

Notice of Meeting and Agenda Communities and Housing Policy Board

Date	Time	Venue
Tuesday, 16 May 2023	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

MARK CONAGHAN
Head of Corporate Governance

Membership

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

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

Hybrid Meeting

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

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 <http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx>

For further information, please email
democratic-services@renfrewshire.gov.uk

Webcasting of Meeting

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

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

Apologies

Apologies from members.

Declarations of Interest

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

- | | | |
|----------|---|--------------|
| 1 | Police and Fire & Rescue Services Scrutiny Sub-committee | 1 - 4 |
|----------|---|--------------|

Minute of meeting of the Police and Fire & Rescue Services Scrutiny Sub-committee held on 7 March 2023.

Finance

- | | | |
|----------|---|---------------|
| 2 | Building Communities, Greenspaces, Parks & Play Areas, and Villages Investment Fund Update | 5 - 14 |
|----------|---|---------------|

Report by Chief Executive.

Performance

- | | | |
|----------|---|----------------|
| 3 | Communities and Housing Services – Service Improvement Plan 2022/25 Outturn Report | 15 - 52 |
|----------|---|----------------|

Report by Director of Environment, Housing and Infrastructure.

- | | | |
|----------|---|----------------|
| 4 | Environment, Housing and Infrastructure – Service Improvement Plan 2023/26 | 53 - 80 |
|----------|---|----------------|

Report by Director of Environment, Housing and Infrastructure.

Housing

- | | | |
|----------|---|----------------|
| 5 | Scottish Housing Regulator Engagement Plan 2023/24 | 81 - 86 |
|----------|---|----------------|

Report by Director of Environment, Housing and Infrastructure.

- | | | |
|----------|--|----------------|
| 6 | Private Sector Housing Investment Programme 2023/24 | 87 - 92 |
|----------|--|----------------|

Report by Director of Environment, Housing and Infrastructure.

- | | | |
|----------|-----------------------------------|----------------|
| 7 | Compulsory Purchase Orders | 93 - 98 |
|----------|-----------------------------------|----------------|

Report by Director of Environment, Housing and Infrastructure.

- | | | |
|----------|---|-----------------|
| 8 | Application for Funding to Support the Resettlement of Ukrainian Displaced Persons | 99 - 102 |
|----------|---|-----------------|

Report by Director of Environment, Housing and Infrastructure.

- | | | |
|----------|---|------------------|
| 9 | Allocation of property to staff, elected member or committee members: Housing Rule 2.5 | 103 - 104 |
|----------|---|------------------|

Report by Director of Environment, Housing and Infrastructure.

Health and Social Care

- | | | |
|-----------|---|------------------|
| 10 | Greater Glasgow & Clyde Joint Health Protection Plan 2023/25 | 105 - 164 |
|-----------|---|------------------|

Report by Director of Environment, Housing and Infrastructure.

Community Justice

- | | | |
|-----------|--------------------------|------------------|
| 11 | Community Justice | 165 - 184 |
|-----------|--------------------------|------------------|

Report by Director of Children's Services.

Disposal of Land

- | | | |
|-----------|---|------------------|
| 12 | Land Adjacent to 8 Fulwood Avenue, Linwood | 185 - 188 |
|-----------|---|------------------|

Report by Chief Executive.

- | | | |
|-----------|--|------------------|
| 13 | Disposal of property at 20 Thornhill, Johnstone | 189 - 192 |
|-----------|--|------------------|

Report by Chief Executive.

Minute of Meeting

Police and Fire & Rescue Scrutiny Sub-Committee

Date	Time	Venue
Tuesday, 07 March 2023	15:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

PRESENT

Councillor Lisa-Marie Hughes, Councillor Robert Innes, Councillor Alec Leishman, Councillor Marie McGurk and Councillor Iain McMillan.

CHAIR

Councillor McGurk, Convener, presided.

IN ATTENDANCE

M Crearie, Director of Communities & Housing Services; M Hendry, Resilience & Deployment Manager (Communities & Housing Services); E Gray, Senior Committee Services Officer, K O'Neill, Assistant Democratic Services Officer, D Cunningham, Assistant Committee Services Officer and D Pole, End User Technician (all Finance & Resources).

ALSO IN ATTENDANCE

L Waddell, Chief Superintendent and W Graham, Area Commander (both Police Scotland); and D McCarrey, Area Commander and M Hill, Group Manager (both Scottish Fire & Rescue Service).

WEBCASTING OF MEETING

Prior to the commencement of the meeting the Convener intimated that this meeting of the Sub-committee would be filmed for live or subsequent broadcast on the Council's internet site.

1 **RENFREWSHIRE LOCAL POLICING PLAN 2023-26**

There was submitted a report by the Director of Communities & Housing Services relative to the proposed Renfrewshire Local Policing Plan (LPP) 2023-26. In accordance with the Police & Fire Reform (Scotland) Act 2012, Police Scotland had a responsibility to prepare Local Policing Plans for the period 2023-2026. The LPP contained information about the objectives and activities to be delivered over the course of the next three year period which would contribute towards positive outcomes for people and communities.

The report provided comments on the draft Renfrewshire LPP developed in collaboration with Renfrewshire Council, which was attached to the report and was presented to the Scrutiny Sub-committee for comment and approval before publication. As part of the development work Police Scotland had also engaged with Community Planning Partners to seek to align LPPs and priorities with Local Outcome Improvement Plans (LOIPs) to ensure collective action by partners could make the most difference. The new LPP would cover the period to 2026 and publication was expected on 1 April 2023.

The LPP 2023-26 highlighted that much had changed since the publication of the previous LPP in 2020. The report explained that priorities had been re-examined in order to respond to the current climate, considering the continued recovery from the COVID global pandemic and the current cost of living crisis along with the harm caused by both.

Renfrewshire Council welcomed the LPP 2023-2026, and the strong partnership working which was already well established in Renfrewshire and would help support the Police priorities which were aligned to priorities within the Renfrewshire Community Plan. The partnership working structures in Renfrewshire - Renfrewshire Community Safety Partnership, Community Protection Chief Officers Group, Police and Fire & Rescue Scrutiny Sub-committee and community structures - provided a framework for regular partnership working that enabled partners to engage in an informed basis in identifying and setting priorities. Police Scotland worked closely with Renfrewshire Council and other partners and identified emerging concerns which ensured early intervention and resolution.

DECIDED:

(a) That the comments on the Renfrewshire Local Policing Plan 2023-26 be noted; and

(b) That the Renfrewshire Local Policing Plan 2023-26, attached to the report, be endorsed.

2 **LOCAL ISSUES**

In response to a concern raised by a member L Waddell, Police Scotland, advised that in relation to Community Policing, including liaison with schools, a review would be taking place and that a presentation on the findings would be made to a future meeting of this Sub-committee. W Graham, Police Scotland advised members that there was a generic email box which should be used to make enquiries on local issues/community policing and was monitored on a daily basis, he advised that he would communicate

this information to members.

The issue of sectarian graffiti in Renfrew was raised and Police Scotland advised that in conjunction with officers of Renfrewshire Council, this had now been removed.

Concern was raised about youths gathering in local golf courses to consume alcohol and the damage caused to the golf courses. Police Scotland advised that they were aware of these situations and would increase the presence of police in these areas with plans being drawn up to cover the Easter holiday period.

Scottish Fire & Rescue service thanked Police Scotland for the prompt response when crew members were attacked at an incident at the end of February 2023.

DECIDED: That the information provided be noted.



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Head of Policy and Partnerships, Chief Executive's Service

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

1. Summary

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

Review of Allocated Funding.

- 1.4 On 2 March 2023, Renfrewshire Council's Budget Motion committed an additional £200,000 to the Villages Investment Fund, with £400,000 in total now being available for allocation. The Fund will be promoted through upcoming Local Partnerships and links with communities.
- 1.5 A review of Green Spaces Funds was undertaken earlier this year and the Board subsequently agreed that the remaining funding of just over £75,000 would be targeted to local smaller, local appropriate projects. Engagement is underway with both West and Lochfield Primaries who are keen to access the funding committed for schools to work toward Goal 2 of the COP26 objective, adapting to protect their community and natural habitat.

- 1.6 Since March, 5 applications have been submitted for approval under delegated authority for Greenspaces Funding (listed in Appendix 1) and a larger application for £30,000 has been submitted for an outdoor gym in Langbank (Section 3).
- 1.7 Police Scotland contacted the Green Spaces Team to request support in awarding £5,000 to communities from their own funds. Friends of Jenny's Well were guided through the process to apply for a marquee, tables etc. to hold events promoting biodiversity, the Darkwood Crew were assisted to receive funding for a Memorial Bench in Glencoats Park, and the Corseford Community Gardening group were further supported to receive funding for a "Listening Bench". All applications were successful, and funding recently awarded.

Building Communities

- 1.8 This report further updates the Communities and Housing Policy Board on progress of Team Up to Clean Up and the recently launched Environmental Taskforce. It provides updates for the Board on key performance indicators, celebrates growing mutually beneficial relations with businesses and housing associations, and details the impacts Team Up to Clean Up and the Taskforce are having in Renfrewshire to support active and engaged communities. Further information is provided on the status of Team Up to Clean Up's newly launch Take the Lead Campaign and the imminent Sustainable Food Scheme.

2 Recommendations

- 2.1 It is recommended that the Communities and Housing Policy Board:
- (a) note the work currently being undertaken to support communities as they develop and deliver projects funded using the Greenspaces, Parks & Play Areas and Villages Investment Fund.
 - (b) note the impact of the funding and the benefits to the wider communities delivered by the projects set out in section 4 of this report.
 - (c) note the work currently being undertaken by the Environmental Taskforce to support communities in the efficient removal and investigation of flytipping
 - (d) note the work of the Taskforce creating partnerships with Housing Associations, and the education of private landowners
 - (e) note the upcoming Team Up to Clean Up projects designed to address wide reaching, common community concerns including dog fouling, excess of plastic waste and school lunchtime litter.
-

3. Summary of Green Spaces Applications

Applications Under Construction

3.1 Renfrewshire Council has supported 95 community projects since October 2018 which have met the criteria for this fund. Further projects continue to be developed within communities with the following potential applicants currently active and expected to apply or have only recently applied:

- Bridge of Weir Gala Day
- Lochfield Primary School – Community Garden
- Elderslie Community Council – Community Garden & Allotment
- Ferguslie Cricket Club – Dog Fouling public bins for open green space

3.2 Reports will be brought back for the consideration of the Board in relation to these projects at future meetings of the Communities and Housing Policy Board.

Live Application(s)

Langbank Swingpark Regeneration Group

3.3 The Langbank Swingpark Regeneration Group was previously successful in securing £79,000 from the Green Spaces and Villages Investment Fund to transform their tired community tennis court into a modern multi-use games area for local people to enjoy. The games area is well used for football, tennis, basketball and overall keeping fit and enjoyment.

3.4 Working alongside Environment & Infrastructure's #YouDecide project, who are directing funding for a new play area and path in the local play park, the group are seeking to add an outdoor gym to the facilities to increase the park's appeal to adults and teens alike.

3.5 The group consulted with their community in 2020 and identified a need for increased outdoor, recreational facilities. This further was confirmed throughout the #YouDecide consultation where an outdoor gym was suggested however the application was also under construction.

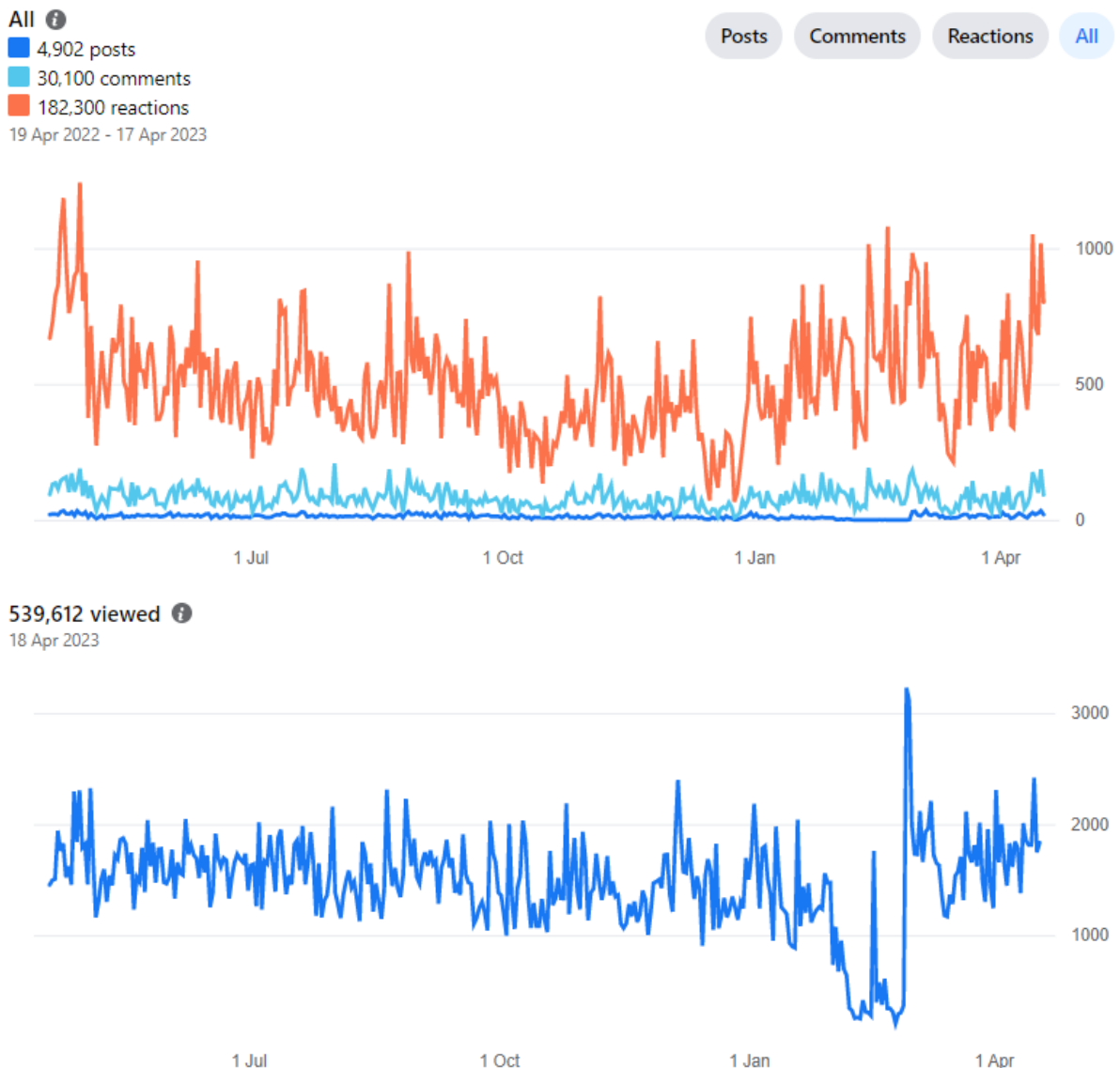
3.6 The group are raising £300 through a planned local gala fundraising event to launch the gym and the park later in the summer.

3.7 Langbank Swingpark and Regeneration Group have applied for £30,000 for an outdoor gym and appropriate surface.

3.8 The group have requested Renfrewshire Council procure the gym on their behalf which will remove any requirement for Planning or Asset Transfers, and further enable them to procure VAT free and have a planned maintenance schedule in place.

4. Team Up to Clean Up

- 4.1 Team Up to Clean Up member numbers and engagement levels continue to rise with 4,350 group members currently engaging, this is a member increase of 17.5% from April 2022. Facebook Analysis illustrates engagement statistics over the past year demonstrating across the year there were 4,902 posts, an average of 14 posts per day, 82 comments, and 500 reactions per day. 539,612 people viewed the Team Up to Clean Up platform in 2022/23 and over 9,500 volunteers took part in 3,750 clean ups.



- 4.2 A particular focus, since the launch of the Taskforce has been to educate and reach local residents to promote responsible use of “white van man” companies. Group members are asked to share these posts and to encourage local people to ensure uplift companies are SEPA registered and also to request recent receipts. The last post on this topic reached 3,500 people.

Big Spring Clean in Renfrewshire Schools

- 4.3 Twenty-two presentations were delivered to secondary and primary schools in advance of the Big Spring Clean which launched on Monday 17 April, and ran until 16 May (statistic in next Board round). School presentations focus on creating civic pride by concentrating on the impact of litter on wildlife, the environment, climate change, as well as their local community.
- 4.4 Secondary school pupils were greeted on return from their Easter holiday with stencils sprayed close to school's gulleys, reinforcing the high-profile message to reduce plastics in our oceans. Public bins on the route to lunchtime take-aways have been visible, and an increased bin provision has been delivered to Johnstone High. The supply will be rotated around each of the schools to encourage positive behavioural change.



- 4.5 Further information on the Big Spring Clean and the work in schools will be provided at the next policy board meeting.

Take the Lead

- 4.6 The launch of the 'Take the Lead' Campaign took place on Sunday 7 May at Barshaw Park. Dog owners were invited to attend for a walk around the park and to sign 'The Pledge'. The images below illustrate the merchandise offered which promotes the Campaign; a lead, a poop bag dispenser and collar flashlights are offered to those signing the Pledge which sees participants agree to:

- Promote the message of the Campaign by using the branded items
- Always pick up after their dog
- Ensure anyone else walking their dog also picks
- Recognise wearing the merchandise indicates to other owners a bag will be offered if requested
- Never aggressively approach an owner who does not pick up



Sustainable Food Scheme

- 4.7 Just over 250 hot food vendors were visited in March and almost 150 agreed to be surveyed as part of the Sustainable Food Business Ratings Scheme. Willing businesses were consulted, and information sought on issues such as recycling provision, business waste arrangements, sourcing local food, the use of sustainable energy providers, and in particular, reducing reliance of single use plastics in accordance with recent legislation changes.
- 4.8 The survey findings are now being analysed and the Business Scheme categories created. On completion, the Scheme will be promoted to enable the public to identify environmentally conscious take aways, advice and support will be offered to those who aim to improve on their rating.

Environmental TaskForce

- 4.9 The Environmental Taskforce continue to proactively monitor Renfrewshire's flytipping hotspot locations with over 450 visits deployed from February until mid-April. 331 reports of flytipping were received with each prompting an investigation. As a result of evidence found, intelligence provided by reporters, and witness statements, 19 Fixed Penalty Notices have been issued over this period.
- 4.10 BBC's 'The One Show' focused on the work of the Taskforce and its core purpose of investigating flytipping. The interview, aired on 27th March, took place at 2 recognised hotspots, Harbour Road and Wilson Street, where flytipping reports had been received. A Taskforce camera, deployed at the Harbour Road site, captured footage of a vehicle entering the site with the same waste found in situ. The camera further captured the flatbed vehicle exiting the site empty. Investigations are ongoing to ensure the flytipper pays for the cost of the clean-up operation as well as the penalty issued.
- 4.11 The Taskforce's cameras are proving worthwhile in deterring/detecting flytipping in benefiting hotspots. Footage captured has identified flytipping both from vehicles as well as from households. A review of locations is being undertaken through identified need, to relocate cameras for maximum impact.
- 4.12 Linstone is the latest housing association to meet with the Taskforce and arrange to share information to build a more productive relationship. Each organisations obligations and responsibilities have been agreed.

- 4.13 The Environmental Taskforce has further met with one of Renfrewshire's largest van rental companies to raise awareness of the work involved within the Team to reduce flytipping in Renfrewshire. The Company agreed to share tracking information for hired vans where flytipping has been witnessed.
- 4.14 The table below presents the Environmental Taskforce's KPI's from the last report to date:

Action	Feb – 3 April	Total from 1 December
Proactive visits to identified hotspot areas	453	679
Number of reports investigated	331	623
Tonnes of flytipping removed	173	215
Number of sites secured to prevent further flytipping	2	6
Letters to private landowners	20	34
Visits to businesses to ensure Waste Disposal Arrangements in place	23	46
Fixed Penalty Notices Issued	19	35

5 Youth Team – Educating Renfrewshire's Young People

- 5.1 Renfrewshire Community Safety Partnership's Youth Team recently became under Community Development's Building Communities remit. This is a natural progression due to the Youth Teams ongoing and significant involvement within schools. The Team's core work has always been educating and steering young people to become responsible citizens.
- 5.2 The Youth Team also work closely with Police Scotland, patrolling hotspot areas where young people often meet up, sometimes becoming involved in antisocial behaviour. The Team prioritises, while in schools, familiarising themselves with pupils, discussing issues pupils have the power to change which negatively impact communities. The Team then leans on the brief history they have with known youths to influence good behaviours. The Youth Team are not threatening, they speak on the young person's level, and clearly explain the consequences of their actions. Repeated issues with a young person may result in a home visit, where parents are involved in steering their child onto a different path.
- 5.3 The Youth Team are coordinating Safe Kids 2023 which is running throughout May, based at St Mirren Football Stadium. Every P6 pupil across the authority is invited to attend, with buses arranged for their convenience. The Team brought together a range of partners to deliver interactive workshops to pupils on topical issues such as online safety, water and railway safety, the dangers of drugs and alcohol, antisocial behaviour, what to do in an emergency and environmental crime.

- 5.4 The Youth Team are further arranging workshops within secondary schools to support the transition from P7 to secondary school. The Team is working with schools to increase their school visits to pre-Covid levels creating closer relationships with schools and pupils.
-

6 Celebrating Renfrewshire

- 6.1 Celebrating Renfrewshire is a participatory budgeting project delivered by young people, for young people. Young people from across Renfrewshire submit their ideas and vote on projects which will be funded to become local improvements for you youths in their area.
- 6.2 The 2023/24 Celebrating Renfrewshire Youth Steering Group (photographed below) has been formed, and recently met to decide on this year's funding themes; Mental and Physical Wellbeing, Cost of Living, Employability, Climate Change, Violent – Diversionary projects and drug and alcohol awareness.



7. Spring Camps 2023

- 7.1 The StreetStuff Youth Diversionary project, together with Youth Services and Building Community delivered Spring Camp events each day of the schools Easter break. Over 1,500 young people participated in available play opportunities focusing on sport, games and physical activity. A successful bid to the Fairer Renfrewshire Fund ensured each participant also received a lunch. Feedback demonstrated the event was enjoyed by attendees and appreciated by parents.



Implications of the Report

1. **Financial** - Council approved the allocation of £2.220 million to establish the Greenspaces, Parks & Play Parks and Villages Investment Fund in March 2018. Due to the capital works being undertaken, Officers are ensuring that there are minimal recurring revenue costs to Services in the coming years. Council further approved £450,000 to establish the Taskforce in February 2022.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
The Greenspaces, Parks & Play Parks and Village Investment Fund will be important to achieving and assisting the Community Plan by ensuring that Renfrewshire is thriving, well, fair and safe for residents, workers and visitors.
4. **Legal** - All legislative requirements will be taken cognisance of during this process wherever required e.g. health and safety requirements.
5. **Property/Assets** - There is the potential for property/assets to be included as part of this fund.
6. **Information Technology** – ICT are involved in relation to the installation of cameras.
7. **Equality & Human Rights**
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - Cognisance will be taken of health and safety requirements wherever required e.g. for play park equipment.
9. **Procurement** - There is no potential for the Council to be procuring and installing equipment of behalf of a community group as part of this grant funding process.
10. **Risk** - Discussions with the Council Risk Manager are on-going to ensure that the risk to the Council, as part of this grant funding process, is minimised.
11. **Privacy Impact** – Data Protection Impact Assessments have been completed as part of this process.
12. **COSLA Policy Position** – Not Applicable.
13. **Climate Risk** – Not Applicable.

