- **Access to independent advice** and assistance from the Tenant Participation Advisory Service (TPAS) and Tenant Information Service (TIS)
- **Opportunities to attend seminars**, training events and national tenant conferences
- **Other forms of support including** venue hire, catering and publicity for consultation events; the cost of transport for delegates to and from consultation meetings, conferences and seminars

During 2015/16, expenditure on Tenant Participation was:

Grants to Registered Tenant Organisations	£3,300
'Peoples News' - tenant magazine and Annual tenants report on the Scottish Social Housing Charter	£30,100
Subscriptions to the Tenant Information Service (TIS) and Tenant Participation Advisory Service (TPAS)	£2,900
Transport	£3,950
Conferences / training	£5,620
Tenant Scrutiny Panel (TSP) and facilitating other tenant meetings	£2,745
Total*	£48,615

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

The attached action plan details the improvement actions we will carry out in the year ahead.

Customer Engagement Action Plan – 2016/17

<u>Action</u>	<u>Due Date</u>	<u>Outcome</u>
COMMUNICATION		
In consultation with tenants and service managers continue to produce Peoples News magazine the next year	ongoing	Our tenants are better informed about housing and other matters which affect them.
In consultation with tenants publish our return on the Charter	31/10/ 2016	Tenants are informed of performance, we meet regulatory requirement
Promote the benefits of tenant & customer involvement	ongoing	We keep everyone informed about the importance and benefits of consulting and involving tenants — including tenants and other customers, Council employees and elected members
CUSTOMER INSIGHT		
Undertake a refresh of 'Interested tenants register'. Establish a bank of customers to contribute to policy and service development.	monthly	The service is provide with a customer perspective on service matters.
Continue to carry out satisfaction surveys for key services areas and undertake service improvements where identified from feedback: <ul style="list-style-type: none"> • Standard of temporary Accommodation • Repairs Satisfaction • Quality of home satisfaction • Owners survey 	Ongoing, reported quarterly/annually	Meet regulatory requirements, Customer perspective on services
CUSTOMER CONSULTATION & ENGAGEMENT		
Undertake a review of the Customer Engagement Strategy	December 2017	New strategy prepared
In collaboration with communications team develop opportunities to consult and engage with tenants tenant using digital methods	December 2017	We can consult with a wider audience through new methods
Continue to support existing Tenants' & Residents' Associations and assist in establishing new Tenants & Residents Associations where there are none and there is a demand for such representation	Ongoing	We have a well supported/resourced TRA structure

<u>Action</u>	<u>Due Date</u>	<u>Outcome</u>
Continue to support RTOs: <ul style="list-style-type: none"> • Offer advice and assist to associations with the annual RTO registration procedure • Visit each enhanced registered association to offer support, advice and assistance Offer grant funding to enhanced RTOS (start-up, annual & one-off)	Ongoing	We have a well supported/resourced TRA structure
Throughout the year we will continue to consult and engage with tenants in our regeneration projects, specifically : <ul style="list-style-type: none"> • Johnstone Castle • Ferguslie Park 	Ongoing	Tenants are fully consulted and involved on the proposals for regeneration
CUSTOMER SCRUTINY		
Ensure actions from Tenant Scrutiny Panel reports are completed within agreed timescale	December 2016	Actions Plan complete on Customer Services report
Promote and develop the Tenant Scrutiny Panel, by: <ul style="list-style-type: none"> • Promoting benefits of scrutiny • Attracting new members • Delivering training • Supporting Scrutiny Panel • 	March 2017	We have an effective and well resourced Scrutiny Panel
In partnership with the Tenants Scrutiny Panel identify at least one scrutiny exercise to complete 2016/17	October 2017	Our services are improved by customer scrutiny
Promote and develop Quality Circles in other service areas by: <ul style="list-style-type: none"> • Establishing new quality circle for estate management. • Delivering training • Supporting existing Quality Circles 	March 2017	We have an effective and well resourced Quality circles
SUPPORTING ENGAGEMENT		
Continue to encourage groups to participate in external events	Ongoing	Our groups benefit by sharing experiences of other groups and events



To: Housing and Community Safety Policy Board

On: 23 August 2016

Report by: Director of Development and Housing Services

**Heading: Housing Energy Efficiency and Carbon Reduction Programmes:
2016/17 - Update**

1. Summary

- 1.1 On 15 March 2016 the Board approved a report noting the allocation for the Renfrewshire Council area under the Scottish Government's Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS) for 2016/17 and authorised the Director of Development and Housing Services to bid for projects in terms of the Scottish Government's application process.
- 1.2 This report updates members on the outcome of the application for resources under the 2016/17 HEEPS:ABS programme and sets out the development of the programme.
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2. Recommendations

- 2.1 It is recommended that the Policy Board:
- (i) Note that funding of £1,185,582 has been awarded for qualifying projects within the Renfrewshire Council area for 2016/17 under the HEEPS:ABS programme and authorise the Director of Development and Housing Services to oversee delivery and operational management of the programme
 - (ii) Authorise the Director of Development and Housing Services to utilise £260,000 HRA capital funding to allow the completion of all Council owned properties within the project area
-

3 Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS) for 2016/17

- 3.1 The Scottish Government's HEEPS:ABS Programme was introduced in 2013/2014 with the objective to reduce fuel poverty, reduce carbon emissions and demonstrate an appropriate strategic fit and approach to improving energy efficiency.
 - 3.2 The potential benefits of HEEPS:ABS therefore complement and support a wide range of social housing initiatives including maintaining stock at the levels required by the Scottish Housing Quality Standard (SHQS) as well as the requirements of the new Energy Efficiency Standard for Social Housing (EESH).
 - 3.3 Local Authorities act as coordinating agents for all HEEPS:ABS programmes in their area. Over the last three years, a total of £8.287m has been secured for Renfrewshire which has enabled a range of external wall insulation projects to be carried out in multi tenure blocks to support the Council's housing investment programme, as well as external wall insulation programmes by Linstone Housing Association, internal wall insulation by Williamsburgh Housing Association and energy efficiency projects of external wall insulation in the Lochwinnoch and Gallowhill areas.
 - 3.4 The Scottish Government announced an overall allocation of £50m to HEEPS:ABS for 2016/2017 in December 2015 and indicated that each local authority will be provided with a core allocation of funding. On 4th March 2016, it was confirmed that Renfrewshire's allocation is £1,185,582. Unlike previous years, there was no additional funding available to be allocated through a bidding process.
 - 3.5 Local Authorities were required to submit schemes for consideration for their core allocation by 15 April 2016 and we submitted an application for £1,185,582 core funding. The Council was advised on 8th June 2016 of the outcome of the application process which confirmed the allocation of £1,185,582 for HEEPS:ABS projects in 2016/2017.
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4 Development of 2016/2017 Programme

- 4.1 Since receiving confirmation of the HEEPS:ABS; Officers have entered into negotiations with E:ON UK to develop the next phase of works with the aim of maximising the number of properties to benefit from energy efficiency works.
- 4.2 The Scottish Government encourages an area based approach to HEEPS:ABS projects and in order to complement works completed to date in Gallowhill and to conclude works within that area, a further 3 phases of works have been identified. However, a reduction in the maximum amount of HEEPS:ABS payable per property has been introduced by the Scottish Government the result of which has been that the level of available funding will require to be augmented by both additional external funding and a contribution from the

Housing Revenue Account (HRA) Capital Programme if all 3 phases are to be completed.

- 4.3 It is therefore proposed that the next phase of works (Phase 4) are progressed, fully funded by HEEPS:ABS funding. Phase 5 will be partially funded by HEEPS:ABS, with a contribution of approximately £260,000 from HRA Capital Programme to allow the completion of all social rented properties within this phase.
- 4.4 Phase 6 requires additional HEEPS:ABS funding to allow the completion of all privately owned properties within this phase. Discussions are currently underway with Scottish Government to request additional funding for this phase, should funds become available throughout the year. The approach described above is set out in Appendix 1.

Implications of the Report

1. **Financial:** Scottish Government allocation of £1,185,582 to support owner participation in energy efficiency projects within the Renfrewshire area £260,000 from HRA Capital Programme which can be met within existing budget allocation
2. **HR & Organisational :** None
3. **Community Planning – Community Care, Health & Well-being** – Improving housing conditions benefitting tenants and private owners. Addressing fuel poverty.
Greener – Protecting, caring and enhancing the built environment. Reducing carbon emissions.
4. **Legal** - None.
5. **Property/Assets** – Improvements in the energy performance of both social rented and private dwellings. -
6. **Information Technology** - None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website
8. **Health & Safety** - None

9. **Procurement** – Negotiation of contract with E:ON UK for the delivery of the HEEPS:ABS 2016/2017 projects.
 10. **Risk** – None
 11. **Privacy Impact** - None
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List of Background Papers

- (a) Report to Housing & Community Safety Policy Board on 15 March 2016 – Home Energy Efficiency and Carbon Reduction Programmes: 2016/17

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

Author: Louise Feely, Housing Asset and Investment Manager, 0141 618 6049

Appendix 1

Project Description	Target Number of Owners in Project Area	Target Number of Tenants in Project Area	Funding Position
Gallowhill External Wall Insulation – Phase 4	95	41	Fully funded by HEEPS:ABS allocation
Gallowhill External Wall Insulation – Phase 5	25	59	Funded by combination of HEEPS:ABS allocation and HRA capital investment
Gallowhill External Wall Insulation – Phase 6	74	10	Requires additional HEEPS:ABS funding to deliver
Total	194	110	