List of Background Papers - None

Author: Laura McIntyre, Head of Policy and Commissioning, Chief Executive's Service

Appendix 1

Current Greenspace, Parks and Play Areas & Villages Investment Funding

Project	Funding proposed	External Funding (or other Council funding)
Kilbarchan Lillas Day Committee	£3,000	n/a
Friends of West Primary School – Litterpicking kits	£2,291	n/a
Linwood Community Council – Tools and equipment for Community Garden	£5,000	n/a
Linwood Community Council – Tools and equipment for Men's Shed	£5,000	n/a
Renfrew Victoria Football Club – Improvement to Green Space	£4,403	n/a
Inchinnan Development Trust – Relocating Tool Container	£800	n/a
Kilbarchan Parent Council – Replacement Trim Trail for Community Use	£5,000	n/a
Langbank Swingpark Regeneration Group	£30,000	£300 local raised to promote and launch Gym and other newly installed amenities

Funding	Allocated Budget	Committed Budget	Available Budget	Potential Additional Projects
Greenspace, Parks and Play Areas	£1,280,000	£1,205,000	£75,000	£10,000
Village Investment Fund	£920,000	£600,000	£320,000	£35,000
Staffing costs	£220,000	£220,000	£0	-
Total	£2,240,000	£2,025,000	£395,000	£45,800



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Director of Environment, Housing and Infrastructure Services

**Heading: Communities and Housing Services - Service Improvement Plan
2022/25 Outturn Report**

1. Summary

- 1.1 The Communities and Housing Services Service Improvement Plan 2022-25 was approved by the Communities and Housing Policy Board on 7 June 2022. The plan sets out the priorities for the development of the service over a three year period. Since the Service Improvement Plan was developed, Council has approved a new five-year Council Plan. Consequently, minor changes were made to the Service Improvement Plan to align it to the themes in that new Council Plan and these were outlined in the Mid-Year Monitoring Report which was presented to the Communities and Housing Policy Board on 25 October 2022.
- 1.2 The Service Improvement Plan sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. These reflect the priority themes of the new Council Plan which was approved by Council on 29 September 2022.
- 1.3 This report contains details of Communities and Housing Services performance and achievements over the period 1 April 2022 to 31 March 2023. The main purpose of the report is to provide:
 - details of the key achievements of the service over the period;
 - an update on changes made to the action plan and scorecard to reflect the new Council Plan themes;
 - a progress update on implementing the action plan linked to the 2022-25 Service Improvement Plan; and
 - an assessment of performance in relation to the service scorecard of core performance indicators;

- 1.4 During 2022/23, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents. This includes through the actions within the Service Improvement Plan and also other areas of activity which did not form part of the Service Improvement Plan actions which have subsequently arisen during 2022/23.
 - 1.5 This includes the increasing support and participation of the council in dealing with refugee and resettlement programmes. As well as the already established programmes for Syrian and Afghan refugees and Unaccompanied Asylum Seeking Children, 2022/23 saw the Ukraine crisis develop and also the UK Government moving to a system of full asylum dispersal across the United Kingdom.
 - 1.6 Another developing issue that did not form part of any specific actions when the Service Improvement Plan was approved in June 2022, was the cost-of-living crisis and appropriate actions and indicators within appendix 1 outline any potential impact due to this.
 - 1.7 A new Service Improvement Plan covering the period 2023-26 is also being presented to this meeting of the Communities and Housing Policy Board. This is the first plan for the new Directorate of Environment, Housing and Infrastructure.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 note the content of this report;
 - 2.2 note the progress to date on delivering the actions contained within the Communities and Housing Services - Service Improvement Plan; and
 - 2.3 note the current performance of the service as measured by the scorecard indicators.
-

3. Background

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities as set out in the new Council Plan. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The service improvement plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendix to the plan contain an action plan and performance indicators against which progress can be measured. This outturn report provides an update on progress against the 2022-25 plan.
- 3.3 Section 4 of this report provides a note on the approved Council Plan to cover the term of this administration. Section 5 gives details of service activity and

achievements from April 2022 till the end of March 2023. Section 6 discusses actions delayed or cancelled since the Service Improvement Plan was approved. Section 7 provides a narrative on performance against the scorecard included as appendix 1.

4. Council Plan - Creating a fairer Renfrewshire built on innovation, wellbeing and opportunity

- 4.1 Since approval of the Communities and Housing Services - Service Improvement Plan by this Board on 7 June 2022, full Council approved a new Council Plan, which sets out our strategic priorities under five themes – **Place, Economy, Fair, Green and Living our Values**. It also has a cross-cutting theme reflecting the importance of delivering the best possible start for children in Renfrewshire.
- 4.2 The direction of the Council over the next five years will be driven by these five key themes:
- We will encourage kind and connected communities where citizens take pride in the **place** they live
 - We will support a strong and flexible local **economy**
 - We want Renfrewshire to be a **fair** place, where people feel safe, supported and empowered
 - We will work towards a **greener** future
 - As an organisation, we will be driven by our **values**, to be fair, helpful, collaborative and value learning.
- 4.3 In the Service Improvement Plan presented to this Board in June 2022, actions and performance indicators were set out under 4 broad themes, namely **Place, People, Sustainability and Living our Values**. In order to keep Service Improvement Plans aligned with the Council Plan, actions and performance indicators were re-allocated to the appropriate key theme within the new Council plan (as set out in section 4.2 above) and the full update on all actions and performance indicators is attached as appendix 1 below.

5. Service Update and Key Achievements April 2022 to March 2023

Housing Services

- In early 2022, the Council and its partners were asked to support the establishment of a Welcome Hub at Glasgow Airport with a key aim of supporting people who arrived in Scotland through the Scottish Government's super sponsor scheme for Ukrainian Displaced Persons (UDP).

- Staff from teams within Communities and Housing Services augmented the council's existing refugee resettlement team, and this enlarged resettlement team operates to meet the demands for advice, assistance and support from those staying in temporary accommodation, and, to date, the Welcome Hub has supported over 1,000 Ukrainian Displaced Persons UDP.
- Significant partnership focus has been required to support the high volumes of arrivals experienced, including in relation to housing support, employment support, education and English for speakers of other languages (ESOL).
- Communities and Housing Services have been instrumental in providing settled accommodation to UDP's and, to date, a total of 96 social rented properties have been provided to Ukrainian households in Renfrewshire. 66 of these from the Council housing stock and 30 from Registered Social Landlords (RSL's).
- In April 2022, the UK Government notified all UK local authorities of their intention to expand asylum dispersal arrangements across the UK, rather than through a number of agreed asylum dispersal areas such as Glasgow. Housing Services, as well as other Council services, have provided assistance and guidance to the UK Government Home Office with their implementation of this approach across Renfrewshire for contingency and settled accommodation.
- The £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing and programmes for each of the 8 areas in phase 1 have been prepared and implementation started, with milestones for demolition, new build and investment in homes being retained. During 2022-23 –
 - The Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 1 Update report highlighting all activities to date and including detailed timescales for delivery of the Investment Programme, was presented to the Communities and Housing Policy Board in August 2022.
 - 170 households have been represented at “pop-up” events held in the eight areas during August and September 2022 and further events will be held during the duration of the programme.
 - In terms of the acquisition of private properties across the eight regeneration areas, 89 have been identified and of those, 63 have already been valued. Agreement has been reached with owners of 31 of these 63 properties and a further 11 of the 32 have now been acquired by the council.
- All 39 newbuild properties at the Councils newbuild site at Auchengreoch Circle in Johnstone have now been handed over by the contractor and are tenanted. To date, 46 of the 101 newbuild properties within the Tannahill Regeneration area have been handed over by the contractor. Further handovers will take place on a phased basis until this development completes in Summer 2023.

- The draft of the Housing Asset Management Strategy has been developed and is being reviewed. We are awaiting the outcome of the Scottish Government's EESH2 review to allow the new standard to be reflected in the Strategy. The strategy will update future investment need, compliance and data requirements to ensure the Council meets and maintains recent and future standards.
- It will tie in with the Local Housing Strategy and the Local Development Plan, to help ensure Housing assets are contributing to the Council's wider aims. Fuel poverty and climate change legislation will play a primary role in the revised strategy, resulting in identifying additional investment towards energy efficiency and the decarbonisation of housing heating and hot water.
- Housing Services continues to support delivery of the Local Housing Strategy and Strategic Housing Investment Plan.
- The New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde was completed - The purpose of this project was to evolve a theoretically net zero carbon standard newbuild housing specification for future Council developments and was led by a team from the University of Strathclyde. This project is a finalist in the Municipal Journal Awards 2023 – the only project across the whole of Renfrewshire Council to reach this stage.
- Renfrewshire Council was awarded up to £1,657,500 for qualifying projects under the Scottish Government's Energy Efficient Scotland Area Based Schemes (EES: ABS) programme for 2022/23. This includes over £1.1M for the Renfrewshire Council Mixed Tenure Blocks External Wall Insulation project.
- The large value contracts for major works including Retrofit Design, Retrofit Works and- Voids/Tenanted works are now in place. The Voids/ Tenanted contract will ensure the Council's housing stock is maintained to the required regulatory standards and that properties are maintained and refurbished within an agreed timescale to ensure targets are met, particularly in relation to the reletting of void properties.
- We delivered year 4 of the Rapid Rehousing Transition Plan, using a housing first approach and reducing the use of temporary furnished accommodation to permanent housing with appropriate wrap around support.
- 2022 saw the launch of the new holistic support service 'MYLA' (My Life Ahead) - The project is now fully operational, and supports any household in Renfrewshire, regardless of tenure, whose life is being affected by alcohol/drugs, and build on the concept that in order to have good health, you need to have a good, settled home.
- Implementation of the enhanced budget in estate management has commenced and progress has been made and work continuing with colleagues re new initiatives in Voids and NET resource contributing to enhanced estate management.
- Develop and implement the new Tenant Participation Strategy. As well as supporting existing tenant participation mechanisms, the new strategy will review how we can best support tenant participation, including embracing digital technology, to help us reach groups who have not been previously involved.

- An enhanced Sheltered Housing and Health & Wellbeing service has been introduced - This will enable us to provide our Health & Wellbeing service across a broader range of locations.
- The new “More Homes” officer is now in place, and they will help bring private properties across Renfrewshire, which are currently unoccupied, back in to use.

Communities and Public Protection

- The service led on property checks for “Homes for Ukraine” private and Super Sponsorship schemes - In Renfrewshire, 69 hosts applied through the Homes for Ukraine programme, a further 224 expressions of interests were received through the Super Sponsor route and to date there have been 11 new Offers of Accommodation received under the latest version of the Scottish Government super sponsor scheme.
- Hosting arrangements where sponsors engaged in the process require to be checked for suitability, including property checks, and disclosure checks, and this work was completed by officers from our Environmental Health team with assistance on a voluntary basis from other suitable officers from a range of services.
- The Communities and Public Protection Review has been completed with new structure, posts and shifts being implemented from 1 September 2022. This has included new starts, shift re-alignments and amended working patterns.
- The completed review is beginning to show benefits including greater enforcement and more staff available. Aligning priorities and communities need through the Community Safety partnership Hub has also complimented the early intervention approached. Recruitment is still underway to bring staff levels back up following release of staff. This process has also given existing staff members the opportunity to apply for new roles across the full service.
- The service worked closely with Legal Services to introduce a Short-Term Lets Licensing Scheme which is now operational.
- Communities and Public Protection continued to drive Water Safety in Renfrewshire, including the provision of new Public Rescue Equipment at sites across Renfrewshire and a safety video launched in June 2022.
- We continued to promote Water Safety Awareness sessions within our Education Establishments including basic Water Safety First Aid and continue to form part of the Water Safety Scotland National Group. Renfrewshire Council and partners carry out a number of functions in relation to water safety including, erecting and maintaining lift belts and erecting of water safety signage, in and around key water areas to promote safety including Renfrewshire Council Parks that have ponds.
- The Environmental Taskforce has been fully operational since December 2022 with new processes and procedures put in place. There are positive results so far with over 30 Fixed Penalty Notices issued. The new approach also featured on BBC television programme “The One Show”; highlighting the dynamic work being done in Renfrewshire including the use of our new CCTV equipment. A comprehensive description of the work already achieved by the Environmental Taskforce was reported to the March 2023 Communities and Housing Policy Board within the “Building Communities, Greenspaces, Parks & Play Areas and Villages Investment Fund Update” report (Agenda item 3).

- Work was undertaken with Legal Services to establish and review what Litter Control Areas remain in place. Following this review it has been determined that the introduction of the Environmental Taskforce should drive the response at this time rather than a further investment in Litter Control Areas.
- Delivery of the Greenspace, Parks, Play Parks and Villages Investment Fund, including the new funding provisions being added. Renfrewshire Council has supported 90 community projects since October 2018 which have met the criteria for this fund. Further projects continue to be developed within communities with the following potential applicants currently active and expected to apply or have only recently applied:
 - Langbank Swingpark Regeneration Group – Outdoor Gym
 - Kilbarchan Lilies Day Committee – Lilies Day Funding
 - Inchinnan Development Trust – re-siting tools container nearer Teucheen Woods
- The voluntary professional dog walking scheme in Renfrewshire is ready to go and scheduled to be launched in April 2023 as part of the Big Spring Clean.
- Completion and decommissioning of Covid-19 Community Testing model including Paisley Local Test Site, Renfrew Local Test Site and the Renfrewshire Asymptomatic Test Sites.
- The service continued to catch up on Food Law interventions under the Food Law Code of Practice - A further resource calculation review is underway as Food Standards Scotland attempt to achieve consistency across all Scottish LA's. It is anticipated that work in both Food and Health and Safety will increase as the cost of living crisis escalates. It is anticipated that there will be an increase in enforcement work as businesses make cuts in some areas and fraudulent activity increases.
- Continued to work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas and all statutory "PREVENT" duties were met with regards to Counter Terrorism. The annual assurance statement will be in the form of a survey this year incorporating the Prevent self-assessment toolkit. The return for this will be June 2023. Areas identified as red, and amber will form part of the action plan that the Renfrewshire Community Protection PREVENT steering group will take forward.
- The Scottish Government are working on new Prevent Guidance that will be implemented into practice during 2023. This also includes new Home Office training on the delivery of PMAP. Notice Check Share training will also be available for more bespoke services including Police Scotland CT awareness training.
- The K Division SOC (Serious Organised Crime) intervention meeting has now been re-established which will continue to support the Serious and organised crime agenda alongside Police Scotland.
- Partnership working with Police Scotland to deliver 2 Quad Bikes to tackle anti-social behaviour in communities.

- Work undertaken by Trading Standards has included
 - supporting Operation CECE, which is a UK-wide joint initiative between Trading Standards services and HMRC. Intelligence is sent to local Trading Standards services, who then take action to remove the illicit product; disrupting the market and preventing fraud. In its first year, Operation CECE is estimated to have prevented £8.75 in detriment for every £1 of resource spent on it.
 - The Team have completed a programme of visits to every petrol station in Renfrewshire to ensure the accuracy of liquid fuel measuring instruments (petrol pumps) as costs for fuel remain high. Work led by the Team to undertake checks on the weight of pre-packed foodstuffs has also gained national attention in the press.
 - Trading Standards and Community Safety supported Operation MOONBEAM which is a national partnership initiative between Police Scotland and relevant partners, designed to keep communities safe up to and including Bonfire Night. Trading Standards licence fireworks suppliers and undertake checks to ensure compliance with storage requirements.
- A report detailing progress with year 1 of the Community Learning and Development (CLD) Strategy was presented to the Communities and Housing Policy board in October 2022, covering the following areas -
 - Digital Inclusion—ensuring everyone has the opportunity to participate & benefit from digital technology
 - Universal Provision - ensuring no-one is left behind promoting and providing opportunities for all
 - Targeted Provision—targeting specialist resource & support towards those most vulnerable or with restricted capacity.
 - Community Capacity/ Connecting Communities- working with individuals, families and groups that have capacity to develop, deliver and maintain the services and facilities they want locally.
- The Civil Contingencies Service continues to support training and awareness raising to update Council procedures in relation to Council Incident Officer training and development, to support robust arrangements for continued delivery of essential services in the event of high-level risks such as a widespread power outage and in relation to Counter Terrorism and Serious Organised Crime particularly Cybercrime.
- The Civil Contingencies Service continued to support all services across the council to support robust arrangements for continued delivery of essential services in the event of high-level risks and in the winter of 2022/23, this included supporting the council to ensure winter preparedness.

6. Areas where actions have been delayed or cancelled

- 6.1 The only action where there has been no progress has been in relation to the new duties which may form a future Housing Bill following the Scottish Government's 'Prevention of Homelessness Duties' consultation. The Scottish Government have now advised that this new duty will not be introduced until October 2023 and this action will be progressed once there is confirmation of any new duties being introduced.

7. Progress against performance measures

- 7.1 Communities and Housing Services has 24 performance indicators in its current scorecard. Of these, 15 are reported quarterly and 9 are reported annually. In addition to these, there are also three 'data only' indicators who do not have targets.
- 7.2 The following performance indicators have shown improvement over the last 12 months:
- **Average time from household presenting themselves as homeless to completion of duty.** The figure in 2022/23 was 21.74 weeks, an improvement from 22.25 weeks in 2021/22.
 - **Percentage of rent loss due to voids.** This decreased from 2% in 2021/22 to 1.86% in 2022/23.
 - **Average length of time taken to relet properties in the last year (days).** The figure in 2022/23 was 60.59 days compared to 66 days in 2021/22.
- 7.3 The following performance indicators have met or exceeded target in the last 12 months.

Target exceeded:

- **Rent collected as percentage of total rent due in the reporting year.** Performance in 2022/23 was 100%, exceeding the target of 98%.
- **Number of visits to known fly-tipping hotspots by the dedicated Environmental Taskforce to clear waste and try to catch offenders.** Despite the task force only beginning operations in December 2022, the number of visits would have been on track to exceed target had it been operational for the full year.
- **The Green Spaces and Community Project will aim to work closely with schools during visits across the school year.** Performance exceeded the target of 60 visits per year with 63 visits made in 2022/23.

Target achieved:

- **Contact to be made with all Sponsors in the Homes for Ukraine programme within 5 working days of cases being passed to Renfrewshire Council.**
- **Visits to be made to every property/household that want to continue as a sponsor with process being followed through to completion.**
- **Percentage of staff training undertaken in relation to qualifications.**
- **Private Water Supplies - 100% of type A supplies risk assessed and sampled**

7.4 The following Performance indicators are showing as areas which are below target.

- **Average number of work days lost per full time equivalent FTE employee (Target 8.5 days)** – the figure for 2022/23 was 15.73 days. For 2021/22 the figure was 11.53 days.
- **Average length of time taken to re-let properties in the last year (in days) (Target 53 days)** – The figure for 2022/23 was 60.59 days, compared to 66 days in 2021/22. Whilst not achieving target, performance has continued to improve in this area, and continues to be an area of high priority within the Service/Department.
- **Percentage of homes meeting the EESSH 2020 standard (Target 95%)** – This figure was 85.07% for 2022/23 compared to 78.4% for 2021/22, whilst below target, performance has improved. Ongoing difficulties within the construction industry have caused some delays in works being completed. Landlords have until December 2025 to comply with EESSH1.
- **Percentage of Council housing stock which meets the Scottish Housing Quality Standard (Target 100%)** – This was 68.3% for 2022/23, an improvement from the 2021/22 figure of 57%. In 2021/22 two new elements were included in the calculation of this PI for the first time and since then compliance with 5 yearly EICR checks and the new smoke and heat detector standard are included in the calculation of SHQS compliance. The council's programme of EICR checks and smoke detector upgrades has been significantly affected by difficulties facing the construction industry. Work is ongoing to achieve full compliance with EICR and detectors, including a programme of forced access visits. EESSH failures are also part of the SHQS score which also impacts the overall SHQS pass rate. Landlords have until December 2025 to comply with EESSH1.
- **Total Percentage of frontline (stage 1) complaints responded to within 5 days (Target 95%)** - 1097 frontline complaints were received in 2022/23, with 646 answered within timescale (59% answered within timescale, compared to 61% answered within timescale in 2021/22)

- **Total Percentage of investigation (stage 2) complaints responded to within 20 days (Target 95%)** - 32 Investigation complaints were received in 2022/23, with 25 answered within timescale. (78% answered within timescale, compared to 81% answered within timescale in 2021/22)
-

Implications of the Report





1. **Financial** – The Service Improvement Plan highlights resourcing pressures arising from increasing demand for services and the current financial environment.
 2. **HR & Organisational Development** – The Service Improvement Plan also highlights workforce development and wellbeing considerations.
 3. **Community/Council Planning** – The report details a range of activities which reflect Council and Community Planning themes and a direct link to the delivery of the Council Plan.
 4. **Legal** – none.
 5. **Property/Assets** – none.
 6. **Information Technology** – Service developments relating to information technology are key enablers of service improvement and modernisation and support service-level and corporate objectives.
 7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health & Safety** – none.
 9. **Procurement** – none.
 10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
 11. **Privacy Impact** – none.
 12. **COSLA Policy Position** – none.
 13. **Climate Change** – Actions and indicators within the SIP covers the 'green' theme of Renfrewshire's Council Plan which highlights activities across the Council to tackle climate change.
-






List of Background Papers:

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


Communities and Housing Policy Board; 25 October 2022 - Communities and Housing Services - Service Improvement Plan 2022/22 Mid-Year Monitoring Report– *Agenda item 12*




Appendix 1 - Actions and Performance Indicators


ACTION Status	
	Cancelled
	Delayed
	In Progress
	Completed




PERFROMANCE INDICATOR Status	
	Alert
	Warning
	OK
	Unknown
	Data Only


PLACE - We will encourage kind and connected communities where citizens take pride in the place they live



What will we do?	What difference will we make?	Who is leading this?	When will we do this by?	% Progress at 31 March 2023	Update on Progress	Status Icon
Implement enhanced budget in estate management – including review of existing Common Maintenance Programme	This will deliver enhanced state management practice and improve the common areas within our housing estate.	Housing Services Manager	March 2023	100%	Progress made and work continuing with colleagues re new initiatives in Voids and NET resource contributing to enhanced estate management.	


Review the various local letting initiatives across Renfrewshire.	Ensure that letting initiatives are fit for purpose, delivering best value, and good outcomes for our customers.	Housing Regeneration and Development Manager	March 2023	70%	Preparatory work has been undertaken, along with discussions with the service teams. The officer leading on this work left the service of the Council and the new officer, appointed in May 2023, will complete this review.	
Implement revised Housing Asset Management Strategy	The revised Housing Asset Management Strategy will update future investment need, compliance and data requirements to ensure the Council meets and maintains recent and future standards. It will tie in with the Local Housing Strategy and the Local Development Plan, to help ensure Housing assets are contributing to the Council's wider aims. Fuel poverty and climate change legislation will play a primary role in the revised strategy, resulting in identifying additional investment towards energy efficiency and the decarbonisation of housing heating and hot water.	Housing Asset and Investment Manager	March 2023	75%	The draft of the Housing Asset Management Strategy has been completed. The Scottish Government are currently carrying out a review of the EESH2 standard and the outcome of this will inform the finalised strategy and allow the new standard to be reflected in the Strategy.	
Carry out review of the current factoring service and potential use with regeneration areas.	To ensure we have robust arrangements in place to protect investment particularly within regeneration areas.	Housing Asset and Investment Manager	March 2023	100%	Continue to register and review annually factored properties in line with Scottish Government and Housing regulator requirements. Developing factoring arrangements for shared equity owners in Ferguslie Park new build development in 23/24.	

Complete the developments at Auchengreoch Road (handovers of the 39 new homes will take place in summer 2022) and Ferguslie Park (handovers of the 101 new homes will commence summer/autumn 2022 with full completion expected early 2023).	<p>On completion we will have completed over 315 new build homes since 2019</p> <p>All Council newbuild developments include a mix of property sizes and types and all ground floor accommodation is level and step-free to meet mobility needs.</p>	Housing Regeneration and Development Manager	March 2023	75%	<p>All 39 newbuild properties at the Councils newbuild site at Auchengreoch Circle in Johnstone have now been handed over by the contractor and are tenanted. This development has provided a mix of 1 and 2 bed cottage flats and 2, 3 and 4 bedroom homes. The five lower cottage flats within this development were designed to be wheelchair accessible, with electrical controls at accessible heights and showers with “wet floors” in bathrooms. Further to this, all two-storey houses in this development have ground floor spaces capable of later conversion to shower-rooms and locations for future through-floor lifts if future adaptations are required. All properties have been let through the Councils Common housing allocations policy.</p> <p>To date, 46 of the 101 newbuild properties within the Tannahill Regeneration area have been handed over by the contractor. Tenants requiring rehousing from the properties to be demolished in the Tannahill area have all been offered housing advice and where they have wanted to remain within the area, offers of suitable alternative accommodation that meets their needs has been offered. Further handovers will take place on a phased basis until this development completes in Summer 2023.</p>	
--	--	--	------------	-----	--	---




					There was a delay to the handover of homes in Tannahill due to a delay with the enabling works for the new substation which is powering the site.	
Commence feasibility work - Flood Risk Assessments at Gallowhill ahead of proposed new build project.	The proposed new build project at Gallowhill could result in a total of up to 60 new council homes being built.	Housing Regeneration and Development Manager	March 2023	100%	Gallowhill Flood Risk Assessments complete and will allow consideration for further site appraisals and will lead to detailed discussions for finalised designs.	
Assess the use of Litter Control Areas across Renfrewshire	Officers will be assessing if the use of the Litter Control Areas under the Environmental Protection Act 1990 is the best way to achieve compliance in certain areas of Renfrewshire.	Communities and Regulatory Manager	March 2023	100%	Work has been undertaken with Legal Services to establish and review what Litter Control Areas remain in place. Following this review it has been determined that the introduction of the Environmental Taskforce should drive the response at this time rather than a further investment in Litter Control Areas. This will be revisited in 2024 (resources permitting) to identify sites and land ownership.	
Establish & implement a process to ensure all Regulated private water supplies are identified, sampled & risk assessed to meet regulatory requirements	This will help ensure private water supplies are safe to use and meet all relevant legislation.	Communities and Regulatory Manager	March 2023	100%	Programme to identify and engage with supply owners has been completed and the sampling/risk assessment programme is ongoing with all confirmed Regulated Supplies having been sampled and risk assessed during the financial year.	

Establish the new Environmental taskforce	This will help tackle issues including targeting fly tipping hot-spots (reactive and proactive), and it will tie in with Renfrewshire projects such as Team Up to Clean Up and liaise with national organisations such as the Scottish Environment Protection Agency to support and assist in delivering Scotland wide projects within Renfrewshire.	Community Development Manager	March 2023	100%	Taskforce fully operational since December 2022 with new processes and procedures put in place. Positive results so far with over 30 Fixed Penalty Notices issued. The new approach also featured on 'The One Show'; highlighting the dynamic work being done in Renfrewshire including the use of our new CCTV equipment.	
---	--	-------------------------------	------------	------	--	---


Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Q4 2022/23 Value	2022/23 Value	Explanation of Performance
	Private Water Supplies – 100% of type A supplies risk assessed and sampled	Annual	100%	100%	100%	N/A	N/A	N/A	N/A	100%	All confirmed Regulated supplies (formerly known as Type A Supplies) have been visited during the calendar year to undertake water sampling and risk assessment of the supply.
	Number of visits to known fly-tipping hotspots by the dedicated Environmental	Quarterly	New indicator	New indicator	1,040 visits	N/A	N/A	106	453	559	The Environmental Taskforce commenced employment and were fully trained to deliver services from 1 December 2022, so




	Taskforce to clear waste and try to catch offenders										there is no data for quarter 1 or quarter 2. Hotspot locations change with the seasons, cameras further impact activity when deployed to detect/deter instances.
	The Green Spaces and Community Project will aim to work closely with schools during visits across the school year (20 visits per term).	Annual – measured across school terms	New indicator	New indicator	60 visits	N/A	N/A	15	38	63	Visits exceeded expectations for the second half of the year. The Youth Team are poised to resurrect their work in schools to pre-Covid levels from September 2023 which will impact positively on service delivery.





ECONOMY - We will support a strong and flexible local economy




What will we do?	What difference will we make?	Who is leading this?	When will we do this by?	% Progress at 31 March 2023	Update on Progress	Status Icon
Continue to work with stakeholders to understand the impacts of EU withdrawal and ensure safety of products in Renfrewshire	This work will continue and will increase over the coming years as import/exports pick up following Covid-19 but also when the EU withdrawal is implemented fully. Officers continue to liaise with Glasgow Airport and other partners e.g. Office for Product Safety and Standards (OPSS) to understand challenges and funding available,	Communities and Regulatory Manager	March 2023	100%	Work continues to identify unknown importers – particularly in and around Hillington Industrial Estate, which has a high density of ‘clicks’ based (online) businesses. This will now be considered ‘business as usual’. Work centred around importations at Glasgow Airport is currently unclear as the Retained EU Law Bill is in preparation for third reading stage at the time of this update.	
Complete the review of animal licence conditions across all licences	To modernise and ensure relevant to new licensing requirements	Communities and Regulatory Manager	March 2023	50%	Work on this progressing however, due to other work demands, has not been completed and this action is to be carried forward to the 2023/24 SIP.	
Deliver The Business Regulation Service Plan over the next 18 months	The Business Regulation Service Plan details the work to be undertaken by the service, setting out objectives, the resources required and approach to quality assurance in the format and detail required by Food Standards Scotland.	Communities and Regulatory Manager	October 2023	100%	A further resource calculation review is underway as Food Standards Scotland attempt to achieve consistency across all Scottish LA's. It is anticipated that work in both Food and Health and Safety will increase as the cost of living crisis escalates. It is anticipated that there will be an	


	The Plan this year also sets out the resource required to undertake a catch-up programme of food law inspections following the period during the COVID-19 pandemic when proactive routine inspections were restricted in line with guidance at that time from Food Standards Scotland.				increase in enforcement work as businesses make cuts in some areas and fraudulent activity increases.	
--	--	--	--	--	---	--


Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Q4 2022/23 Value	2022/23 Value	Explanation of Performance
	Percentage of businesses brought into compliance with applicable legislation within 30 days	Quarterly	100%	100%	100%	100%	N/A	N/A	N/A	N/A	This indicator is a legacy of the Coronavirus controls on businesses which have now been fully lifted. Matters relating to risk assessment for Coronavirus are now encompassed in a business's 'day to day' health and safety risk assessments and are not routinely monitored.





FAIR - We want Renfrewshire to be a fair place, where people feel safe, supported and empowered						
What will we do?	What difference will we make?	Who is leading this?	When will we do this by?	% Progress at 31 March 2023	Update on Progress	Status Icon
Develop and implement a new Tenant Participation Strategy.	The new strategy will review how we can best support tenant participation, including embracing digital technology, to help us reach groups who have not been previously involved.	Housing Regeneration and Development Manager	December 2022	100%	Strategy approved.	
Establish the Welcome Hub at Glasgow airport for Ukrainian refugees	Ensuring a warm and safe welcome for refugees from Ukraine	Homeless and Housing Support Services Manager	March 2023	100%	Welcome Hub established and working well.	
Support the Council's response to the Scottish Governments 'super sponsor' scheme for Ukrainian refugees and the UK Government's "Homes for Ukraine" scheme.	Safely resettle Ukrainian refugees within Renfrewshire	Communities and Regulatory Manager	March 2023	100%	This work is demand led and has been completed with those hosts who have engaged with Officers involved in the inspection and Enhanced Disclosure processes, both of which are required under the Homes for Ukraine and the new Offers of Accommodation scheme.	

Support the resettlement of refugees in to settled accommodation.	Safely resettle refugees within Renfrewshire	Homeless and Housing Support Services Manager	March 2023	100%	Team established, processes in place, and refugees being resettled.	
Develop and promote the work of the Advocacy Team to support tenants within the private rented sector	This will help ensure that tenants in the private rented sector have access to support and assistance available.	Communities and Regulatory Manager	March 2023	100%	Officers involved with this include Homeless and Housing Options officers as well as an Enforcement Officer. The team have achieved successes with supporting tenants and improving their living conditions.	
Deliver the key outputs from the 4th year of Renfrewshire's Rapid Rehousing Transition Plan (RRTP)	The RRTP details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.	Homeless and Housing Support Services Manager	March 2023	100%	All RRTP initiatives have been implemented as far as funding allowed.	
Enhance our Sheltered Housing and Health & Wellbeing service	We will broaden the range of support and wellbeing initiatives provided for sheltered housing tenants, as well as rolling this out to older tenants living in amenity housing. We will also offer access to health and wellbeing initiatives to homeless applicants and housing support service users.	Homeless and Housing Support Services Manager	March 2023	75%	New posts established in March. Full benefits will be delivered from 2023/24.	


Launch new holistic support service 'MYLA' (My Life Ahead)	This service, provided in partnership with Turning Point Scotland, with funding from Alcohol & Drug Commission Programme Board supports people who are experiencing challenges in their life related to alcohol or drugs, and require assistance to ensure they have settled housing.	Homeless and Housing Support Services Manager	March 2023	100%	MyLA fully operational.	
Deliver the key actions for 2022/23 outlined within the Community Learning and Development Strategy for 2021–24 across the three key priority areas <ul style="list-style-type: none"> • Young People, • Adults and Families, and • Building Communities 	The plan of activities and action set out in this strategy, is an ambitious plan of action over the next three years till 2024 that will deliver real opportunities for individuals, families and communities across Renfrewshire to develop capacity, shape community aspirations and develop and maintain the services and facilities they want locally	Communities Development Manager	March 2023	75%	Service review is complete with only 1 vacancy left to fill. Service continues to develop maximising the use of resources to meet the outcomes within the CLD strategy. New IT equipment has been sourced to enhance community learning opportunities across the service which is well used.	
Deliver the Antisocial Behaviour Strategy and provide an annual update on progress to the Communities and Housing Policy Board	We will tackle and will respond to antisocial behaviour in Renfrewshire through a partnership and evidence led early intervention approach.	Communities and Regulatory Manager	March 2023	100%	The ASB strategy has been implemented and an action plan has been created to establish areas for further development on an ongoing basis. A working group is currently being formed to progress new ASB procedures across communities and housing services and RSLs which will underpin the Strategy. Work is also ongoing from the Scottish Government in conjunction with the Scottish Community Safety Network (SCSN) to look at the landscape of ASB across Scotland and how to	

					improve the outcomes for all. We have contributed to this research and await published findings.	
Implement the Housing Management Services - Operational Activity Plan 2022/23. Under the following priorities; <ul style="list-style-type: none"> Recovery and resilience Rent Collection Managing Tenancy Changes Estate and Tenancy Management 	The plan outlines the intended actions for 2022/23 to deliver continuous improvement and contribution to key operational activities locally and also details ongoing actions that contribute to improving outcomes and conditions for Council Tenants.	Housing Services Manager	March 2023	100%	Good outcomes from operational activity have been demonstrated by improvement in key performance areas: Rent collection and Managing Tenancy Changes both showing improvement compared to the previous year.	




Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Q4 2022/23 Value	2022/23 Value	Explanation of Performance
	Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarterly	26	22.25	24	20.34	21.53	22.55	22.28	21.74	Please note both are estimated figures as the official figures have yet to be confirmed by the Scottish Government. The overall performance continues to improve despite the significant national and local housing / homelessness pressures. Performance with this indicator continues to be better


											than the national average, though it may be challenging to keep to this level in 2023/24.
	Percentage of adults who agree that Renfrewshire is a safe place to live.	Annual	86%	75%	85%	N/A	N/A	N/A	N/A	75%	The most recent figure for this indicator comes from the Public Services Panel survey carried out in December 2020.
	Percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".	Annual	85%	82%	85%	N/A	N/A	N/A	N/A	82%	The most recent figure for this indicator comes from the Public Services Panel survey carried out in December 2020.
	Contact to be made with all Sponsors in the Homes for Ukraine programme (Private and Super Sponsors) within 5 working days of cases being passed to Renfrewshire Council	Quarterly	N/A	New Indicator	95%	100%	100%	100%	100%	100%	Process in place where all new applicants are provided with information about the steps requiring to be taken and that an officer will contact them to arrange a property inspection.
	Visits to be made to every property/household that want to	Quarterly	N/A	New indicator	100%	100%	100%	100%	100%	100%	All applicants who engage in the process are contacted and arrangements made to visit to inspect the property and undertake




	continue as a sponsor with process being followed through to completion (acceptance or rejection)										identity confirmation of all over 16 occupants which allows the application to progress.
	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	Quarterly	8%	8%	7.5%	8.58%	10.7%	10.04%	9.28%	9.28%	This indicator combines both current tenant and former tenant rent arrears. Current Tenant rent arrears are now on an improving trend, however, former tenant arrears are increasing as we hold more debt in order to pursue recovery. Rent collection is a high priority with a supportive and early contact approach with tenants – to maximise opportunities to help those experiencing financial issues. Evictions remain the last resort.
	Rent collected as percentage of total rent due in the reporting year.	Quarterly	98%	98.2%	98%	97.07%	96.4%	98.2%	100%	100%	Overall rent collection has improved whilst continuing to support tenants experiencing financial challenges/
	Percentage of rent loss due to voids	Quarterly	1.6%	2%	1.8%	1.95%	1.95%	1.93%	1.86%	1.86%	Improving re-let performance is reflected in the reduced percentage of rent due lost through properties



											being empty in the last year. This is a priority area for the service.
	Average length of time taken to re-let properties in the last year (in days)	Quarterly	60 days	66 days	53	63	60.53	51	49.37	60.59	Whilst not achieving target, performance has continued to improve in this area. It remains an area of high priority for further improvement and continued focus within the Service.



GREENER - We will work towards a greener future

What will we do?	What difference will we make?	Who is leading this?	When will we do this by?	% Progress at 31 March 2023	Update on Progress	Status Icon
Deliver the Energy Efficiency Standard for Social Housing post-2020 (EESH2) milestones	EESH2 aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.	Housing Asset and Investment Manager	March 2023	100%	Contractor now on site to deliver energy efficiency works. Scottish Government review of EESH2 is now underway to strengthen and realign the standard with the target for net zero heat in houses from 2040. The outcome of this process will determine the council's strategy to meet EESH2 or any other standard which may emerge from the review.	
Ensure the large value contracts for major works including Retrofit Design, Retrofit Works & Voids/Tenanted works are in place.	These contracts will ensure we continue to improve the energy efficiency and overall condition of our tenants' homes.	Housing Asset and Investment Manager	March 2023	100%	Each of these 3 large value contracts were approved by the Finance, Resources and Customer Services Policy Board have been awarded. Contractors have mobilised and works are underway.	
Progress the Regeneration and Renewal programme in eight Regeneration Areas, including – <ul style="list-style-type: none"> Establish and begin to implement a programme for each area, with milestones for 	Over the next 10 years, the £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing that will not only significantly enhance the Council's housing stock but will also contribute to	Housing Regeneration and Development Manager	March 2023	100%	Work across the 8 regeneration areas continues as detailed within the timeline approved by Policy Board. Programme for each area prepared and implementation started, with milestones for demolition, new build and investment in homes being retained. In terms of acquisition of private properties across the eight regeneration areas, 89	



<p>demolition, new build and investment in homes being retained</p> <ul style="list-style-type: none"> Set up Neighbourhood Renewal Groups for the Regeneration Areas so that all stakeholders can contribute to the housing-led regeneration 	<p>the wider transformation of Renfrewshire as a place, and will be central to the economic and social recovery of Renfrewshire.</p>				<p>have been identified and of those, 63 have already been valued. Agreement has been reached with owners of 31 of these 63 properties and 11 of the 32 have now been acquired by the council.</p> <p>Efforts to negotiate the further acquisition of the remaining private properties will continue on an ongoing basis.</p>	
<p>Complete our New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde</p>	<p>This will see us develop a standard specification for our new build houses to deliver net zero carbon homes by 2030, taking into account the whole lifecycle of the buildings including embodied carbon in construction, tenants' use and recycling at demolition</p>	<p>Housing Regeneration and Development Manager</p>	<p>March 2023</p>	<p>100%</p>	<p>The purpose of this project was to evolve a theoretically net zero carbon standard newbuild housing specification for future Council developments and was led by a team from the University of Strathclyde.</p> <p>Project completed (and a finalist in the Municipal Journal Awards 2023).</p>	



Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Q4 2022/23 Value	2022/23 Value	Explanation of performance
	Air Quality - Annual average PM10 value across all continuous monitoring sites	Annual	18ug/m3	10.2ug/m3	18ug/m3	N/A	N/A	N/A	N/A	Not available	Due to the statutory reporting process this annual value will not be available until June 2023 and an update will be provided at this time. However, preliminary data indicates the average value will be significantly below the target.
	Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits	Annual	41ug/m3	<40ug/m3	40ug/m3	N/A	N/A	N/A	N/A	Not available	Due to the statutory reporting process this annual value will not be available until June 2023 and an update will be provided at this time. However, preliminary data indicates the average value will be significantly below the target.
	Percentage of Council housing stock which meets the Scottish Housing Quality Standard	Annual	100%	57%	100%	N/A	N/A	N/A	N/A	68.31%	In 2021/22 two new elements were included in the calculation of this PI for the first time and since then compliance with 5 yearly EICR checks and the new smoke and heat detector standard are included in the calculation of SHQS compliance. The council's programme of EICR checks and smoke detector upgrades has been significantly affected by difficulties


											<p>facing the construction industry. Work is ongoing to achieve full compliance with EICR and detectors, including a programme of forced access visits.</p> <p>EESSH failures are also part of the SHQS score which also impacts the overall SHQS pass rate. Landlords have until December 2025 to comply with EESSH1.</p>
	Percentage of homes meeting the EESSH 2020 standard	Annual	95%	78.4%	95%	N/A	N/A	N/A	N/A	85.07%	<p>Whilst below target, performance has improved. Ongoing difficulties within the construction industry have caused some delays in works being completed. Landlords have until December 2025 to comply with EESSH1.</p>
	Percentage of reactive repairs carried out in the last year completed right first time	Annual	93%	85%	93%	Not Available	Not Available	Not Available	Not Available	Not Available	<p>In April 2022, the Council adopted Work Hub system for repairs reporting. There have been technical issues with this system and as such the service is unable to provide performance information on repairs timescales. Work is progressing to address these issues.</p>


	Percentage of Overall Repairs Completed Within Target	Quarterly	95%	93.6%	95%	Not Available	Not Available	Not Available	Not Available	Not Available	In April 2022, the Council adopted Work Hub system for repairs reporting. There have been technical issues with this system and as such the service is unable to provide performance information on repairs timescales. Work is progressing to address these issues.
	Average length of time taken to complete non-emergency repairs (days)	Quarterly	15 days	14 days	15 days	Not Available	Not Available	Not Available	Not Available	Not Available	In April 2022, the Council adopted Work Hub system for repairs reporting. There have been technical issues with this system and as such the service is unable to provide performance information on repairs timescales. Work is progressing to address these issues.

Living our Values - As an organisation, we will be driven by our values, to be fair, helpful, collaborative and value learning



What will we do?	What difference will we make?	Who is leading this?	When will we do this by?	% Progress at 31 March 2023	Update on Progress	Status Icon
Expand the Housing Asset and Investment team's resources to ensure capacity for the additional works programmed for the coming years.	This will ensure the successful delivery of the over £250m in capital investment in housing over the next 5 years (with significant ramping up in years 2 and 3).	Housing Asset and Investment Manager	March 2023	100%	New staffing structure developed and recruitment of first posts underway. Recruitment to full capacity will continue over 2023/24.	
Deliver any new duties which may form a future Housing Bill following the Scottish Government's PREVENTION OF HOMELESSNESS DUTIES consultation.	Changes to existing homelessness legislation may include measures to ensure homelessness is prevented at an earlier stage, including a proposal to extend the duty to take reasonable steps to prevent homelessness up to six months before, to maximise the housing options available to people and to prescribe what reasonable steps may include.	Homeless and Housing Support Services Manager	March 2023	10%	Scottish Government have now advised that this new duty will not be introduced until Oct 2023. Briefing provided to Community Planning Partners.	N/A
Finalise service review and restructure of the Community Protection team	The new structure will respond to the changing needs of service users as well as providing opportunities for career development for staff within these teams.	Communities and Regulatory Manager	March 2023	100%	The completed review is beginning to show benefits including greater enforcement and more staff available. Aligning priorities and communities need through the Community Safety partnership Hub has also complimented the early intervention approached. Recruitment	


					is still underway to bring staff levels back up following release of staff. This process has also given existing staff members the opportunity to apply for new roles across the full service.	
Implement the voluntary professional dog walking scheme in Renfrewshire	As part of the voluntary initiative the scheme will set minimum standards for the businesses so dog owners feel their pets are safe and in reliable hands.	Communities and Regulatory Manager	March 2023	95%	The scheme is ready to go and scheduled to be launched in April 2023 as part of the Big Spring Clean.	
Work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas	This will ensure a joined up, co-ordinated approach to dealing with serious organised crime and threats of terrorism.	Resilience & Deployment Manager	March 2023	70%	<p>The annual assurance statement will be in the form of a survey this year incorporating the Prevent self-assessment toolkit. The return for this will be May 2023. Areas identified as red, and amber will form part of the action plan that the Renfrewshire Community Protection PREVENT steering group will take forward.</p> <p>The Scottish Government are working on new Prevent Guidance that will be implemented into practice during 2023. This also includes new Home Office training on the delivery of PMAP. Notice Check Share training will also be available for more bespoke services including Police Scotland CT awareness training.</p> <p>The K Division SOC intervention meeting has now been re-established which will continue to support the Serious and organised crime agenda alongside Police Scotland.</p>	

Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Q4 2022/23 Value	2022/23 Value	Explanation of performance
	Training – Percentage of staff training undertaken in relation to qualifications	Quarterly	100%	100%	100%	100%	100%	100%	100%	100%	Staff training is provided on a structured basis when needs are identified to ensure that they have the correct skills and qualifications to undertake their duties. There are currently two FTE staff undertaking training to qualify as Environmental Health Officers (and also one UWS student being supported in undertaking the same professional training).
	Total Percentage of frontline (stage 1) complaints responded to within 5 days	Quarterly	95%	61%	95%	53%	63%	64%	55%	59%	1097 frontline complaints were received in 2022/23, with 646 answered within timescale.
	Total Percentage of investigation (stage 2) complaints responded to within 20 days	Quarterly	95%	81%	95%	67%	91%	67%	75%	78%	32 Investigation complaints were received in 2022/23, with 25 answered within timescale.

	Average number of work days lost per full time equivalent (FTE) employee. (cumulative)	Quarterly	8.5	11.53	8.5	3.55	4.4	3.88	3.90	15.73	The service is proactively managing each absence to ensure all available support and assistance is provided to staff who are currently off due to sickness absence.
---	--	-----------	-----	-------	-----	------	-----	------	------	-------	---

DATA ONLY INDICATORS

Status Icon	Performance Indicator	Frequency	2021/22 Value	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Q4 2022/23 Value	2022/23 Value	Explanation of performance
	Enhanced Enforcement of Private Rented Sector - no. of investigations	Quarterly	43	10	13	15	24	62	These numbers are driven by private rented tenants contacting the Service when raising concerns with the quality of their rental property. Overall numbers are likely to have increased due to increasing awareness through the Advocacy and Enforcement initiative which brings Housing and Environmental Health to work closely together on improving standards with the Private Rented Sector.
	Enhanced Enforcement of Private Rented Sector - no. of reports to First Tier Tribunal	Quarterly	5	1	0	0	2	3	Case referrals to the First Tier Tribunal are low as Officer work with landlords to ensure they undertake repairs promptly; only those who do not respond/take action quickly being reported to the First Tier Tribunal.

	Enhanced Enforcement of Private Rented Sector - no. of RPNs issued	Quarterly	453	93	83	45	47	268	RPNs are issued where landlords are unregistered, or have let their registrations expire and when contacted, fail to make a valid application for registration. Numbers are variable year on year but reflect an ongoing failure across significant numbers, even after Officers have contacted landlords to advise of their legal duty to apply for registration.
---	--	-----------	-----	----	----	----	----	-----	--



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Director of Environment, Housing and Infrastructure Services

**Heading: Environment, Housing and Infrastructure Services 2023-2026
Service Improvement Plan**

1. Summary

- 1.1 The Service Improvement Plan for Environment, Housing and Infrastructure is a three-year plan covering the period 2023-2026. The purpose of the Plan is to identify the priorities being addressed, the key tasks to be implemented, the implementation timetable and our measures of success.
 - 1.2 The Service Improvement Plan is part of a suite of documents which describe the strategic direction for the Service and the Council, and also includes the Council Plan, Community Plan, Risk Management Plan, and the Workforce Plan.
 - 1.3 Following the approval of the new Council Plan 2022-2027 in September 2022, work has been undertaken to review the format of Service Improvement Plans to make these more accessible, easier to understand and clearly demonstrate service contribution towards delivering the new Council Plan strategic outcomes.
 - 1.4 The Service Improvement Plan is appended to this report and includes Performance Indicators and an Action Plan grouped under the Council Plan themes. A mid-year progress update on the Service Improvement Plan will be submitted to the Communities and Housing Policy Board in the Autumn of 2023.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approves the attached Service Improvement Plan; and
 - 2.2 Notes that mid-year progress of this Service Improvement Plan will be reported to this Board in the autumn of 2023, with updates to the actions and performance indicators.
-

3. Background

- 3.1 The new Environment, Housing and Infrastructure Services came into effect at the beginning of April 2023 and brings our colleagues in Housing Services and Public Protection together with the teams in what was Environment and Infrastructure. The revised structure is directly influenced by and designed to respond to the updated Council Plan.
- 3.2 Environment, Housing and Infrastructure Services delivers universal services for almost 180,000 Renfrewshire residents, helping to run our schools and care homes, providing homes for approximately 12,200 tenants, ensuring the local environment, pathways and roads are accessible, clean and green and our villages and towns are safe and connected.
- 3.3 Our services are delivered by a diverse, skilled and committed workforce of around 1,500, who are out and about every day in Renfrewshire, delivering services 24/7, to people at every stage of life.
- 3.4 We drive the Council's commitment to NetZero, manage the council's property portfolio, deliver waste services, neighbourhood services, housing and homelessness services, road infrastructure, transportation services, community safety, parks and green spaces, regulatory services and facilities management. We are proud to deliver the essential services that matter to people's daily lives and make Renfrewshire a great place to live, and work.

4. Service Improvement Plan 2023-2024: What do we want to achieve?

- 4.1 We are ambitious for our communities, local businesses, and the environment and we place people at the heart of the services we provide. We want to make a difference to the lives of our employees too.
- 4.2 Environment, Housing and Infrastructure Service will continue to draw upon relevant insight to target its resources appropriately, and during the next twelve months, specific priorities for the service will be driven by:
 - Continuing the delivery of Renfrewshire's Plan for Net Zero
 - Providing healthy meals that meet the requirements of the National requirements for food and drink in Schools (Scotland) regulations 2020

- Protecting the most vulnerable members of our communities, including homeless people and those threatened by homelessness
- Delivering repairs and emergency out of hours repair service to around 12,200 council housing properties
- Delivering repairs and compliance service to public buildings including Renfrewshire Schools
- Delivering the 2023/24 roads and footways capital investment programme
- Helping to keep Renfrewshire safe through the partnership working of the Community Safety Hub
- Delivering the objectives and requirements of the Scottish Household recycling charter, Circular Economy and Deposit Return and Extended Producer Responsibility schemes.
- Protecting the environment, consumers, workers and local communities through the work of our Regulatory Services teams.

4.3 The Council and its services remain ambitious for our people and our place, and the Service Improvement Plan process ensures a clear focus on continuous improvement, however, the organisation is experiencing a challenging operating context and sustaining improvement may not always be possible. Within this context, the Service Improvement Planning process allows the organisation to describe where activity is targeted, and through the 6-monthly updates described below, provide a balanced view on progress.

5. Monitoring progress

- 5.1 Progress on the implementation of the Service Improvement Plan is regularly monitored by senior management within the service and will be reported to the Communities and Housing Policy Board on a six-monthly basis. A mid-year review of progress will be brought to this Board in the Autumn of 2023, with an annual outturn reported in Spring 2024.
- 5.2 This plan is presented to Communities and Housing Policy Board for approval of the areas within this Board's remit only. The plan and covering report will also be submitted to both the Finance, Resources and Customer Service Policy Board and the Infrastructure, Land and Environment Policy Board for approval of the areas within the respective remits of those Boards.
- 5.3 Within the appendix to this report, those actions and performance indicators which fall under the remit of the Communities and Housing Policy Board are highlighted for ease in identifying them amongst the total actions and performance indicators for Environment, Housing and Infrastructure Services.

- 5.4 In recognition of the shared role across the Council, all services have identified actions and indicators from their respective Service Improvement Plans to be addressed through the Council Plan, contributing to the cross-cutting theme of *“improving outcomes for children and families”* and these are also clearly outlined in the attached Service Improvement Plan.
-

Implications of the Report

1. **Financial** – The Service Improvement Plan highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR & Organisational Development** – The Service Improvement Plan also highlights workforce development and wellbeing considerations.
3. **Community/Council Planning** – The report details a range of activities which reflect Council and Community Planning themes and a direct link to the delivery of the Council Plan.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – Service developments relating to information technology are key enablers of service improvement and modernisation and support service-level and corporate objectives.
7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
11. **Privacy Impact** – none.
12. **COSLA Policy Position** – none.
13. **Climate Change** – section 4 of the actions and indicators within the SIP covers the 'green' theme of Renfrewshire's Council Plan which highlights activities across the Council to tackle climate change.

List of Background Papers: None

Environment, Housing & Infrastructure Services

Service Improvement Plan 2023 - 26

Welcome to our Service Improvement Plan

As Director of Environment, Housing & Infrastructure Services in Renfrewshire, I'm delighted to introduce our new Service Improvement Plan. This plan describes how our team will focus our efforts to deliver the strategic outcomes described in the Council Plan 2022 to 2027 of Place, Economy, Fair, Green and Living Our Values.



Environment, Housing & Infrastructure Services delivers a wide range of vital services to individuals, communities and businesses across the whole of Renfrewshire. This includes universal provision such as waste collection, road maintenance, environmental health services and facility management across our housing stock and public buildings. We manage over 12,200 Council houses and support vulnerable people experiencing homelessness and those threatened by homelessness. Our service has also played a critical role in supporting the Council's response to the asylum and refugee programmes over the last year.

We support strategic Council projects including the City Deal programme and town centre projects including Paisley Town Hall and the new museum and lead on the £100m Housing led regeneration programme, which forms part of our £400m investment in our housing stock over the next 30 years.

Although the existing structure was already well placed to support the Council to progress its strategic ambitions, the changes will provide a greater alignment to the growing strategic emphasis that is given within the new Council plan to priorities associated with the climate agenda and journey to net zero.

I know the dedication of our colleagues across all areas of the new service will ensure the ambitious agenda outlined within the Service Improvement Plan is delivered to support the people, communities and businesses across Renfrewshire to flourish.
Thank you

Our service



Net Zero

Deliver Renfrewshire's Plan for Net Zero.



Homeless and Housing Services

Supporting homeless people, those threatened with homelessness and refugee resettlement.



Community Safety

Helping to keep people safe through the Community Safety Hub.



Waste and Recycling

Management of Renfrewshire's waste and recycling services.



Streetscene

Ensuring our streets, town centres and communities are welcoming.



Housing Investment

We invest in existing homes and new build Council houses.



Safeguarding the public

Safeguarding the public and protecting consumers through Trading Standards and Environmental Health.



Roads and Transport

Supporting more than 849km of roads and transport infrastructure and promote healthier, more active lifestyles through the active travel network.



Council Homes

We support tenants in over **12,200** council houses, providing housing advice and support, repairs and maintenance.



Fleet & Social Transport

Fleet Purchase, Maintenance & Management and Transportation of ASN Children & Elderly.



Land & Asset Management

Grass, Grounds & Cemeteries Maintenance, Burials & Country Park Management.



Facilities Management

Provide integrated facilities management activities in public buildings, schools and HSCP premises. Healthy nutritious meal provision in all Council run schools.



Property Management

Managing the Council's capital projects and property portfolio.

About us

Environment, Housing & Infrastructure is responsible for the provision of every day essential services, directly to the public of Renfrewshire, to other services within the Council and to community planning partners.

- **Housing Services** responsibilities include managing and investing in our housing stock of approximately 12,200 properties and providing services to Council tenants, alongside housing advice and support, assisting homeless people and those threatened with homelessness and ensuring people have safe and healthy places to live.
- **Facilities Management & Property Services** covers three key service areas: soft facilities, hard facilities and support services. Soft facilities cover janitorial, cleaning, catering, housekeeping and school crossing patrollers. Hard services cover building services operations, repairs and maintenance for housing and public buildings and streetlighting maintenance. Support services is responsible for compliance in schools and public buildings, life cycle maintenance in schools & public buildings, PPP contract management and property services.
- **Operations & Service Development** responsibilities include: Waste Services, Fleet & Social Transport, Streetscene, Grass, Grounds & Cemeteries Maintenance, Burials & Country Park Management, Civil Contingencies and Service Development.
- **Climate, Public Protection & Roads** responsibilities include the Council's Roads, Public Transport, Parking & Active Travel services, as well as leading the response to Climate Change and Ren Zero, along with Energy Management, Regulatory & Public Protection services. This includes partnership working with police, fire and other multiagency partners.



Our resources and risks

BUDGET

For 2023/24, the revenue budget approved for General Services on 2 March 2023 was **£483m**.

The capital budget approved for General Services on 2 March 2023 was **£424m** for the period 2023/24 to 2027/28.

The Environment, Housing & Infrastructure Services revenue budget for 2023/24 is approximately **£54.353** million.

Income and expenditure in relation to a local authority's direct provision of housing must be recorded separately within a Housing Revenue Account (HRA). The [HRA Account Budget](#) was presented to Council on 2 March 2023 with total income for 2023/24 of **£54.655m**.

RISK MANAGEMENT

The Council's risk management arrangements are well established with all strategic, corporate and service risks being reported to the Audit, Risk and Scrutiny Board.

Environment, Housing & Infrastructure Services risks are detailed below:

Risks		Evaluations
Our strategic risks		
Climate sustainability and adaptability		High
Our corporate risks		
Cyber Attack (All Services)		High
Impact on Regulatory Services due to Covid-19 and EU withdrawal		High
Commercial vehicle & operator's license		High
Tree Fall and Ash Die Back & Larch Infection		High
Asset Management		High
Our top service-specific risks		
Headstones and Memorial safety		High
Housing led Regeneration and Renewal Programme		High

Transformation and financial sustainability

The Council's financial outlook remains subject to significant uncertainty. The most recent analysis reported to Council on 2 March 2023 suggests that Renfrewshire Council will experience a funding deficit in the range of £40m-£45m in the three years following 2023/24, unless mitigating action is taken.

The Council continues to explore ways to transform how we deliver our services – to improve the experience of our customers and service-users but also to ensure the Council's financial sustainability.

Environment, Housing & Infrastructure Services continues to support this through;

Delivering **Right For Renfrewshire** savings workstreams for Environment, Housing & Infrastructure Services

Supporting the cross-service **Financial Sustainability** workstreams led by the Corporate Management Team

Delivering **Ren Zero** embedded within financial planning

Workforce development and wellbeing

The Council launched its people strategy [“Our People, Our Future”](#) in 2021, which identifies three priority areas:



health and wellbeing

new ways of working

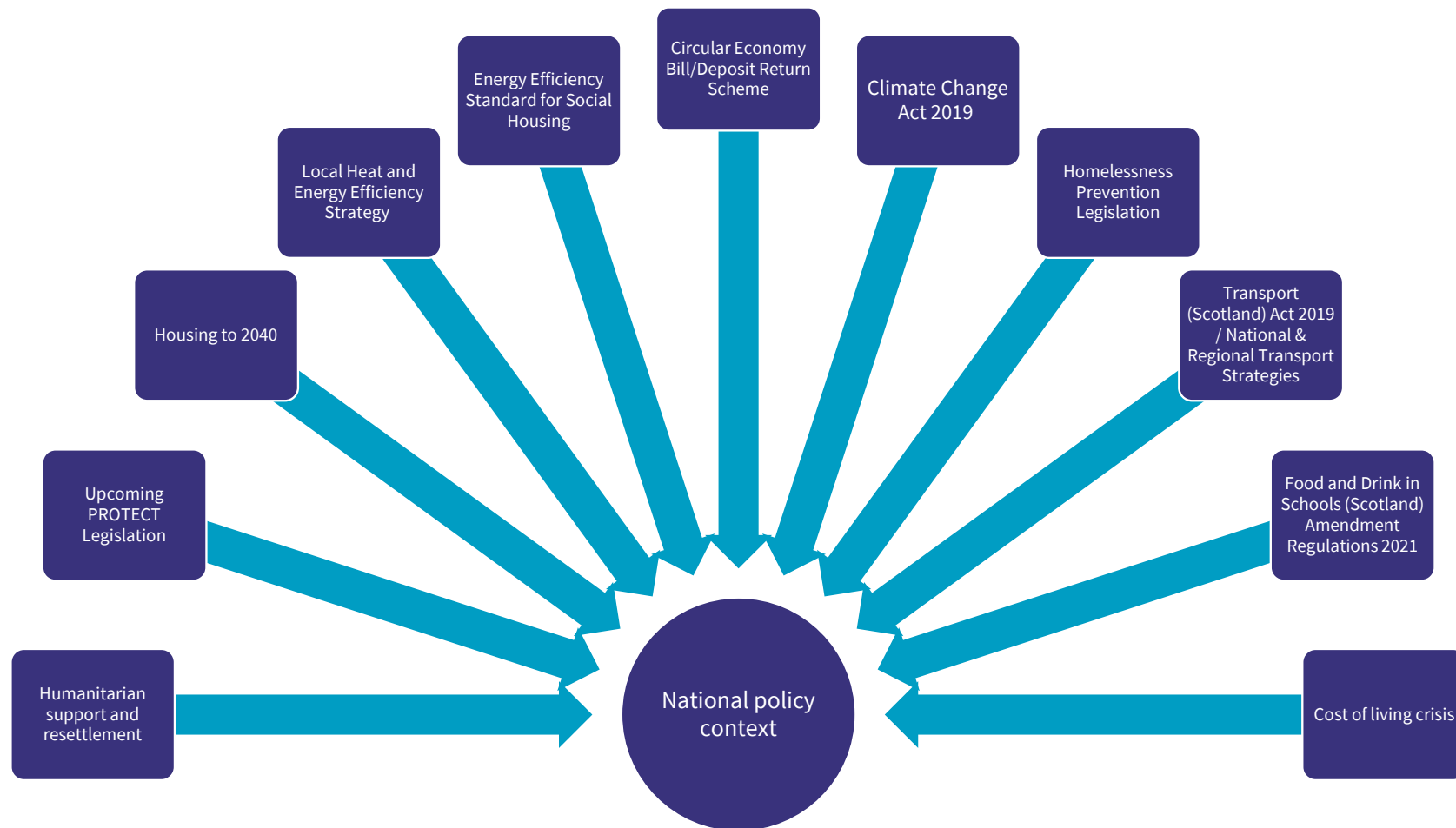


staff communication and engagement

The strategy also integrates the Council’s organisational development vision and workforce planning activities into three strategic outcomes - **our approaches improve; our skills strengthen; and our culture evolves.**

The strategy is aligned with the new Council Plan and ensures focus on supporting staff through service transformation, changing culture norms, embedding our values within decision making and improving staff and service user experiences of the Council.

Environment, Housing & Infrastructure Services will ensure these priorities are reflected in our workforce. High-level actions arising from the people strategy are embedded in our Service Improvement Plan and will be monitored through this.



Our local policy context

Our Values

- Our Values describe our promise to our communities, staff, and partners. They guide how we deliver services and make decisions

Council and Community Plans

- Our Council Plan and Community Plan set the strategic framework for our organisation and describe what we want to achieve for Renfrewshire

Fairer Renfrewshire Programme

- Brings together existing programmes of work focused on achieving fairness and equity, and tackling the inequalities that exist across Renfrewshire's communities

Economic Recovery

- Sets the direction of travel for measures to support the local economy through coronavirus response, recovery and beyond

Renfrewshire's Plan for Net Zero

- Support the Council's pledge to tackle climate change, working towards net zero by 2030

Alcohol and Drugs Change Programme

- Takes forward projects to deliver Renfrewshire Alcohol and Drugs Commission's recommendations to reduce drug and alcohol-related harms and promote recovery

Transformation Programme

- Environment, Housing & Infrastructure will support this next phase of the Council's transformation programme

Support for humanitarian schemes

- Supporting people who arrive in Renfrewshire through the UK and Scottish Governments' humanitarian resettlement schemes, including asylum and Ukrainian resettlement

Housing pressures

- Renfrewshire is currently experiencing a range of significant supply and demand pressures across the housing sector, in common with the rest of Scotland

Our key priorities

Deliver
Renfrewshire's
plan for Net Zero

Deliver the
objectives and
requirements of
the Scottish
Household
recycling charter
and Circular
Economy scheme

Helping to keep
Renfrewshire safe
through the
partnership
working of the
Community Safety
Hub

Improve uptake
and provide
healthy meals

£400 million
Housing led
investment – new
build and
maintenance of
existing properties
as part of our 30
year business plan

Deliver repairs and
maintenance to
around 12,200
Council housing
properties,
including re-
letting/void
properties

Better use of data
and technology to
improve services
performance and
delivery

Deliver the
2023/24 capital
investment
programme

Review of public
transport for
Renfrewshire

Supporting the
most vulnerable
members of our
communities,
including people
experiencing and
those threatened
by homelessness

Our focus for 2023/24

- Delivery the **Local Heat and Energy Efficiency Strategy (LHEES)** by the end of December 2023.
- Development of a Local Transport Strategy underpinned by **legislative and regulatory responsibilities** for delivery of the **Active Travel** and **Public Transport** agendas.
- Implementation of provisions of the Transport (Scotland) Act 2019 to enhance **social** and **economic wellbeing**, improve **environmental outcomes** and a focus on **health and wellbeing for all**.
- Lead on the “**new ways of working model**” across the Council's offices to give staff options to work best to deliver for communities.
- Ensure the proposed **Protect Duty** is delivered across the Council once it becomes law. The proposed legislation will ensure parties are prepared, ready to respond and know what to do in the event of a terrorist attack.
- Continue to support the Council's various **refugee and asylum programmes** including the provision of settled accommodation.
- Deliver the £400m Housing investment including a **£100m Housing-led regeneration programme** across 8 areas in Renfrewshire.
- Implement the final year of the **five-year Rapid Rehousing Transition Plan (RRTP)**. The RRTP details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.
- Simplify access to specialist income advice for **Council Tenants experiencing financial issues** to ensure entitlement to benefits and other financial / household assistance schemes are maximised.
- Support the **economic regeneration** and revitalisation of town centres with the service having a specific focus on the public realm and transport access.
- Deliver the new road infrastructure to support the enhanced links between Paisley Town Centre, Glasgow Airport and the Advanced Manufacturing Innovation District Scotland (AMIDS) and new road bridge over the White Cart River, as part of the **£38million Levelling Up Fund**.
- Lead **modernisation** of business processes and more efficient use of management data, steering the focus of service delivery.

Other plans, strategies and reports



For Environment, Housing & Infrastructure Services, a wide range of reports are presented to the Infrastructure, Land & Environment Policy Board, the Communities and Housing Policy Board and the Finance, Resources and Customer Services Policy Board. Papers and access to video recordings of past meetings can be found [here](#).

Appendix:

Actions and Performance Indicators relevant to the remit of the Communities and Housing Policy Board

Delivering the Council Plan - PLACE

What will we do?	What difference will we make?	When will we do it by?
Assess the use of Litter Control Areas across Renfrewshire - to identify sites and land ownership.	Officers will be assessing if the use of the Litter Control Areas under the Environmental Protection Act 1990 is the best way to achieve compliance in certain areas of Renfrewshire.	31 March 2024
Implementation of the Anti-Social Behaviour Strategy	We will continue to work in partnership to ensure the safety of our neighbourhoods by making Renfrewshire an inhospitable environment for low level criminality or doorstep crime.	31 March 2025
Deliver the key outputs from the 5th year of Renfrewshire's Rapid Rehousing Transition Plan (RRTP) and ensure the supply of temporary accommodation and lets meets the national and local increase in homelessness. (Council Plan)	The RRTP details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.	31 March 2024
Deliver any new duties, with partners, in relation to prevention of homelessness	We will support partners to assist those in housing need to prevent homelessness, or safely move to settled accommodation when necessary	31 March 2024
Implement revised Housing Asset Management Strategy	The revised Housing Asset Management Strategy will update future investment need, compliance and data requirements to ensure the Council meets and maintains recent and future standards.	31 March 2024
Progress Renfrewshire's Housing-led Regeneration and Renewal programme 31 March 2031 (Council Plan)	Over the next 10 years, the £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing.	31 March 2031
As part of the new Department, Officers will work together to review the delivery and turnaround of void properties across Renfrewshire to minimise times, wherever possible, to allow properties to be re-let.	Housing properties within Renfrewshire that have become void and re-let, will be turned around as quickly as possible to ensure an adequate stock of Council properties and maximise rental income.	31 March 2024

Delivering the Council Plan - PLACE

Performance Indicators	Frequency	2021/22 Value	Latest Update	Latest Value	2023/24 Target
Private Water Supplies – 100% of type A supplies risk assessed and sampled	Annual	100%	2022/23	100%	100%
Air Quality - Annual average PM10 value across all continuous monitoring sites	Annual	10.2ug/m3	2021/22	10.2ug/m3	18ug/m3
Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits	Annual	<40ug/m3	2021/22	<40ug/m3	40ug/m3
Percentage of reactive repairs carried out in the last year completed right first time (Housing Services)	Annual	85%	2021/22	85%	93%
Percentage of Overall Repairs Completed Within Target (Housing Services)	Quarterly	93.6%	2021/22	93.6%	95%
Average length of time taken to complete non-emergency repairs (days) (Housing Services)	Quarterly	14 days	2021/22	14 days	15 days

Delivering the Council Plan - ECONOMY

What will we do?	What difference will we make?	When will we do it by?
Provide employment, training and apprenticeship opportunities for identified groups of young people in Renfrewshire	Young people and people with vulnerabilities will have opportunities to enhance their chances of employment	31 March 2024
Complete the review of animal licence conditions across all licences	To modernise and ensure relevant to new licensing requirements	31 March 2024
Deliver The Business Regulation Service Plan	The Business Regulation Service Plan details the work to be undertaken by the service, setting out objectives, the resources required and approach to quality assurance in the format and detail required by Food Standards Scotland.	31 March 2024

Delivering the Council Plan - FAIR

What will we do?	What difference will we make?	When will we do it by?
Liaise with Gypsy/ Travellers who are staying in Transit Sites	We will offer advice and assistance with meeting health, education and other needs	31 March 2024
Reducing inequalities by ensuring proactive regulatory activities are targeted where they can support the wellbeing or financial security of citizens	We will ensure our pro-active regulatory activities are targeted where they can make the most improvement to children and families, e.g. ensuring the safety of low-cost items, conducting pricing and metrology checks and food sampling. Partnership activities will raise awareness of rights, or emerging issues.	31 March 2024
Work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas	This will ensure a joined up, co-ordinated approach to dealing with serious organised crime and threats of terrorism.	31 March 2024
Deliver the Action Plan outcomes outlined in the Tenant Participation Strategy 2022-2027	The new Tenant Participation Strategy takes account of the changing context we are working in and the opportunity to modernise and enhance our approach to customer engagement, and which aligns with our Council Digital Strategy.	31 March 2027
Ensure effective participation and support for all refugee programmes.	Provide support and assistance across all relevant refugee resettlement programmes.	31 March 2024
Fully implement the improvements to our Sheltered Housing and Health & Well Being Service	As well as rolling this out to older tenants living in amenity housing, we will offer access to health and wellbeing initiatives to homeless applicants and housing support service users.	31 March 2024
Ensure proposed Protect Duty is delivered across the Council	The proposed legislation will ensure parties are prepared, ready to respond and know what to do in the event of an attack. Legislation for the proposed duty will be brought forward as soon as parliamentary time allows and it will apply across the whole of the UK.	After UK legislation has been enacted

Performance Indicators	Frequency	2021/22 Value	Latest Update	Latest Value	2023/24 Target
Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarterly	22.5	2022/23	21.74	26

Delivering the Council Plan - GREEN

What will we do?	What difference will we make?	When will we do it by?
Supporting the local economy towards Net Zero; ensuring proper and informed consumer choice, both through effective advice and regulation.	We will ensure a fair marketplace by both supporting new businesses in the green sector and investigating claims around energy efficiency and greenwashing. Citizens will be empowered to make green choices, and to spot potential misleading claims in the emerging sector.	31 March 2024
Deliver the Energy Efficiency Standard for Social Housing post-2020 (EESH2) milestones <i>(The Scottish Government is reviewing EESH2 to strengthen and realign the standard with the target for net zero heat in houses from 2040, as set out in the Climate Change Update, the Heat in Buildings Strategy, and the Housing to 2040 Route Map- whilst the review is underway, The Scottish Housing Regulator will continue to gather data on EESH1 compliance)</i> (Council Plan)	EESH2 aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.	On hold whilst review is underway

Performance Indicators	Frequency	2021/22 Value	Last Update	Latest Value	2023/24 Target
Percentage of Council housing stock which meets the Scottish Housing Quality Standard	Annual	57%	2022/23	68.3%	100%
Percentage of homes meeting the EESH 2020 standard	Annual	78.4%	2022/23	85.1%	95%

Delivering the Council Plan – LIVING OUR VALUES

What will we do?	What difference will we make?	When will we do it by?
Provide our employees with the appropriate support to manage their attendance, health and wellbeing	Sickness absence levels and costs will be minimised	31 March 2024
Implement the next phase of transformation as part of Right for Renfrewshire (Council Plan)	The service will play its role in delivering cross cutting change	31 March 2024
Better use of data and technology to improve services performance and delivery	Service delivery is improved, and resources allocated more efficiently and effectively	31 March 2024
Engage and participate in trauma informed and responsive Renfrewshire programme.	We understand what trauma is, and how it affects people, so we will now work differently: Learning and working together to co-create fair and helpful collaborations to support healing and recovery with people affected by trauma. Progress towards and achievement of improvement outcomes for people, systems and services as detailed of five strategic themes and outcomes in trauma-informed and responsive Renfrewshire programme	31 March 2024

Delivering the Council Plan – LIVING OUR VALUES

What will we do?	What difference will we make?	When will we do it by?
Embed new approaches to staff communication and engagement across all areas of the service	Staff will have greater opportunities to input to the future operation of the service	31 March 2024
Ensure robust and up to date business continuity arrangements are in place	Services will be able to identify critical functions and the resources required to recover from disruptive events.	31 March 2024
Embed the enquiry systems for public and elected members across Environment, Housing & Infrastructure services	Services will be able to identify emerging issues and provide an efficient and timeous enquiry system	31 March 2024
Review Health & Safety and Risk Assessments	Health and Safety and Risk Assessment are managed more effectively	31 March 2024
Ensure robust financial monitoring	Services will be able to monitor and plan their resources more efficiently	31 March 2024
Review and maintain continuous improvement frameworks	Quality assurance will be undertaken; actions from the Best Value Audit report delivered, health & safety, staff and customer service accreditations maintained	31 March 2024
Support the Council in developing New Ways of Working (Council Plan)	This will improve the accessibility and equipment in our workspaces and meeting rooms, as well as improvements in technology to improve collaborative working	31 March 2024

Delivering the Council Plan – LIVING OUR VALUES

Performance Indicator	Frequency	2021/22 Value	Latest Update	Latest Value	2023/24 Target
Average number of work days lost through sickness absence per employee (FTE) (cumulative)	Quarterly	This is a new indicator for 2023/24 covering the new service			
% of members enquiries completed within timescale	Quarterly	N/A	2022/23	92.6%	90%
% of front line resolutions dealt with within timescale	Quarterly	N/A	2022/23	82.5%	85%
% of complaint investigations completed within timescale	Quarterly	N/A	2022/23	91.6%	85%
% of FOI requests completed within timescale	Quarterly	N/A	2022/23	97.7%	100%
Training – Percentage of staff training undertaken in relation to qualifications (Public Protection)	Quarterly	100%	2022/23	100%	100%
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	Quarterly	8%	2022/23	9.28%	7.5%
Rent collected as percentage of total rent due in the reporting year.	Quarterly	98.2%	2022/23	100%	98%
Average length of time taken to re-let properties in the last year (in days)	Quarterly	66	2022/23	60.59%	53
Percentage of rent loss due to voids	Quarterly	2%	2022/23	1.86%	1.8%

Delivering the Council Plan – Cross cutting theme

IMPROVING OUTCOMES FOR CHILDREN AND FAMILIES

‘Across all of our work and all of our efforts, we hope for loving and happy lives for Renfrewshire’s **children** – working together to get it right for children, families and communities – protecting, learning, achieving and nurturing. Every priority of this Council Plan will contribute to improving the lives of Renfrewshire’s children and their families. It is our fundamental duty as an organisation and our shared responsibility as citizens of this place to ensure that our children inherit a Renfrewshire where their wellbeing is nurtured, their futures are bright, and their environment is safe and healthy.’

What will we do?	What difference will we make?	When will we do it by?
E,H&I will work towards keeping The Promise	By creating a team of Promise keepers we will ensure that care experienced children and young people grow up loved, safe and respected	31 March 2024

Environment, Housing & Infrastructure Services

Service Improvement Plan 2023 – 26

For more information, please contact:
douglas.morrison@renfrewshire.gov.uk



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Scottish Housing Regulator Engagement Plan 2023/2024

1. Summary

- 1.1 The purpose of this report is to make the Policy Board aware of the Scottish Housing Regulator's Engagement Plan from 31 March 2023 to 31 March 2024 for Renfrewshire Council, which this year relates to the Council's service provision for people who are homeless.
 - 1.2 It should be noted that all Scottish Local Authorities' provision of homeless services are included in their Engagement Plans and that Renfrewshire Council has not been identified as requiring particular scrutiny in this or any other area.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- #
 - 2.1 Note the content of the Scottish Housing Regulator's Engagement Plan from 31 March 2023 to 31 March 2024 for Renfrewshire Council – attached as appendix 1.
-

3. Background

- 3.1 The Regulator explains in the Plan that during 2022/23 it reviewed and compared the data for all local authorities from the Scottish Government's national homelessness statistics and the Annual Returns on the Charter and spoke to all local authorities to gather further information and assurance about their homelessness services. To assess the risks to people who are threatened with or experiencing homelessness it will engage with all local authorities during 2023/24, with a focus on the provision of appropriate temporary accommodation.

- 3.2 We will provide the Regulator with the information that it requires in relation to our homelessness service. We are also asked to make the Regulator aware of any emerging issues preventing us from fulfilling our statutory duty to provide temporary accommodation, when we should and to comply with the Unsuitable Accommodation Order.
- 3.3 The Regulator will then meet us to discuss our homelessness service, decide whether it requires any additional assurance, further meet us to seek assurance if we do not provide temporary accommodation when we should or if we breach the Unsuitable Accommodation Order and update the Engagement Plan in the light of any material change to its planned engagement with us.
- 3.4 We also require to submit two annual regulatory returns - the Annual Assurance Statement and the Annual Return on the Charter - as we do each year and future reports to this Policy Board will provide updates on those submissions.
- 3.5 Finally we are also required to notify the Regulator of any material changes to our Annual Assurance Statement, of any tenant/resident safety matter which has been reported to or is being investigated by the Health and Safety Executive and of reports from regulatory or statutory authorities or insurance providers relating to safety concerns.
-

Implications of the Report

1. **Financial** – none.
2. **HR & Organisational Development** – none.
3. **Community/Council Planning** –
 - *Our Renfrewshire is safe* – we provide suitable accommodation (including appropriate temporary accommodation) to people threatened with or experiencing homelessness.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality & Human Rights** –
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – none.
 9. **Procurement** – none.
 10. **Risk** – none.
 11. **Privacy Impact** – none.
 12. **COSLA Policy Position** – none.
 13. **Climate Risk** – none.
-

List of Background Papers

None.

The contact officer within the service is Ray Walkinshaw, Housing Regeneration and Development Manager, 07483 146814, ray.walkinshaw@renfrewshire.gov.uk.



Renfrewshire Council

Why we are engaging with Renfrewshire Council (Renfrewshire)

We are engaging with Renfrewshire about its **services for people who are homeless**.

During 2022/23 we reviewed and compared the data for all local authorities from the Scottish Government's national homelessness statistics and the Annual Returns on the Charter. We also spoke to all local authorities to gather further information and assurance about their homelessness services. To assess the risks to people who are threatened with or experiencing homelessness we will engage with all local authorities during 2023/24 with a focus on the provision of appropriate temporary accommodation.

What Renfrewshire must do

Renfrewshire must:

- provide us with the information we require in relation to its homelessness service; and
- make us aware of any emerging issues preventing it from fulfilling its statutory duty to provide temporary accommodation when it should and comply with the Unsuitable Accommodation Order.

What we will do

We will:

- meet with Renfrewshire to discuss its homelessness service and decide whether we require any additional assurance;
- meet with Renfrewshire to seek assurance if it does not provide temporary accommodation when it should, or if it breaches the Unsuitable Accommodation Order; and
- update our published engagement plan in the light of any material change to our planned engagement with Renfrewshire.

Regulatory returns

Renfrewshire must provide us with the following annual regulatory returns:

- Annual Assurance Statement; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Our lead officer for Renfrewshire Council is:
--

Last Updated 31 March 2023

Name: Dean Reynolds, Regulation Manager
Address: Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF
Telephone: 0141 242 0276
Email: dean.reynolds@shr.gov.scot



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Private Sector Housing Investment Programme 2023/24

1. Summary

- 1.1 On 2 March 2023 the Council approved a report entitled 'Non Housing Capital Investment Programme 2022/23 – 2026/27' which includes funding provision for capital and revenue Private Sector Housing Grant (PSHG) expenditure for 2023/24.
 - 1.2 Based on the Council budget approval and taking account of the most up to date expenditure projections, this report updates the programme requirements of £1.116m for the period 2023/24 to support owner participation on a range of programmes.
 - 1.3 As noted by the Communities, Housing and Planning Policy Board on 12 March 2019, there are funds held in reserve to support owners involved in the Orchard Street Housing Renewal Area tenement refurbishment project and to support owner participation in the eight approved Housing Regeneration areas.
 - 1.4 There is a requirement to manage PSHG resources in a flexible manner in terms of the drawdown of funds, to reflect the timing of the settlement of final accounts associated with owners in the both the Housing Investment and Housing Regeneration programmes, as well as the renewal of the contract for private sector adaptations.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approve the Private Sector Housing Grant Investment Programme for the period 2023/24 as set out in appendix 1 of the report.
-

3. Background

- 3.1 The Private Sector Housing Grant supports a range of services to private sector owners. This includes Adaptation grants, support costs for Care & Repair Renfrewshire, support for the pilot project to pay 'Missing Shares' and support for homeowners involved in Council Housing Investment and Housing Regeneration programmes involving common works carried out as part of external works programmes.
- 3.2 Appendix 1 sets out the proposed programme for 2023/2024 showing proposed expenditure of £1.116m. The key elements of the proposed programme currently are as follows:

(i) Adaptation Grants (Assistance to older and disabled owners)

The Council provides grant to assist owners who require adaptations to make dwellings suitable for a member of the household who is older or disabled.

The strategy for support for disabled adaptations across all tenures (excluding Housing Associations) is the responsibility of Renfrewshire Health & Social Care Partnership (HSCP) Integration Joint Board.

The Council is required by legislation to provide a minimum of 80% grant support to homeowners referred by HSCP, Occupational Therapy Services. Demand for adaptation grants continues to grow with the number of referrals for adaptations continuing to put strain on the available budget. An annual allowance of £550,000 to support the delivery of private sector adaptations has been included in the available grants budget for 2023/24. The Council, in conjunction with the Health & Social Care Partnership will continue to monitor demand pressures on available grant during the year.

As in previous years, Bridgewater Housing Association (Care & Repair Renfrewshire) will manage private sector adaptations and small repairs services in Renfrewshire and East Renfrewshire Councils during this financial year. An allowance of £230,000 is included within the budget for Renfrewshire's costs associated with this contract.

(ii) Housing Investment Programme

Since achieving compliance with the Scottish Housing Quality Standard (SHQS) in April 2015, there has been an ongoing requirement to ensure our housing stock continues to be maintained at this standard. In addition to SHQS, there is an over-arching emphasis on improving the housing stock to the latest energy efficiency standards as set out in the Energy Efficiency Standards for Social Housing post 2020 (EESH2). However, this standard has been suspended whilst the Scottish Government carries out a review during 2023, to ensure it aligns with new net zero requirements.

The Housing Investment Programme is focussed on common works in blocks of mixed ownership and accordingly the PSHG programme will continue to support future external improvement works in mixed tenure blocks and offer grants to homeowners involved in these programmes.

The PSHG programme will also support investment in retained housing stock within the eight Housing Regeneration areas, for which the Policy Board approved a report on 7 March 2023 enhancing the level of grant support to participating private homeowners in the regeneration areas.

Energy efficiency grants also continue to be made available to eligible households through the Scottish Government's EES: ABS (Energy Efficient Scotland: Area Based Schemes) programme and the Energy Company Obligation (ECO) scheme, where applicable.

An allowance of £150,000 is proposed to support grants to homeowners. As noted within this report, uncertainties around the exact timing of projects and the application of grants to owners will require programme flexibility to be maintained with this and future years.

(iii) 'Missing Shares' Pilot Project

On 21 August 2018 the Communities, Housing and Planning Policy Board approved an allowance of up to £100,000 for the development of a "missing shares" pilot project, initially open to owners of older traditional privately owned tenement flats.

This pilot is to assist owners in pre 1919 private blocks to get essential common repairs done where they are having difficulty receiving contributions from other owners who are unable or unwilling to pay their share.

The Council will to pay up to £10,000 per missing share for eligible works and will seek to recover these and associated administrative costs from non-paying owners.

The Council has, since the inception of the pilot project, paid out £52,000 in missing share payments for seven tenement block repair projects that have been completed. The Council has recovered £23,758 of these missing share payments leaving an available balance in 2023/24 of £71,758.

(iv) Salaries

Salaries for staff engaged on private sector investment within the Owner Services team are funded through this budget. The annual allowance of £105,000 is included, reflecting the structure within the staff grouping responsible for delivery of the programme and including agreed pay settlements.

The Private Sector Housing Grant also part funds the Council's More Homes Officer post.

(v) Support to the Private Rented Sector / Miscellaneous Fees

An allowance of £10,000 is included to fund training events for private landlords undertaken in Partnership with Landlord Accreditation Scotland. These events are currently delivered online. These funds also support membership of Scotland's Housing Network who provide online training and networking meetings for Council Officers.

- 3.3 The nature of the Private Sector Housing Investment Programme means that flexibility is required to adjust spend between projects during the financial year for a number of reasons, for example because of differences between the estimated and actual grant required once the test of resources is applied to individual owners, slippage in projects, difficulties securing the participation of some owners, increased demand for private sector adaptations to ensure that full spend is achieved and thus best use is made of the resource available.
-

Implications of the Report

1. **Financial** – The PSHG programme for 2023/24 totals £1.116 million.
2. **HR & Organisational Development** - None
3. **Community/Council Planning** –
 - **Our Renfrewshire is thriving** – the support offered to private owners will help to improve housing conditions, making Renfrewshire a great place to live
 - **Our Renfrewshire is well** – the support provided to older and disabled owners will help enable people to live healthier, for longer, in their own homes
 - **Reshaping our place, our economy and our future** – investment in the refurbishment of housing stock will create jobs and contribute to the economy
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None
9. **Procurement** - None
10. **Risk** - None
11. **Privacy Impact** - None

12. **COSLA Policy Position – N/A.**
13. **Climate Risk –** Grant funding to private homeowners to support their participation in housing investment programme works will help to improve energy efficiency in privately owned properties, which will contribute to residents using less energy, thus reducing emissions.

List of Background Papers

1. Report to Communities and Housing Policy Board on 7 March 2023 – Proposed Change to Scheme of Assistance in Regeneration Areas.
2. Report to Council on 2 March 2023 – Non-Housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2023/24 – 2027/28
3. Report to Communities, Housing and Planning Policy Board on 12 March 2019 – Private Sector Housing Investment Programme 2019/20
4. Report to Communities, Housing and Planning Policy Board on 21 August 2018 – Scheme of Assistance for private owners and missing shares pilot project

The foregoing background papers will be retained within Environment, Housing & Infrastructure 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 Ian Mackinnon, Mixed Tenure Manager, 07483 376 245, ian.mackinnon@renfrewshire.gov.uk

Author: Ian MacKinnon, Mixed Tenure Manager, 07483 376245,
ian.mackinnon@renfrewshire.gov.uk

APPENDIX 1**PROPOSED PRIVATE SECTOR HOUSING PROGRAMME 2023/2024**

Category	2023/2024
Adaptation Grants	£550,000
Care and Repair – Revenue Support - Contracted	£230,000
Capital Programmes – Owners Grants	£150,000
Missing Share Tenement Pilot Scheme	£71,758
Capitalised Salaries	£105,000
Miscellaneous Costs (including support for the private rented sector)	£10,000
Total	£1,116,758



To: **Communities and Housing Policy Board**

On: **16 May 2023**

Report by: **Director of Environment, Housing and Infrastructure**

Heading: **Compulsory Purchase Orders**

1. Summary

- 1.1 The purpose of this report is to obtain Board approval for officers to proceed to seek consent of Scottish Ministers for a Compulsory Purchase Orders for a specific address in the Auchentorlie area of Paisley and the remaining privately-owned residential and commercial properties and land within the Paisley West End Masterplan Area detailed in the table at paragraph 3.12 below.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- #
- 2.1 Authorise the promotion and use of a Compulsory Purchase Order to acquire the last remaining privately owned property within the Auchentorlie regeneration area namely Flat 2/1, 9 Auchentorlie Quadrant, Paisley; and
- 2.2 Note the progress made by the Council's delivery partner Sanctuary HA in acquiring private properties in the Paisley West End Masterplan Area on a voluntary basis;
- 2.3 Agree that in accordance with the decisions of the Leadership Board on 12 December 2017 and Communities and Housing Policy Board on 25 October 2022 a further Compulsory Purchase Order (or, at most, two such Orders) will be promoted with a view to acquiring the remaining privately-owned residential and commercial properties and land within the Paisley West End Masterplan Area detailed in the table at paragraph 3.12 below.
-

3. Background

Housing Regeneration Areas – Auchentorlie

- 3.1 The Communities, Housing and Planning Policy Boards of 18 January and 15 March 2022 authorised the Council's Housing-Led Regeneration Programme, with eight Housing Regeneration Areas in the first phase.
- 3.2 One of these Regeneration Areas is Auchentorlie, which comprises thirteen closes of six flats each. The proposals include retention of and investment in ten closes and the demolition of the other three, in which the Council owns seventeen flats, with the remaining one (Flat 2/1, 9 Auchentorlie Quadrant) being in private ownership.
- 3.3 Officers have been liaising with the owner for some time but have so far been unable to secure an agreement for the Council to acquire the property on a voluntary basis. The situation is complicated by the fact that the property has twice been very seriously damaged by fire and remains unrepaired – and its value will reflect that.
- 3.4 As all reasonable attempts to contact the owner and agree voluntary acquisition have been made and have been unsuccessful in securing agreement for acquisition, authority is sought for the use of Compulsory Purchase Order powers to acquire the property.
- 3.5 The Compulsory Purchase Order process would run in parallel with continued efforts to acquire the property on a voluntary basis.

Paisley West End

- 3.6 The Leadership Board approved a Regeneration Masterplan for Paisley West End on 12 December 2017, to be implemented in partnership with Sanctuary Scotland Housing Association Ltd ["Sanctuary"]. The acquisition of over 100 private properties was required so that demolition could be carried out in order to facilitate delivery of the Regeneration Masterplan.
- 3.7 Sanctuary's agents have successfully negotiated the acquisition of most of these properties and this work continues in respect of any properties not yet acquired.
- 3.8 The Leadership Board approved the use of Compulsory Purchase Order powers to facilitate delivery of the Regeneration Masterplan if voluntary acquisition of all privately owned residential and commercial properties and land within the Masterplan area was not possible despite all reasonable attempts.
- 3.9 The Communities, Housing and Planning Policy Boards of 29 October 2019, 18 August 2020 and 18 May 2021 respectively authorised the use of Compulsory Purchase Orders at 1 Underwood Lane & 22 Well Street and 26 & 30–34 Well Street. The Communities and Housing Policy Board on 25 October 2022 authorised the use of Compulsory Purchase Order procedures where voluntary acquisition could not be secured to ensure the acquisition of the remaining properties in the approved Paisley West End Masterplan Area.

- 3.10 In accordance with the decisions of the Leadership Board on 12 December 2017 and of the Communities and Housing Policy Board of 25 October 2022, authorisation is sought to promote Compulsory Purchase Orders (either one order or (at most) two separate Orders) in respect of the specific properties listed in the table at paragraph 3.12 below.
- 3.11 The Compulsory Purchase Order processes will run in parallel with Sanctuary's and its agents' continued efforts to acquire the properties on a voluntary basis. During this time, if an acquisition were successful, the property would be removed from the list of those subject to the Order.
- 3.12 All properties in the Paisley West End Masterplan Area are now already owned by the Council or Sanctuary except the twenty one listed below and these are the properties which may be the subject of Compulsory Purchase Orders:

Address		Type of property
6 Well Street	Ground floor shop premises (or 6A)	Commercial
8 Well Street	Northmost Shop	Commercial
	Middle Shop	Commercial
	Southmost Shop	Commercial
10 Well Street	Lefthand Shop	Commercial
	South-eastmost Shop	Commercial
	Flat 1/2	Residential
12 Well Street	Right hand Shop	Commercial
16 Well Street	Southmost and centre ground floor shop	Commercial
	Northmost shop	Commercial
18 Well Street	Middle shop	Commercial
4 Underwood Lane	4A	Residential
26 Well Street	Northmost shop	Commercial
	Southmost shop and centre shop	Commercial
30 Well Street	Middle shop	Commercial
32 Well Street	former southmost shop (now 32A or Flat 0/2)	Residential
34 Well Street	Flat 2/1	Residential
13 Well Street (also known as subjects at the rear of 34-36 Wellmeadow Street, Paisley)		Commercial
3 Clavering Street East	Flat 0/2 (or Ground/2)	Residential
	Flat 1/1	Residential
Land behind 2–20 Well Street		Brownfield site

Implications of the Report

1. **Financial** – Sanctuary will continue to acquire where voluntary agreement is reached. Costs associated with the acquisition of properties accrued as part of a successful CPO action will be paid by the Council and recharged to Sanctuary as part of the overall agreement approved for the regeneration masterplan for Paisley's West End. In respect of Flat 2/1, 9 Auchentorlie Quadrant, the cost of acquisition is already included in capital budgets for the Housing-Led Regeneration Programme.
2. **HR & Organisational Development** – none.
3. **Community/Council Planning** –
 - *Reshaping our place, our economy and our future* – improving neighbourhoods and introducing new social rent and shared equity opportunities to current and future residents.
 - *Building strong, safe and resilient communities* – increasing resident satisfaction with neighbourhoods and communities.
4. **Legal** – conveyancing and legal advice associated with the CPOs for both Auchentorlie Quadrant and Paisley West End and transfer of Council owned properties and land within the masterplan boundary to Sanctuary Scotland in line with the overall agreement approved for the Paisley West End regeneration masterplan.
5. **Property/Assets** – removal of void properties from Council stock as detailed within the Regeneration masterplan.
6. **Information Technology** – none.
7. **Equality & Human Rights** –
 - (a) 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** – Flat 2/1, 9 Auchentorlie Quadrant remains seriously damaged by fire. Demolition of the block cannot be progressed until ownership is concluded.
9. **Procurement** – none.
10. **Risk** – in addition to the health and safety risks associated with Flat 2/1, 9 Auchentorlie Quadrant, there is a risk of reputational damage to the Council if we do not obtain a Compulsory Purchase Order as soon as possible.
11. **Privacy Impact** – none.

12. **COSLA Policy Position** – none.

13. **Climate Risk** – none.

List of Background Papers

Report to Council on 20 April 2017: Paisley West End – Regeneration Masterplan.

Report to Leadership Board on 19 September 2017: Paisley West End Regeneration Masterplan – Consultation Update.

Report to Leadership Board on 12 December 2017: Paisley West End Regeneration.

Report to Communities, Housing and Planning Policy Board on 29 October 2019: Paisley West End Regeneration Update

Report to Communities, Housing and Planning Policy Board on 18 August 2020: Paisley West End: Regeneration Update

Report to Communities, Housing and Planning Policy Board on 18 May 2021: Paisley West End – Housing Regeneration Update

Report to Communities, Housing and Planning Policy Board of 18 January 2022: Housing-led Regeneration and Renewal Report

Report to Communities, Housing and Planning Policy Board of 15 March 2022: Housing-led Regeneration and Renewal Programme – Consultation Update

Report to Communities and Housing Policy Board on 25 October 2022: Paisley West End – Regeneration Update

The foregoing background papers will be retained within Communities and Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Ray Walkinshaw, Housing Regeneration and Development Manager, 07483 146814, ray.walkinshaw@renfrewshire.gov.uk.



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Application for Funding to Support the Resettlement of Ukrainian Displaced Persons

1. Summary

- 1.1 In March 2022, the Council and its partners were asked to support the establishment of a Welcome Hub near to Glasgow Airport with the aim of supporting people arriving in Scotland from Ukraine through the Scottish Government's 'super sponsor scheme'.
- 1.2 Our staff have provided a warm welcome to Scotland for Ukraine Displaced Persons (UDP's), including the provision of temporary accommodation and support, with UDP's then moving to more settled accommodation across Scotland.
- 1.3 A number of individuals and families have since been supported to resettle in Renfrewshire through the Homes for Ukraine scheme, and whilst the number of arrivals and people being supported in Renfrewshire's Welcome Hub has reduced from this time last year, there continues to be challenges in terms of supporting people staying in hotels to move to settled accommodation in Scotland.
- 1.4 The Scottish Government has made additional funding available to Councils and Registered Social Landlords (RSLs) via a 'Longer-Term Resettlement Fund' for improving and bringing empty properties back into use that can then be provided to UDP's for up to 3 years.
- 1.5 This report provides an update on an application for finance from this fund to meet the repair costs of "last-in-the-block" Council owned flats, which are empty and scheduled to be sold, or may become empty. It is proposed that these properties would then be let to UDP's, with the intention of then marketing the property for sale as originally planned when the UDP's tenancy terminates. There are currently 33 properties that would be covered by the initial funding application.

2. Recommendations

It is recommended that the Communities & Housing Policy Board:

- 2.1 Note that an application for repair and improvement costs for empty houses will be made to the Scottish Government's 'Longer-Term Resettlement Fund'.
 - 2.2 Agree that, if successful, this will allow 'last-in-the-block' properties be let to Ukrainian Displaced Persons, and a further report be submitted to the Policy Board on the progress with this initiative.
-

3. Background

'Last-in-the-block' policy

- 3.1 The consent of a majority of the owners in blocks of flats is required to allow improvement work to proceed, except where permitted under the Tenements (Scotland) Act 2004.
- 3.2 As it was becoming increasingly difficult to secure such consent in blocks where the Council only has a minority ownership interest, in May 2014 the Housing and Community Safety Policy Board approved a report requesting authority to sell single Council flats in larger common blocks, where the Council owned one property in a block of five or more, when it became vacant.
- 3.3 In August 2022, the Communities and Housing Policy Board agreed to remove the minimum number of flats in a block so that any flat – including specifically four-in-a-block flats – could be included within the policy when it became vacant.
- 3.4 Receipts from the sale of these 'last in the block' properties can then be used to acquire properties that could assist in facilitating investment works in other mixed tenure blocks or meet other housing needs by adding to the supply of affordable housing for social rent across Renfrewshire.

Scottish Government Longer-Term Resettlement Fund

- 3.5 Renfrewshire has played its part in the 'Warm Scottish Welcome' for those arriving from Ukraine, and a number of social rented tenancies have been provided over the past 12 months, as well as many Renfrewshire households acting as 'hosts' for Ukrainians staying in their homes.
- 3.6 This fund is being administered by the Scottish Government to increase the number of homes available to support the resettlement of UDP's for up to 3 years.

- 3.7 Local authorities and RSLs are being invited to apply for funding for improving and bringing void properties back into use that can then be let to UDP's, provided the properties concerned, amongst other things:
- comply with the Scottish Housing Quality Standard;
 - any such house would need to be dedicated for the resettlement of UDP's for up to three years;
 - the UDP household would be given a Scottish Secure Tenancy; and
 - a Housing Support package would be provided.
- 3.8 Some of the current "last-in-the-block" properties which are currently empty and which would otherwise be marketed for sale could be fit for this purpose as :
- many are in need of repair and improvements that can be funded via this fund,
 - it will help the Council to continue to play its part in the resettlement of UDP's,
 - there is no disadvantage to other housing waiting list applicants as this only concerns properties which if they were not being used for this purpose, would otherwise be sold, and
 - the properties will be sold at a later date after the UDP's tenancies have concluded and the Council will benefit from the properties being in an improved condition of repair.
- 3.9 Initial discussions have commenced with Scottish Government officials on the feasibility of 'last in the block' properties being repaired and used for the resettlement of UDP's, and a further report will be submitted to the Policy Board providing an update on progress.

Implications of the Report

1. **Financial** – any repairs expenditure would be funded by grant finance so there would be no negative effect on the Housing Revenue Account.
2. **HR & Organisational Development** – none.
3. **Community/Council Planning**
 - *Tackling inequality, ensuring opportunities for all* – the changes proposed would provide high-quality homes for Ukrainian Displaced Persons without affecting our Housing Waiting List.
4. **Legal** – no work required. After the initial three years, any house which met the criteria would become eligible for disposal if it became void.
5. **Property/Assets** – none.
6. **Information Technology** – none.

7. **Equality & Human Rights –**

- (a) 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 –** if neither the Council's in-house staff nor its existing voids contractor has the capacity to do the work required then a new contractor may need to be procured.

10. **Risk – none.**

11. **Privacy Impact – none.**

12. **COSLA Policy Position – none.**

13. **Climate Risk –** the houses would be brought to Scottish Housing Quality Standard if not already at that level.

List of Background Papers

Report to Housing and Community Safety Policy Board, 13 May 2014, 'Single Council Dwellings in Larger Common Blocks'

Report to Communities and Housing Policy Board, 16 August 2022, 'Last-in-the-block Sale and Acquisition Policy'

Report to Leadership Board, 22 February 2023, 'Update on Ukrainian Resettlement and Asylum Dispersal'

Author: Tom Irvine, Homeless & Housing Support Services Manager Tom.irvine@renfrewshire.gov.uk



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Allocation of property to staff, elected member or committee members: Housing Rule 2.5

1. Summary

- 1.1 The purpose of this report is to notify the Communities and Housing Policy Board of housing allocations which involve Council members or their immediate families or members of staff of the Housing Service and their immediate families.
-

2. Recommendations

- 2.1 Members of the Communities and Housing Policy Board are asked to note the contents of this report for information.
-

3. Background

- 3.1 In terms of the Renfrewshire Common Housing Allocation Policy Rule 2.5, the Director of Environment, Housing and Infrastructure is required to notify the relevant Policy Board of all housing allocations which involve either Council members or their immediate families or members of staff of the Housing Service or their immediate families.
- 3.2 The following 2 allocations have been made during the period November 2022 to April 2023.

Address	192 BARRANGARY ROAD
Size	3 Bedroom
Allocated to	Employee within Housing Services
Date Let	7 November 2022

Address	5 SPIERSFIELD GARDENS
Size	1 Bedroom
Allocated to	The mother of an employee within Housing Services
Date Let	14 November 2022

Implications of the Report

1. **Financial - none**
2. **HR & Organisational Development – none**
3. **Community/Council Planning – none**
4. **Legal - none**
5. **Property/Assets - none**
6. **Information Technology - none**
7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only.
8. **Health & Safety – none**
9. **Procurement – none**
10. **Risk – none**
11. **Privacy Impact – n/a**
12. **COSLA Policy Position – n/a**
13. **Climate Risk – n/a**

List of Background Papers

None

Author: Louise Feely, Head of Housing Services



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Director of Environment, Housing & Infrastructure

Heading: Greater Glasgow & Clyde Joint Health Protection Plan 2023-2025

1. Summary

- 1.1 The Public Health etc (Scotland) Act 2008 enables Scottish Ministers, health boards and local authorities to protect public health in Scotland.
 - 1.2 The Act separates out the responsibilities of local authorities and health boards. Typically, local authorities are responsible for all public health regulation in relation to premises and property. The National Health Service (NHS) is responsible for all public health regulation in relation to persons and individuals.
 - 1.3 This report highlights the requirements under Part 1 of the Public Health Etc (Scotland) Act 2008, specifically that each Health Board in Scotland must lead on the preparation of a Joint Health Protection Plan for its area.
 - 1.4 The Health Board must consult with the relevant local authorities within the health board area in so doing. The nature and scope of plans are covered in Guidance issued by Scottish Ministers.
 - 1.5 The Local Authorities within the Greater Glasgow and Clyde Health Board area are: -East Dunbartonshire Council, East Renfrewshire Council, Inverclyde Council, Renfrewshire Council and West Dunbartonshire Council.
 - 1.6 The Joint Health Protection Plan requires to be formally submitted to the NHS Board and relevant local authority committee for sign-off, via clinical governance/risk management committees.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 notes the publication of the Greater Glasgow & Clyde Joint Health Protection Plan 2023-2025 as attached as an appendix.

3. Background

- 3.1 The purpose of joint health protection plans is to provide an overview of health protection (including communicable disease and environmental health) priorities, provision and preparedness for the Health Board area.
- 3.2 The Geographical extent of the plan extends the territorial area of the health board viz; Greater Glasgow and Clyde.
- 3.3 There is a statutory responsibility under Part 1 of the Public Health etc (Scotland) Act 2008, which specifies that each health board in Scotland must lead on the preparation of a Joint Health Protection Plan for its area, in consultation with relevant local authorities.
- 3.4 The period which the plan covers is two years, but discretion may be exercised to review on a more frequent basis if desired. This Plan will cover the period from 1 April 2023 to 31 March 2025 but will be reviewed after one year.
- 3.5 The Joint Health Protection Plan requires to be formally submitted to the NHS Board and relevant local authority committee for sign-off, via clinical governance/risk management committees.
- 3.6 The Joint Health Protection Plan is a public document. A Statutory duty is placed on NHS Boards to publish plans and any variations to those plans. The plans should be available to the public on the NHS Board website and also on request. Plans and variations must be subject to consultation with relevant local authorities.

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community Planning** –None.
4. **Legal** - : Renfrewshire Council has a legal obligation to comply with the Public Health etc (Scotland) Act 2008. Section 4 of the Act states:

“Each local authority is to continue to make provision, or ensure that provision is made, for the purpose of protecting public health in its area”.

Section 6 of the same act requires that the health board and each local authority co-operate with any relevant person that appears to the board, or as the case may be, authority to have an interest in or a function relating to the protection of public health. The section includes both a health board and a local authority as a relevant person.

Section 7 (1) of the same act states:

“Each health board must prepare such plans relating to the protection of public health in its area as the board considers appropriate”.

Section 7 (2) of the same act states:

“In preparing a plan under Subsection (1), a health board must consult the relevant local authority”.

5. Property/Assets - None

6. Information Technology - None

7. Equality & Human Rights

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

8. Health & Safety – None

9. Procurement – None

10. Risk – None

11. Privacy Impact – None

12. Cosla Policy Position – Not applicable

13. Climate Risk – n/a

List of Background Papers

- (i) Background Paper – **Greater Glasgow & Clyde Joint Health Protection Plan 2023-2025**

The foregoing background paper will be retained within the Environment, Housing & Infrastructure Department 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 the Environmental Health Manager, Business Regulation (Joint Acting Regulatory Manager)

Author: Robert Marshall, Environmental Health Manager, Business Regulation (Joint Acting Regulatory Manager); Email: Robert.marshall@renfrewshire.gov.uk

Greater Glasgow and Clyde Joint Health Protection Plan 2023-2025

NHS Greater Glasgow and Clyde

East Dunbartonshire

East Renfrewshire

Glasgow

Inverclyde

Renfrewshire

West Dunbartonshire

1 Foreword

The Public Health etc. (Scotland) Act 2008 requires NHS Boards, in consultation with Local Authorities, to produce a Joint Health Protection Plan which provides an overview of health protection (communicable disease and environmental health) priorities, provision and preparedness for the NHS Board area. Guidance on the content of joint health protection plans has been published by the Scottish Government.

This plan covers the period from 1 April 2023 to 31 March 2025. Last published in 2018, the intention is update every two years, in line with government guidance, and was due to have been updated in Spring 2020.

No-one needs to be reminded of the far-reaching impacts of the Covid-19 pandemic. Though we weren't able to publish an update of the plan during the pandemic, the JHPP was an invaluable resource to enable, and advocate for, the joint working and mutual support that allowed our teams to deliver new, expanded and adapted services in the context of unprecedented demand, changing policy direction, and unparalleled restrictions on society.

We are now in a position to begin building back, and through our joint working progress a reinvigorated proactive work plan. Though this document concentrates on health protection activity, it should be seen in the context of our other strategic work, including "Turning the Tide" our 10 year public health strategy.

The plan is a public document and is available to members of the public on the NHS Greater Glasgow and Clyde website and on request. We hope that you will find this plan to be of interest, and of value, and that its production will contribute to protecting the health of the people who visit, work and live in Greater Glasgow and Clyde.

Dr Emilia Crighton

Interim Director of Public Health

NHS Greater Glasgow and Clyde

IN MEMORIAM

In 2022, the Public Health (Health Protection) Liaison Working Group lost two long standing and valuable members. Joe Harkin (East Dunbartonshire) and Martin Keely (West Dunbartonshire) both passed away unexpectedly. They exemplified the depth of experience, commitment, and camaraderie that makes the joint working in this plan possible.

2 Signatories

Authority	Authorised signatory	Position	Approving committee	Date
NHS Greater Glasgow and Clyde	Emilia Crighton	Interim Director of Public Health	Population Health & Wellbeing Committee	
East Dunbartonshire	Evonne Bauer	Executive Officer	Place Neighbourhood and Corporate Assets Committee	
East Renfrewshire	Caitriona McAuley	Director of Environment	Cabinet	
Glasgow City	George Gillespie	Executive Director, Neighbourhoods, Regeneration & Sustainability	Environment and Liveable Neighbourhoods City Policy Committee	
Inverclyde	Martin McNab	Public Protection Manager	Environment & Regeneration	
Renfrewshire	Gordon McNeil	Director of Environment, Housing, and Infrastructure Services	Communities and housing policy board	
West Dunbartonshire	Alan Douglas	Chief Officer, Regulatory & Regeneration	Corporate Services Committee	

3 Purpose

This plan has been prepared following the requirements set out in the Public Health etc. (Scotland) Act 2008. The seven signatory organisations have prepared this plan in collaboration and consultation. This plan is herewith referred to as the Joint Health Protection Plan (JHPP).

The purposes of the plan are:-

- i. To provide an overview of health protection priorities, provision and preparedness for NHS GGC and partner Local Authorities.
- ii. To outline the joint arrangements which NHS GGC and partner Local Authorities have in place for the protection of public health.
- iii. To improve the level of “preparedness” to respond effectively to a health protection incident and emergency.
- iv. To clarify the priorities for the period of the plan 2023 – 2025.
- v. To develop learning across the agencies.
- vi. To provide a mechanism for reviewing and recording outcomes and achievements.

The plan will be reviewed annually by representatives from Environmental Health and Health Protection and any necessary changes made and reported to the JHPP signatories. The plan will only be formally changed and updated every 2 years in accordance with legislative requirements.

4 Introduction

4.1 Public Health

Public health, as defined by Acheson, and adopted by the Faculty of Public Health is “the science and art of promoting and protecting health and well-being, preventing ill-health and prolonging life through the organised efforts of society.”¹

Traditionally public health has been divided into three domains – health protection, health promotion and health services public health, supported by public health intelligence. Though the JHPP deals only with the first of the domains, the domains overlap, interact and provide mutual support in improving and protecting the public’s health.

4.2 Health Protection

Health Protection is a term used to encompass a set of activities within the Public Health function. It involves:

- Ensuring the safety and quality of food, water, air and the general environment
- Preventing the transmission of communicable diseases
- Managing outbreaks and the other incidents which threaten the public health.

The profile of Health Protection has increased significantly in recent years with issues such as immunisation, food borne infections, pandemic flu, COVID-19, healthcare associated infection and other communicable diseases regularly being in the public eye. The quality of public protection from hazards demands a workforce, educated and trained to the highest standards².

4.3 Environmental Health

Environmental Health has been defined as: "... that area of Public Health activity which strives to improve, protect & maintain health & well being through action on the physical environment and on life circumstances.”³

¹ Independent Inquiry into Inequalities in Health: Report; The Stationery Office; 1998

² NHS Education Scotland <http://www.nes.scot.nhs.uk/education-and-training/by-theme-initiative/public-health/health-protection.aspx>

³ Old Report; 2006 (commissioned by Royal Environmental Health Institute of Scotland)
<https://www.rehis.com/about/whats-rehis>

5 Overview of NHS Board and Local Authorities

Descriptions of the seven partner organisations are included below. Detailed population statistics including population trends, deprivation and life expectancy of the population for NHS GGC and by Local Authority, as well as key indicators of health and social determinants of health are contained in an appendix to this plan.

5.1 NHS Greater Glasgow and Clyde

NHS Greater Glasgow and Clyde Health Board is responsible for the health needs of the population living within the Board's remit. Its purpose is to:

"Deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities."

The Health Board provides strategic leadership and performance management for the entire local NHS system in the Greater Glasgow and Clyde area and ensures that services are delivered effectively and efficiently. It is responsible for the provision and management of the whole range of health services in this area including hospitals, general practice, and public health. NHS GGC works alongside partnership organisations including Local Authorities and the voluntary sector. NHS GGC serves a population of 1.14 million and employs around 39,000 staff – it is the largest NHS organisation in Scotland and one of the largest in the UK.

5.2 East Dunbartonshire

East Dunbartonshire lies to the north of Glasgow City and is bounded by the Campsie Fells and Kilpatrick Hills. East Dunbartonshire's main settlements are Bearsden, Milngavie, Lenzie, Kirkintilloch and Bishopbriggs. It also has a number of small rural villages including Twechar, Milton of Campsie, Lennoxton, Torrance and Balmore. It covers an area of 67 square miles and has a population of approximately 108,900.

The Forth and Clyde Canal as well as the River Kelvin flow through the area attracting recreational visitors as does Scotland's best known long distance footpath, the West Highland Way that begins in Milngavie before traversing through Mugdock Country Park and the Campsie Fells.

Although East Dunbartonshire, as a whole, is less deprived than other authorities in Scotland, there are a number of specific areas within East Dunbartonshire that fall below the Scottish average.

5.3 East Renfrewshire

East Renfrewshire is situated to the south of the city of Glasgow and its significant town centres include Barrhead, Clarkston, Giffnock and Newton Mearns.

It is a relatively affluent area with approximately half of residents working in managerial, professional or technical professions. The majority of residents work in Glasgow and less than a fifth of residents live and work in East Renfrewshire. There is an increasing pattern of more people settling in East Renfrewshire than leaving which has an impact on the demographic profile of the area and the challenges that this brings.

The quality of East Renfrewshire's built and natural environment is high with low levels of air pollution and over three quarters of residential properties within 200m of greenspace.

The Council's strategy is to consolidate and regenerate the urban areas focussing upon delivering the 3 objectives of:

1. Creating Sustainable Places and Communities;
2. Promoting Sustainable and Inclusive Economic Growth; and
3. Promoting a Net Zero Carbon Place.

5.4 Glasgow City Council

Glasgow is a city with a great history built around the River Clyde and on the strength of its people and is the most ethnically diverse city in the country. It is a city of contrasts, with parts of the city still affected by poverty and inequality. There are significant long term health challenges which stop citizens from reaching their full potential. Glasgow's vision is to have a world class city with a thriving, inclusive, economy where everyone can flourish and benefit from the city's success. The priority of the Council is to reduce inequality by creating inclusive growth through jobs and investment, tackling poverty and poor health in the city and improving neighbourhoods.

5.5 Inverclyde

Inverclyde covers an area of 61 square miles stretching along the south bank of the estuary of the River Clyde. Inverclyde is one of the smaller local authorities in Scotland. The main towns of Greenock, Port Glasgow and Gourock sit on the Firth of Clyde. The towns provide a marked contrast to the coastal settlements of Inverkip and Wemyss Bay, which lie to the south west of the area, and the villages of Kilmacolm and Quarrier's Village which are located further inland.

The Council recognises that there are a number of challenges for the area, including population decline. Inverclyde has had the largest population decline of all Scottish council areas over the period 2001 to 2021. Fewer births than deaths is the major driver of population decline locally, however a more positive picture is emerging with regard to migration with the number of people moving into the area estimated to be higher than the number moving out between mid-2016 to mid-2017, mid-2018 to mid-2019 and most recently mid 2020-mid 2021. The age profile of Inverclyde's population is similar to that of Scotland, with an ageing population that is predicted to grow, particularly in the over 75 age group.

Similar to many areas in Scotland, particularly where there has been a decline in traditional industries, Inverclyde suffers from areas of deprivation and inequality.

5.6 Renfrewshire

Renfrewshire Council is situated to the west of Glasgow on the south bank of the River Clyde and covers around 103 square miles. Renfrewshire borders Inverclyde Council to the West, North Ayrshire Council to the south and East Renfrewshire is located to the south east. Renfrewshire has a population of over 179,000, making it the tenth largest council in Scotland in terms of its population.

Paisley has the largest population of around 77,000, and forms the commercial and transport hub for Renfrewshire. The town of Renfrew lies to the north of Paisley and Johnstone to the west. Glasgow International Airport is located to the north of Paisley and is easily accessed from the M8 Motorway and Paisley Town Centre. It is one of Scotland's busiest airports. It is a key part of the transportation infrastructure of Scotland and is a major contributor to Renfrewshire's economy.

Renfrewshire Council is committed to its role as a health improving organisation and recognises its responsibility in working with partners to improve the health of local communities. This focus is essential due to the significant health inequalities that exist in Renfrewshire, linked often, to levels of deprivation within communities.

5.7 West Dunbartonshire

West Dunbartonshire is a diverse area with a rich industrial heritage still evident in the local communities today. Across the three main areas of Clydebank, Dumbarton and the Vale of Leven we see diversity from the densely populated urban centre of Clydebank to the more rural setting of the Loch Lomond and Trossachs National Park, sitting in and beyond the northern edge of the Authority.

The Council's Strategic Plan 2022-2027 identifies a number of key priorities. A common theme, across all the priorities is stronger integration of strategies and interventions aimed at addressing key challenges and realising opportunities. This is particularly true in promoting health and wellbeing, where those factors, often described as key determinants, influence options, choices and patterns of behaviour, which in turn shape health and wellbeing outcomes. Building on the collaborative strength of the Council's Covid-19 response is recognised as a vital element between agencies, the third sector and within communities.

6 Health protection: planning infrastructure

Locally, the Public Health (Health Protection) Liaison Working Group (the “Med-Vet”) provides an area wide forum for discussion of the surveillance and investigation of infectious diseases (including outbreaks) and environmental hazards affecting, or with the potential to affect the health of, the general population, and to ensure that appropriate procedures are carried out during this process.

The group’s remit is:

- To provide an area wide multidisciplinary forum to monitor, report, discuss and recommend actions to protect the health of our population.
- Sharing of intelligence on infectious intestinal disease in humans and animals, and surveillance of environmental hazards in air, water and land which have the potential to impact or is already damaging to the health of our population
- To agree basic minimum standards for the investigation of infectious gastrointestinal disease in the human population, and ensure that appropriate follow up action takes place
- To monitor our performance against agreed standards
- To ensure outbreak control plans are fit for purpose
- To participate in exercises to ensure that all partners are familiar with appropriate responses
- To provide a forum for discussion of issues raised by the Scottish Government, Health Protection Scotland and other relevant bodies which will have a potential to impact on the above
- To monitor untoward events and outbreaks and ensure that our systems are modified appropriately

Membership is drawn from:

- Public Health Protection Unit (PHPU) Medical and Nursing Staff
- Local Authority Environmental Health departments
- Public Health Scotland
- Diagnostic, reference and public analyst laboratories
- Infection Prevention and Control
- Scottish Water
- Drinking Water Quality Regulator
- Scottish Environment Protection Agency
- Animal and Plant Health Agency
- Scotland’s Rural College Veterinary Consulting Service

The JHPP is not a stand alone document and existing plans relevant to health should be considered incorporated into the JHPP, and are not reiterated here.

There are a series of health protection plans that are prepared by the Health Board, singly or in partnership with Local Authorities and other agencies detailed in Table 1. Additionally there are a further series of plans maintained by each Local Authority which follow in Table 2. These plans are in addition to documents produced at a national level which guide health protection response, including *Managing Public Health Incidents*, *Scottish Waterborne Hazards Plan*, and *Scottish Framework for Exotic Notifiable Animal Disease*.

Table 1: Summary of health protection plans

Plan	Owner	Last updated	Review date	Exercised
Incident Management Plan	Med-Vet Group	2022	2025	2021, Next exercise planned for 2023
Blue-green algae plan	Med-Vet Group	2017	2022 (Main plan) Annually (inland waters risk assessment)	N/A – as the plan is used regularly during the algal bloom season, exercising is not required.
Pandemic influenza	NHS GGC LRP	April 21 Nov 21	2023 or sooner if new guidance is available	Exercised 2020 used during COVID 19
Major incident	NHS GGC	Nov 2021	Oct 22	Elements of the plan were tested in 2021 as part of the exercising for COP26
Mass casualty	SG Health Resilience	2021	Ongoing (6 monthly reviews)	Elements of the plan were tested in 2021 as part of the exercising for COP26
Glasgow Airport Port Health Procedures	Glasgow Airport Ltd	2022	2025	joint training session at Glasgow Airport in October 2018, implemented in June and October 2019
Port Health guideline	NHS GGC, Renfrewshire, Inverclyde	2017	2023	

Table 2: Summary of Local Authority plans applicable to health protection

	East Dunbartonshire	East Renfrewshire	Glasgow City	Inverclyde	Renfrewshire	West Dunbartonshire
1. Official Food Controls Service Plan	✓	✓	✓	✓	✓	✓
2. Private sector strategy	✓	✓	✓	✓	✓	✓
3. Pandemic influenza	✓	✓	✓	✓	✓	✓
4. Rabies	✓	✓	x	✓	✓	✓
5. Contaminated land strategy	Underdevelopment	✓	✓	✓	✓	✓
6. Health and safety enforcement service plan	✓	✓	x	x	✓	✓
7. Council emergency plan	✓	✓	✓	✓	✓	✓
8. River Clyde flood management strategy	✓	✓	✓	✓	✓	✓
9. Fuel poverty strategy	x	✓	✓	✓	✓	✓
10. Local Outcome Improvement Plan (LOIP)	✓	✓	✓	✓	✓	✓
11. Locality/ Place Plans requirement under the LOIP for deprived areas	✓	Under development	✓	✓	✓	✓
12. Local Development Plan	✓	✓	✓	✓	✓	✓
13. Local Housing Strategy	✓	✓	✓	✓	✓	✓
14. Air Quality Strategy/ Progress Report/ Management Area Plans	✓	✓	✓	✓	✓	✓
15. Sustainability & Climate Change Framework / Action Plan Including as applicable: - Carbon management strategy - Sustainability strategy, - Green network Strategy	✓	Under development	✓	✓	✓	✓
16. Open Space Strategy	✓	✓	✓	x	✓	✓

6.1 Scottish Health Protection Network

The parties to the JHPP also participate through the Scottish Health Protection Network (SHPN). Since 2015, the SHPN obligate network has provided a national forum of professionals working in health protection from different backgrounds, working in different places (local and national), and having different responsibilities for public health.

The SHPN has recently undergone an independent review, that found whilst the network is highly valued, and has well regarded and used outputs, it could increase its impact and required further resource to do so. The headline conclusion of the independent review team was:

The Scottish Health Protection Network is unique. It must not be lost, diluted or allowed to disintegrate. Instead, it should be cherished, strengthened and widely publicised.

The signatories to the plan fully support these conclusions, and commit to continuing to support the network through the implementation of the reviews findings, recognising the SHPN as the lynchpin in the national health protection planning infrastructure. It is recognised that to do this requires staff resource to participate in relevant groups and supporting the development of health protection guidance.

7 Health protection activities

7.1 Local and national priorities

The Public Health Priorities for Scotland as published in 2018 highlight the continuing importance of protecting the health of the population from serious risks and infectious diseases through vaccination, infection control and incident response, and the ability to respond to emerging threats, but do not identify specific priority areas for health protection.⁴ The Health Board and Partners are also cognisant of the priorities as stated from time to time by Scottish Government and chief professional officers.

Key priority areas include:

- Pandemic response
- Healthcare associated infections;
- Antimicrobial Resistance (AMR)
- Vaccine preventable diseases;
- Gastro-intestinal and zoonotic infections
- Blood borne viruses
- Tuberculosis (TB)
- Environmental exposures which have an adverse impact on health⁵;
- Climate and sustainability
- Migration and health
- The ongoing consequences of UK withdrawal from the European Union
- Food safety

In addition, the following were considered to be important to improve the delivery of health protection services by both the NHS and Local Authorities:

- Capacity and resilience of health protection services in responding to actual or potential significant threats to public health
- Developing means to assure the quality of health protection services
- Continuing professional development especially with regard to strengthening evidence based good practice
- Improving communications with the public on risks to health and securing a greater degree of involvement in health protection services

Actions on the key priority areas, and other health protection responsibilities include:

7.1.1 Pandemic disease/Covid-19

A comprehensive suite of pandemic flu plans based on national and international guidance, frequent flu planning “exercises”, are continually updated to ensure readiness for future pandemics. These plans support the West of Scotland multi-agency pandemic influenza planning process, which is led by the Local Resilience Partnerships, close working with key partners ensuring a consistent and collaborative approach to planning.

⁴ The Scottish Government (2018) Public Health Priorities for Scotland. Edinburgh
<https://www.gov.scot/publications/scotlands-public-health-priorities/>

⁵ These are referred to as “non-communicable hazards” in the remainder of the JHPP

The last two and a half years have been dominated by the Covid-19 pandemic, the most significant health shock worldwide since the 1919 influenza pandemic. Covid has impacted on every aspect of our lives – individual and community health, delivery of services, education, and economic growth

The signatories to the plan have worked together, along with other partners, including police, fire, and other statutory and voluntary organisations, through resilience partnerships to respond to the Covid pandemic, by for example:

- delivering the Test and Protect (contact tracing) services
- providing information, advice and support to businesses, industry and communities on Covid mitigation measures
- Joint working through incident management process
- Visits to commercial, industrial and public sector buildings and workplaces, to assess, advise and enforce control measures
- Setting up of temporary mortuary facilities
- Supporting education departments and head teachers to manage Covid in schools
- Care for people for those shielding or isolating – including welfare checks, assistance with food / shopping arrangements, prescription deliveries, utilities issues, financial matters, welfare issues, library materials, and general household / property matters.
- Support for calls to most socially isolated.
- Administration of isolation support and business grants

Two areas of work deserve being highlighted further – work undertaken to deliver the largest mass vaccination drive in living memory, and the design, set up and running of community testing services. The latter included innovative models for delivery, including being among the first community asymptomatic testing pilots (Renfrewshire), combined asymptomatic and symptomatic testing sites (West Dunbartonshire) and mobile testing buses (East Renfrewshire).

This work was facilitated through an operational sub group of the GGC area pandemic resilience partnership.

7.1.2 Healthcare associated infection

Prevention and control of infection continues to have the highest priority within NHS GGC and the Board Infection Control Committee (BICC), in conjunction with clinical service providers and estates and facilities colleagues, develops an annual infection prevention and control programme and associated work plan to co-ordinate and monitor all the activity of the infection control teams and committees in preventing and controlling infection through effective communication, education, audit, surveillance, risk assessment, quality improvement and development of local guidance and procedures. The programme addresses the national and local priorities for infection prevention and control and extends throughout all three domains of public health: healthcare, health protection, and health promotion.

PHPU and environmental health departments work alongside and support the Infection Prevention and Control Teams (IPCT). The Board's progress against the programme of work is reported at each committee meeting. The most up to date version of the IPC annual report, and Standard Operating Procedures (SOPs) can be accessed on the Infection Prevention and Control section of the NHSGGC website

Good practice in Infection Prevention and Control does not rest solely within the remit of our IPCT. Every member of staff has a professional responsibility to prevent healthcare associated infection and is accountable for their actions in relation to this. This plan recognises that cases of infectious disease and outbreaks in healthcare settings and cases and outbreaks in the community may be linked, and require a cross-boundary response.

The Scottish Infection Prevention Workforce: Strategic Plan 2022 – 2024 was published December 2022. This strategy covers IPCT, Antimicrobial Stewardship, and IPC aspects of health protection teams. We will work together to support the strengthening of infection prevention and control through this framework.

7.1.3 Antimicrobial resistance

Antimicrobial resistance (AMR), the ability of microbes to develop resistance to antimicrobials, rendering infections more difficult and in some rare instances, impossible to treat, is recognised as a global public health threat, compounded by the current lack of new antibiotics being developed.⁶ The scale of the AMR threat, and the need to contain and control it, is widely acknowledged by country governments, international agencies, researchers and private companies alike.

Tackling antimicrobial resistance 2019–2024 - The UK's five-year national action plan was published in January 2019.⁷ It sets out the UK's 2019–2024 national action plan to tackle AMR within and beyond our own borders. The plan was designed to ensure progress towards the 20-year vision on AMR, in which resistance is effectively contained and controlled. It focuses on three key ways of tackling AMR:

- reducing need for, and unintentional exposure to, antimicrobials;
- optimising use of antimicrobials; and
- investing in innovation, supply and access.

These are underpinned by actions across different areas, ranging from reducing infection and strengthening antibiotic prescribing stewardship to improving surveillance and boosting research.

Specific initiatives that are being taken forward out with the acute setting in NHS GGC include:

- Following delivery of the Scottish Reducation in Antimicrobial Prescribing Programme (ScRAP) to all GP practices and a number of care homes in 2017/18, targeted audits and education continue as required.
- Guidelines are in use and available in various formats, and utilised in GP system prescribing support.
- Target prescribing indicators: a 10% reduction of antibiotic use in Primary Care (excluding dental) by 2022, using 2015/16 data as the baseline (items/1000/day).
- GP practices receive data reports from National Services Scotland on their antimicrobial prescribing three times a year, which supports discussion and review. This compliments other local and national data access.

⁶ https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2647/documents/1_SONAR-report-2017-revised-november-2019.pdf

⁷

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/784894/UK_AMR_5_year_national_action_plan.pdf

7.1.4 Vaccine preventable diseases

Information on national immunisation programmes, including the timetable of routine childhood immunisations, can be found by visiting

<http://www.immunisationscotland.org.uk/when-to-immunise/immunisation-schedule.aspx>

Uptake rates for routine childhood, HPV and teenage booster vaccines in the national programme are available from <http://www.isdscotland.org/index.asp>

The ongoing challenge is to encourage and maintain high uptake of vaccines, including covid and 'flu, in target groups across the Health Board area.

Immunisation programmes in NHS GGC are coordinated by the Health Protection team providing leadership, programme management, education and training and support to primary care, children and families teams and school immunisation teams who administer the vaccines.

Scottish Government announced a Vaccination Transformation Programme (VTP) in early 2017, with the aim of ensuring the health of the Scottish public through the modernisation of the delivery of vaccinations, empowering local decision making and supporting the transfer of vaccination from General Practice to alternative models of delivery, was completed in April 2022. The Scottish Vaccination & Immunisation Programme, will take the learning from the VTP and the coronavirus vaccination programme into a new operational and performance framework, led by Public Health Scotland.

7.1.5 Gastro-intestinal and zoonotic infections (GIZ)

There is close joint working between NHS GGC and Local Authority Environmental Health professionals on GIZ, including through an agreed enteric investigation protocol, the outbreak control plan, and training events and exercises. Gastro-intestinal infections are the largest single group of infectious diseases that benefit from the joint working between the signatories of this plan. The Health Board and Local Authority Environmental Health professionals work closely with colleagues from national agencies such as Food Standards Scotland, HPS, and animal health in responding to incidents and outbreaks, and the development of guidelines, including via the SHPN topic groups.

The West of Scotland Regional Resilience Partnership has reformed their animal health sub-group to aid in the co-ordination of resilience activities in relation to zoonotic disease. In addition, national plans are available e.g. rabies, which are regularly exercised, and which support local preparedness for zoonotic infections.

Escherichia coli O157 and other Shiga toxin-producing E. coli (STEC)

STEC (also known as verotoxic *E. coli*, VTEC) is the most serious enteric infection that is regularly notified to health protection services, with approximately 40 cases a year notified to PHPU. STEC require a rapid co-ordinated response to minimise risk of further transmission and to identify potential source. The final report on the Scottish VTEC Action Plan⁸, and the revised Scottish STEC public health guidance were published at the end of 2018⁹. Parties to the JHPP were involved in the development of these documents, which aim to reduce the risk of STEC across Scotland and ensure the best evidence based response from all agencies.

⁸ <https://www.hps.scot.nhs.uk/web-resources-container/delivering-the-vtece-coli-o157-action-plan-for-scotland-final-report/>

⁹ <https://www.hps.scot.nhs.uk/web-resources-container/guidance-for-the-public-health-management-of-escherichia-coli-o157-and-other-shiga-toxin-producing-stec-infections/>

7.1.6 Bloodborne Viruses (BBV)

NHSGGC's approach to BBVs is guided by the Scottish Government Sexual Health and Bloodborne Virus Framework 2015-2020, which is currently being updated, following interruption due to the Covid-19 pandemic

Hepatitis C

New drug therapies have radically changed hepatitis C prognosis, and for the majority of people infected it can be cured with 12 weeks of treatment. Much of the Health Board's effort is focussed on finding and treating people so that they can be cured and to contribute to the Scottish elimination targets.

In 2019, the Minister for Public Health in Scotland announced new national annual Hepatitis C treatment targets (3000 people to be treated a year for the period 2020-2024) and a target date for elimination in Scotland (2024), six years ahead of WHO expectations. Prior to COVID-19, NHS GGC consistently exceeded its treatment targets, and efforts are underway to get that back on track. The Viral Hepatitis Managed Care Network co-ordinates and directs specific programmes around testing, treatment and care such as routine testing; case-finding of people who are lost to follow-up and developing appropriate models of care, including community outreach in Addictions settings. Prevention is focused on Injecting Equipment Provision to people who inject drugs and on treatment as prevention.

HIV

There is very effective treatment which means that people living with HIV can live long and healthy lives and those who achieve and maintain an undetectable viral load are unable to transmit the virus to others. This is known as 'treatment as prevention' and is a key component of our prevention strategy.

Prevention programmes are in place to raise awareness, encourage testing and prevent both initial and onward transmission. This includes a comprehensive Free Condom Service and a targeted clinical and health improvement programme aimed at men who have sex with men

In 2015, an outbreak of HIV was identified among people who inject drugs (PWID) in the Greater Glasgow and Clyde (GGC). Interventions to limit further transmission, include outreach treatment services, community prescribing of HIV medication and a sustained focus on testing those at risk.[2] PrEP (Pre-Exposure Prophylaxis) aimed at people who are HIV negative but at high risk of acquiring the infection is being piloted for people who inject drugs to prevent sexual transmission.

7.1.7 Tuberculosis (TB)

TB cases across Scotland have fallen over the last decade, with a 40% decrease in cases since the peak in 2010. NHS GGC has the highest rate of TB in Scotland, at 8 per 100,000 population in 2021, representing around half of all cases in Scotland. In NHS GGC, case numbers have levelled off over the last few years to around 100 cases per year. However, TB cases are becoming more complex, with about half of all cases requiring enhanced case management (ECM)

The current TB Framework (updated version V1.1 published in May 2018), builds on the Scottish Government TB Action Plan, published in 2011. The TB Framework sets out the SHPN's strategy in

[2] <https://www.nhsggc.org.uk/your-health/public-health/public-health-protection-unit-phpu/bloodborne-virus/hiv/hiv-infections-in-people-who-inject-drugs-update-2019/>

relation to tuberculosis control for the period 2017-2021. Specifically, the Framework supports this by:

- Encouraging engagement with those most at risk of tuberculosis to ensure that they are able to benefit from our NHS services
- Seeking to ensure that effective treatments, interventions, support and services are provided to people when they need them, while at all times working in partnership with our stakeholders to ensure that services provided are evidence based and appropriate
- Striving to ensure that people are able to maintain high levels of health, good relationships and positive wellbeing including adequate housing and nutrition.

The Framework can be found at

<https://www.hps.scot.nhs.uk/web-resources-container/tb-framework-for-scotland/>

7.1.8 Non-communicable hazards

Environmental Health is concerned with the effects on health of a wide range of chemical and physical risk factors. These may be present **either in the indoors or out of doors environment**. Increasingly, this area of public health protection is concerned with the wider health impacts of natural and built environment and on mitigating the impacts of climate change.

Exposures to chemical or physical agents differ in a number of other ways from exposures in association with lifestyle or occupation, as follows:

- Concern is usually with low-level exposures which are difficult to measure and difficult to link to disease;
- Exposures often occur to complex mixtures rather than just to a single agent;
- It may be difficult to estimate historical levels of exposure;
- Measurement of small effects associated with low-level exposures on common diseases may be difficult and may be beyond the capability of conventional epidemiology.
- Pathway of exposure may be uncertain or difficult to establish. Pathways include the inhalational, ingestion and dermal contact pathways.

Issues in non-communicable hazards in the area of NHS GGC include the following:

Air pollution is an example of an environmental exposure with a well-known epidemiology, particularly in relation to particulate matter (PM10 and PM 2.5). Other pollutants of concern include nitrogen oxides (NOx) and the “greenhouse gas”, carbon dioxide.

All Local Authorities have a duty to regularly review and assess air quality within their area and report the findings to the Scottish Government on an annual basis. Statutory air quality objective levels for specified pollutants are set out in the Air Quality (Scotland) Regulations 2000 and subsequent amendments. Where objective levels are not being achieved the area must be designated an Air Quality Management Area (AQMA) and an Air Quality Action Plan (AQAP) published, outlining action measures the Council are taking forward to improve air quality in those areas, leading to higher overall standards of air quality.

Glasgow City Council and the Scottish Government are partners in the introduction of the first Low Emissions Zone (LEZ) in Scotland, as part of a plan to introduce LEZs to Scotland’s four largest cities. The main aim of the LEZ in Glasgow will be to bring air quality into compliance with the national standards. The LEZ came into effect in Glasgow city centre on 31 December 2018. Glasgow's LEZ is being phased in and to start with, will only apply to local service buses. On 31 December 2022, on

full implementation, all vehicles that enter the zone will be required to meet specified exhaust emission standards.

Waste disposal: Landfill has historically been a common way of disposing of domestic, industrial and hazardous waste, although the use of landfill for this purpose will decrease dramatically in the near future. The Scottish Government Zero Waste Strategy, first published in 2010, includes targets for waste reduction and for 70% of the remaining waste to be recycled, with a maximum of 5% going to landfill, by 2025.

The Glasgow Recycling & Renewable Energy Centre (GRREC) is a state-of-the-art residual waste treatment facility located at Polmadie in Glasgow, which became operational in 2019. The GRREC is a key component of the Council's response to the climate emergency and designed to help drive Glasgow towards becoming a more sustainable city.

Historically, all residual waste (waste that cannot be re-used or recycled) would have been landfilled. The environmental challenges associated with landfill are well-documented; in particular their impact on climate change through the release of greenhouse gases as biodegradable waste breaks down. As the Council moves away from landfill as the main way to manage residual waste, the GRREC provides a modern and sustainable treatment solution that is aligned to the Council's ambition of becoming a carbon neutral city.

Figures on domestic waste disposal are published by SEPA and are available at <https://www.sepa.org.uk/environment/waste/waste-data/waste-data-reporting/household-waste-data/>.

Environmental asbestos exposure: Asbestos is well established as an environmental risk factor with a widely accepted epidemiological framework for risk assessment. Asbestos has been widely used in the urban built environment and exposures may occur in a range of situations, including factory fires and demolition of blocks of flats. A study of the possible health effects of asbestos from the demolition of high rise flats in Glasgow has demonstrated that risks from such activities are extremely low, though precautionary environmental monitoring during works has been carried out.

Smoke free hospitals: Scotland has been a leader in removing smoking from public places, and this has been supported through the work of signatories to this plan. New legislation now makes it an offence to smoke outside hospital buildings, and the local partners are working together to promote and enforce this change. A sub-group of Med-Vet, with Local authority and NHS Health Improvement team representation is taking this work forward.

7.1.9 Climate and sustainability

The 26th session of the Conference of the Parties (COP 26) to the United Nations Framework Convention on Climate Change (UNFCCC) took place in November 2021, in Glasgow, UK. NHS GGC and the relevant Local Authority environmental health teams contributed to the health role in the multi-agency command centre, and other organisational “cells” to support the success of the largest diplomatic and civil society event ever held in the UK. The Glasgow Agreement provides an opportunity to build on the legacy of COP26, and to embed sustainability and climate adaptation and mitigation into all workstreams.

7.1.10 UK withdrawal from the European Union

The impact of the UK's withdrawal from the EU will directly affect the work of Environmental Health. Export Hubs have been set up to facilitate Scottish businesses exporting their trades and commodities. Both port and inland local authorities continue to monitor compliance of foodstuffs which are imported and exported. Proposals to increase checks on imported food from the EU were due to come into force in 2022 but have been delayed until late 2023 at the earliest. If these are fully brought in then they may yet require significant resource input from Environmental Health services with the development of additional Border Inspection Posts (BIPs).

The majority of legislation enforced by Environmental Health is derived from European legislation including food law, occupational health and safety, water quality, air quality, contaminated land etc. Most laws and regulations have now been amended for domestic purposes whilst maintaining previous standards however implementation of these have at times been delayed due to the conflict in Ukraine and the impact on consumer markets. There may further changes to the legislative landscape in the coming years.

7.1.11 Migrant health

There is a long history of migration into the West of Scotland, with communities developing over many decades and generations. This inward movement continues, and Greater Glasgow and Clyde includes some of the most ethnically diverse communities in Scotland, with an increase in the BME population from 3.6% in 2001 to 7.5% in 2011, well above the Scottish national average.

Some of the migrant groups and the communities they live in are more vulnerable than the general population, due to a number of factors including deprivation and living conditions, prior access to healthcare (including vaccination), barriers to accessing services (such as culture, language, stigma), limited social networks and isolation, and their own lived experiences. These vulnerable communities require additional support of public health services compared to more settled populations.

The war in Ukraine has increased the number of new migrants into the West of Scotland, supported by the Scottish Government's role as a visa "super sponsor". Local Authorities have led on the inspection and licensing of accommodation. Work streams across a whole range of services have been progressed rapidly with joint working between local government and health and social care partnerships, and will continue to require significant resource from partners during the period of this plan.

7.1.12 Food safety

Scottish Authorities Food Enforcement Rebuild (SAFER) has been launched by Food Standards Scotland (FSS) as a collaborative approach to modernise the national approach to managing the public health risk from food safety.

It has been recognised that there is significant risk of the capacity in local environmental health services failing to provide the resource to meet all aspects of the statutory requirements of the Food Law Code of Practice. To mitigate this risk FSS are seeking to work with LA's to redefine and develop a framework for Food Law that will deliver the following aims:

- Public health protection & assurance
- Sufficient , sustainable and dynamic resource
- Alternative qualification pathways
- A Food Law delivery model focused on risk and non-compliance
- Vital training and practical guidance.
- Technological and digital solutions.

This is essentially starting with a blank sheet of paper and is the biggest change to food law delivery since the Pennington Report. It will require significant resource to complete and FSS have asked LA's to:

- Release Environmental Health staffing resource to help design and deliver the SAFER programme
- Continue to deliver core functions whilst the programme is developed. FSS will provide relaxations during the process.
- Re-invest the resources saved through SAFER back into food law enforcement
- Protect existing resources for food law enforcement to ensure public health protection and assurance in the food industry

How this impacts the wider EH resource and capacity is unknown at present but should become apparent as the SAFER projects moves forward in 2023. A programme plan is being worked on which should give an indication of the pathways and timescales to completion.

7.2 Local Authority Environmental Health

Examples of local health protection priorities carried out within Local Authorities by Environmental Health Officers and other professional staff, are outlined below. Many are requirements of statute, in order to protect the health of individuals living and working in our communities. In addition to specific priorities listed below, Local Authorities work to prepare for and respond to emerging threats in collaboration with NHS GGC and HPS.

- Reducing harmful air pollutants, such as particulate matter and NO₂;
- Statutory Nuisance (including controlling environmental noise, , odours, drainage/sewage problems, waste water spillage, minor housing disrepair, etc);
- Communicable disease control;
- Investigation and control of contaminated land; including actively promoting contaminated land remediation using the Councils' planning and development processes;
- Housing standards (including private sector, housing conditions, building disrepair);
- Drinking water quality;
- Pest control;
- Protecting health and consumer interests in relation to food by working with partner organisations and local business, implementing nationally set standards and minimising the risk of food poisoning incidences and outbreaks through inspection, training and initiatives; these activities include tackling the problem of food fraud, and an increasing focus on improving diet and nutrition.
- Maintaining the health of the working population through regulation of workplace safety and through inspection, awareness raising, training etc., and minimising the risk of ill health caused by occupational health exposures including stress,;
- Minimising the risk of exposure to environmental incivilities such as dog fouling, litter, illicit tipping, graffiti – there being a growing body of evidence that links stress to aspects of mental health and wellbeing, but also to physical disease- psychosocial dimension;
- Minimising the risk of environmental exposure to tobacco smoke, including secondary exposure through inspection, enforcement (e.g. preventing sale of tobacco to under 18s with colleagues from Trading Standards), awareness raising of smoking in public places legislation;
- Activities concerning alcohol consumption regulation through licensing standards legislation – including enforcement, education and awareness raising work;
- Protecting the health, welfare and safety of the public through raising standards of premises licensed for the sale of alcohol together with premises licensed for other purposes, e.g. tattooists and skin piercers;
- Protecting the health, welfare and safety of the public through regulating standards at events licensed for public entertainment; Promoting community health and well-being by protecting public health through educational and advisory services.
- Working with Scottish Water to support delivery of the 2015-2027 improvement plan ("Quality and Standard 4") and with the Drinking Water Quality Regulator (DWQR) on standards of private water supplies.
- Activities related to animal health, including tick-borne diseases and the risk of rabies in imported animals, which remains very low due to existing control programmes

7.3 Unique health protection risks and challenges within NHS GGC

7.3.1 Contaminated land

The issue of contaminated land causes considerable public anxiety not only because of effects on health but because of possible effects on housing markets. Contaminated land may represent a risk factor for health in local populations although the nature and scale of the risk depend on the type of contamination. The contamination is usually the result of historical use of land for industrial purposes.

In Glasgow, parts of the south east of the city and in to South Lanarkshire are contaminated with chromium as a result of the operations of the former chromium industry in the area. Several epidemiological studies have been carried out in the affected areas, and to date no detrimental effects on health have been demonstrated. In 2019, Clyde Gateway carried out remediation works with the aim of reducing hexavalent chromium contamination in the West Burn and Polmadie Burn, linked to historic chemical works in the area. These works are part of a wider strategy to deal with historic contamination and bring about the development and regeneration of the area.

Similarly, West Dunbartonshire have addressed areas of contamination through local development plans, redeveloping sites along the Clyde waterfront, including the former John Brown's shipyard and adjoining sites, collectively identified as Queens Quay in Clydebank, the Carless site in Old Kilpatrick, the Exxon site in Bowling and Dumbarton waterfront. Inverclyde also continue to address contaminated land and brownfield sites.

7.3.2 Lead in drinking water within Schools and nurseries

Lead does not occur naturally in any significant quantities in water supplies. However higher than normal lead levels can occur when pipes in properties – particularly if built pre-1970 – come into contact with lead supply pipes.

Scottish Water provides the public water supply in Scotland and it has responsibility for the part of the service pipe and connection within the street. Where they encounter lead pipes within their ownership, they automatically replace those with modern materials.

All school and nursery premises constitute public buildings where members of the public may consume drinking water. There are established mechanisms, as required by the Public Water Supplies (Scotland) Regulations 2014, between Scottish Water and Environmental Health teams, to enforce remedial works.

A team of Scottish Water, NHS and local authority staff are checking water supplies are lead-free at more than 1500 independent nurseries, after school club and schools. Testing in public sector schools is carried out by relevant local authorities. As the global pandemic hit investigations had already been completed at 46% of the establishments identified, with samples taken from 2,820 taps and work ongoing to resolve any issues identified.

When the scheme has been completed, drinking water supplies at all independent schools and private nurseries in Scotland will meet the standard for lead, supporting the health and educational attainment of pupils.

7.3.3 Glasgow Region City Deal

The Glasgow City Region City Deal is an agreement between the UK Government, the Scottish Government and eight Local Authorities across the Glasgow City Region comprising: East Dunbartonshire; East Renfrewshire; Glasgow City; Inverclyde ; North Lanarkshire; Renfrewshire; South Lanarkshire; and West Dunbartonshire Councils. The Glasgow City Region City Deal will fund major infrastructure projects; create thousands of new jobs and assist thousands of unemployed people back to work; improve public transport and connectivity; drive business innovation and growth and generate billions of pounds of private sector investment.

The City Deal will provide:

- **Improved infrastructure** – £1.13 billion fund to support the delivery of improved transport and connectivity across Glasgow and the Clyde Valley and key development and regeneration sites.
- **Growth in life sciences** – establishment of world class research and development and commercialisation facilities.
- **Supporting business innovation** – providing additional business incubator and grow-on space for entrepreneurs across the Region enabling more small and medium enterprises to grow.
- **Tackling unemployment** – creation of thousands of new jobs and establishment of programmes to provide targeted support to 16-24 year olds and vulnerable residents, and testing new ways of boosting the incomes of people on low wages to make them more self-reliant.

7.3.4 Port health

Within the Board area there is a large international airport (Glasgow International airport) and a large seaport (Greenock), as well as smaller seaports. Glasgow Airport has direct flights to many international destinations including Europe, the Middle East and the Americas. Port of Greenock operates year round as a major freight terminal, and between April and October has increasing numbers of cruise ships. A new cruise berthing facility was opened in Greenock in 2021 with a new terminal building opening in time for the 2022 cruise season. Both of these developments were supported by the Glasgow City Deal. West Dunbartonshire provides for Port Health at its Clydebank port location at Rothesay Dock, receiving commercial shipping.

There are long established plans between NHS GGC and Renfrewshire Council for Glasgow Airport, and with NHS GGC and Inverclyde for dealing with incidents involving the Port of Greenock. These plans regularly reviewed and updated. Plans will be reviewed to ensure contingency and public health resilience for the Clydebank port.

There has been an expectation that aircraft and port regulations will be updated since the introduction of the Public Health etc (Scotland) Act 2008. The desire to develop these alongside updates in other UK jurisdictions, has delayed this review. Current plans and arrangements will be reviewed and updated if necessary as a result of any changes to the regulations.

7.3.5 Impact of Tourism & Cultural Events

There has been an increase in the number of visitors to Scotland generally but specifically to locations in the NHS GGC area. This is through an increase in cruise ships arriving through the Port of Greenock in Inverclyde as well as the increase in international flights at Glasgow airport in Renfrewshire. The number of hotels rooms in the area has increased. The influx is particularly apparent during the summer months when there are a number of music festivals in the Glasgow area.

This can present particular health protection challenges such as the importation of unfamiliar or non-endemic communicable diseases, opportunities for transmission during mass gatherings, and the potential for mass exposure to point source environmental hazards. It also requires maintenance of good relationships across health board boundaries, across the 4 Nations, and, via the International Health Regulations National Focal Point, further afield.

7.3.6 Private water supplies

Environmental Health teams are responsible for regulating private water supplies. Private water supplies are those which are not provided by Scottish Water. The source of the water may be from springs, wells, boreholes, rivers or lochs. These can supply residential properties or commercial premises which vary from food businesses to rented cottages. The supplies are sampled according to a risk assessment to test for chemical and microbiological contamination to ensure their safety for public use. Enforcement action is taken where necessary to secure improvements to failing supplies and follow up cases of waterborne disease or contamination in the supply

7.3.7 Control of Major Accident Hazards (COMAH) Sites

Within the NHS GGC boundary there are six upper tier COMAH sites. In accordance with COMAH legislation, each of these sites has a multi-agency off-site incident management plan. These plans are developed by resilience partners, which include the Health Board and relevant Local Authorities, as well as emergency services and other agencies. These plans are updated and tested on a regular basis in accordance with the relevant legislation.

The sites are

- Provan gasworks (Glasgow)
- NuStar-Clydebank terminal (West Dunbartonshire)
- Chivas Brothers Dumbuck (West Dunbartonshire)
- Chivas Brothers Dalmuir (West Dunbartonshire)
- Beam Suntory and John Dewar and Sons Ltd, Westthorn Site (Glasgow)
- Diageo, Blythwood (Renfrewshire)

Additionally, NHS GGC have a mutual aid agreement in place with NHS Highland to provide initial response and subsequent support for incidents relating to HMS Naval Base Clyde (Faslane/Coulport).

7.4 Significant incidents and outbreaks in recent years

Table 3: Significant incidents and outbreaks with joint health protection response from 2018 to 2022 (not otherwise covered in the plan).

Situation	Dates	Description
Glasgow 2018 European Championships	2018	Glasgow 2018 European Championships were held 1st – 12th August 2018. Six groups of events, involved 3025 athletes, and a total of 8500 participants, including officials and others. Eight venues across the NHS GGC area were used for three groups of sports (aquatics, cycling and gymnastics), with rowing and triathlon based in Lanarkshire, and golf in Ayrshire. NHS GGC and NHS Lanarkshire shared health role in the multi-agency command centre.
Port Health call outs	2018-2019	Renfrewshire Council EHD and NHS GGC PHPU jointly responded to a number of Port Health call outs to Glasgow International Airport. Each situation requires individual risk assessment, and advice given includes personal hygiene, environmental cleaning and other aspects of infection control. No wider threat to public health was identified in these incidents.
Clusters of gastrointestinal pathogens identified through Whole Genome Sequencing (WGS)	2018-2019	<p>Following the introduction of routine whole genome sequencing (WGS) of gastrointestinal pathogens in Scotland, a number of case clusters were identified, (with isolates of identical/ near identical sequences indicating a common source), with cases spread across different Scottish NHS boards, and/ or across the UK.</p> <p>The investigation of several clusters involving GGC residents (for a range of pathogens including e-coli, salmonella and shigella), were supported jointly by the respective environmental health teams and NHS GGC PHPU, through case interviews (including trawling questionnaires to identify potential food sources), and inspection and environmental sampling at implicated food premises where indicated.</p>
Non A-E Hepatitis	2022	A cluster of cases of hepatitis of unclear origin were identified by paediatricians at the Royal Hospital for Children in Glasgow. Research by the University of Glasgow identified preceding adenovirus infection as a possible trigger along with a possible genetic predisposition. Trawling questionnaires were conducted locally and extensive testing was conducted by laboratory colleagues to identify potential causative agents.

Situation	Dates	Description
Incidents in childcare, school and higher education settings	2018-2019	<p>NHS GGC PHPU and environmental health and other Local Authority colleagues routinely collaborate to investigate incidents in childcare, school and higher education settings. Examples of such incidents in the last two years included:</p> <p>Hepatitis A diagnosis of a primary school pupil: Mass vaccination arranged for pupils and staff in school, and environmental health advice was provided to the school regarding hygiene measures.</p> <p>Schistosomiasis diagnosis of a secondary school pupil following a school trip to Malawi: Advice was provided to all other pupils and staff involved in the trip (common exposures) to get screened for Schistosomiasis in primary care</p> <p>Contacts of a measles case, who had attended a school event at a local University: contacts were identified and advice provided in collaboration between HPS, NHS GGC PHPU and the schools whose pupils had attended the event.</p> <p>Norovirus outbreaks in schools and nurseries: Support and infection control advice by environmental health and NHS GGC PHPU is routinely given to schools and nurseries experiencing norovirus outbreaks (with increases in norovirus activity in such community settings usually seen over the winter months).</p>
Zoonotic incidents / incidents related to pet exposures	2018-2019	<p>Over the last two years, a small number of cases of zoonotic infections in the GGC area for which domestic pets were identified as the most likely cause of infection were investigated jointly.</p> <p>This included cases of psittacosis (with pet birds as the likely source) and Seoul Hantavirus (with pet rats as the likely source). EHOs visited any affected household as appropriate to assess the circumstances, and advise in collaboration with PHPU on the appropriate control measures and infection control advice.</p> <p>Several staff of a veterinary practice received post-exposure prophylaxis for rabies after handling an aggressive dog, which originally stemmed from an eastern European country where rabies is endemic. The dog was euthanized and a post-mortem was conducted to exclude rabies.</p> <p>An imported Romanian dog with brucellosis required extensive contact tracing in collaboration with PHS and West Dumbartonshire EHOs. Several veterinary practices were contacted and referrals made to HPTs in Ayrshire and England</p>
Polmadie and West Burn contamination	2019	<p>Clyde Gateway, in collaboration with the Scottish Environment Protection Agency (SEPA) and Glasgow City Council have carried out remediation works to reduce hexavalent chromium contamination in the West Burn and Polmadie Burn, linked to historic chemical works in the area.</p>

8 Health protection: resources and operational arrangements

8.1 Staffing and ICT resources

“Competent person” is a designation under the Public Health etc (Scotland) Act 2008 and subsequent regulations, and indicates an individual designated by the Health Board or Local Authority, who is empowered to use the relevant powers listed under the Act. In NHS GGC there are 16 individuals who are designated as competent persons, supported by a further nine staff members (including TB specialist nurses, epidemiology and analytics staff, civil contingencies planning unit and other senior staff).

Table 4 demonstrates the numbers of competent persons and other staff in each organisation as full time equivalents. Staffing resource may fluctuate during the period covered by the plan.

Table 4 Competent persons and other staff contributing to the public health protection function by Local Authority

	Competent persons designated under the Public Health etc (Scotland) Act 2008 (FTE)	Others who contribute to public health protection functions (FTE)
NHS GGC	15.2	15.4
Glasgow City	26	52.7
East Dunbartonshire	11	2
West Dunbartonshire	11	9
East Renfrewshire	6.3	3.2
Renfrewshire	11 + 1 vacant	11.5
Inverclyde	8	8

All partners have access to IT equipment relevant to their roles, including desktop and laptop computers, mobile telephones and email. In common with all other NHS territorial boards, PHPU uses the HPZone case and incident management system to manage workflow and to act as the formal record of PHPU response. Additional statistical and epidemiological software and tools are available in PHPU to assist in outbreak response.

8.2 Out of hours/on-call arrangements

8.2.1 NHS GGC

NHS GGC maintain a 24/7 public health service. During office hours (Mon-Fri 9am to 5pm) duty Health Protection Nurse Specialist (HPNS) or Consultant in Public Health Medicine (CPHM) can be contacted via the PHPU office. Outside office hours the on-call public health services can be accessed via the NHS GGC switchboard. There is a CPHM available at all times, and they are able to mobilise additional resource in accordance with incident management plans. It is anticipated that ongoing organisational change work will provide increased weekend daytime capacity.

8.2.2 East Dunbartonshire

During office hours (Monday to Friday 9am to 5pm) Environmental Health staff can be contacted on 0300 123 4510 and by email on environmental.health@eastdunbarton.co.uk. Out of hours a member of the management team can be contacted by telephoning the above number.

8.2.3 East Renfrewshire

The Council has no specific out-of-hours Environmental Health provision. However, the Council is part of the Civil Contingencies Service which has on-call officers and, within the Council's Emergency Plan, there are arrangements that enable the Council's 24-hour Contact Centre to contact key Environmental Health staff should there be an emergency.

8.2.4 Glasgow City

A call centre responds to calls 24/7 and during office hours (Mon-Fri, 9am-5pm) information will be forwarded to Environmental Health Officers. An Environmental Health Officer may be available at weekends (9am-5pm) and there may be one EHO available between 5pm and 3.00am every night (excluding public holidays). The call centre will forward information to the appropriate officers at weekends and after 5pm. Between 3.00am and 9am the call centre will direct all emergency calls to one of four Assistant Managers or the Group Manager.

8.2.5 Inverclyde

Office hours are 8:45 – 16:45 Monday to Thursday and 8:45-16:00 on Friday. Out of hours contact in the event of an outbreak or incident is by direct contact with the Public Protection Service Manager, the Health Protection Team Leader or the Public Health & Housing Team Leader. For emergencies and incidents which extend beyond a single service response the council's Civil Contingency Service provide a 24/7 response which would include the activation of a Council Incident Officer (CIO) to manage the council's response.

8.2.6 Renfrewshire

Renfrewshire Council Environment & Communities operates an emergency on call service. Outside of office hours a mobile telephone number is manned 24 hours for response to health protection emergencies. This is staffed by EHOs on a rotational basis and all officers are listed as Competent Persons. The on call service covers Port Health emergencies at Glasgow Airport which are responded to jointly by Renfrewshire Council EHOs and Consultants in Public Health Medicine from NHS GGC. Renfrewshire Council has an Emergency Contacts Directory which lists all appropriate persons in Renfrewshire Council for contact in an emergency

8.2.7 West Dunbartonshire

Contact with WDC Environmental Health during normal working hours is via phone or email (0141 951 7957 environmental.health@west-dunbarton.gov.uk). WDC has a system of emergency contact (phone and email) for Environmental Health in the event of public health incidents and emergencies arising out-of-hours through the Civil Contingencies Service. This system provides for contact of senior officers with capacity to initiate a service response. WDC Emergency Controller – Council Out of Hours Emergency Contact 0800 197 1004

8.3 Standard Operating Procedures

The PHPU within NHS Greater Glasgow and Clyde and the six Local Authorities have Standard Operating Procedures (or similar) which are subject to regular review. Many of these relate to health protection, food safety and food hygiene. SOPs are subject to regular audit. The Med-Vet Group has produced a joint protocol for the epidemiological investigation and surveillance of infectious intestinal diseases which is followed by both the Board and the Local Authorities. It describes how PHPU and colleagues in the Local Authorities deal with cases of infectious intestinal diseases such as salmonella and E coli O157.

8.4 Maintaining knowledge and skills

8.4.1 NHS GGC

All consultants and registrars who take part in duty rota are required to maintain their skills and record continuing professional development (CPD) activities with the Faculty of Public Health (FPH) or alternative Royal College. FPH carry out random audits of members' CPD returns. Maintenance of CPD records is also checked at yearly appraisals carried out in the Board. This is in keeping with current General Medical Council (GMC) requirements on revalidation and appraisal for doctors.

Similar arrangements are in place for HPNS, in accordance with the Agenda for Change Knowledge and Skills Framework process and nursing revalidation.

8.4.2 Local Authorities

Local Authority Environmental Health professionals generally have a Performance Development Review, or equivalent, on an annual basis. The majority of EHOs undergo ongoing training to maintain the necessary skills and competencies on a wide range of public health and environmental matters, including health protection. In addition, there are specific requirements in terms of ongoing CPD and experience required for food enforcement. Many environmental health professionals also take part in the Royal Environmental Health Institute of Scotland (REHIS) scheme of CPD, and can gain and maintain Chartered Status as an Environmental Health Officer.

Local Authority Environmental Health services participate in a number of liaison groups, e.g. West of Scotland Food Liaison Group, West of Scotland Health and Safety Liaison Group, Public Health and Housing Working Group and the Central and West of Scotland Pollution Control Group. At these liaison groups, new legislation, guidance, consultation documents, common issues of interest and difficulties that authorities are experiencing are discussed and common approaches determined. These groups also provide a network where Environmental Health Professionals can contact other group members outwith meetings for advice and information.

8.4.3 Joint training

The Med-Vet Group routinely shares details of relevant training opportunities and conferences, and arranges joint visits to appropriate site visits (ie water treatment works, waste management). Joint training sessions between GGC PHPU and Local Authority environmental health staff are also held.

9 Health protection services: capacity and resilience

In the GGC area there are a number of emergency plans that are reviewed, exercised and updated on a regular basis, which are detailed earlier in this plan.

PHPU works closely with the NHS GGC Civil Contingencies Planning Unit. All signatories to this plan are members of the multi-agency West of Scotland Regional Resilience Partnership and the appropriate Local Resilience Partnership(s).

Four Local Authorities are members of a Joint Civil Contingencies Service (CCS). This is based in Paisley and covers East Renfrewshire, Inverclyde, Renfrewshire and West Dunbartonshire Council areas. The CCS provided the secretariat and supported a number of working groups covering the whole NHS Board area during the pandemic.

A memorandum of understanding exists between the West of Scotland NHS Boards (NHS Ayrshire & Arran, NHS Dumfries & Galloway, NHS Greater Glasgow & Clyde, NHS Highland (for Argyle and Bute) and NHS Lanarkshire) to provide mutual aid in public health emergency situations.

In addition, NHS Ayrshire & Arran, NHS Dumfries & Galloway, NHS Greater Glasgow & Clyde and NHS Lanarkshire have agreed to work together to provide appropriate personnel to form a Scientific and Technical Advice Cell (STAC) to advise the West of Scotland Regional Resilience Partnership in emergency situations. A similar memorandum of understanding exists between the thirteen Local Authorities of the West of Scotland Regional Resilience Partnership. This enables councils to support each other during emergencies if required.

9.1 Public Health Workforce

It is recognised locally and nationally that there have been both historic and current challenges in recruiting and retaining specialist health protection workforce, across all partners and agencies. There has been some legacy benefit from the pandemic response, with Scottish Government providing support for there to be an improved resilience and capacity in health protection teams. Though most of the structures across Test, Trace, Isolate and Support programmes have now been stood down, there have been a small number of additional permanent staff, for example new nursing and data analyst roles in PHPU. However this needs to be seen in the context of historical under-resourcing of health protection teams, remaining gaps in consultant level staffing across Scotland, and the very tight financial position, which is affecting all public services.

Prior to the pandemic a number of short, medium and long term actions were proposed to increase the resilience of the Environmental Health Workforce which was suffering from an ageing staff demographic and a fall off of new entrants to the profession. Although there was support for a number of these at varying levels the impact of the pandemic together with the subsequent stresses on the Scottish Government budget has meant that there has not been as much progress in some areas as might have been hoped for.

One area where there has been significant progress is in the change in the Environmental Health degree, currently offered by the University of the West of Scotland. This has moved to encompass the practical training required by REHIS prior to professional qualification.

Previously graduates had to find training places after their degree often against a background of local government cuts. This resulted in a failure for some to enter the profession with a concomitant impact on the popularity of the Environmental Health course. It is hoped that the professional experience element will make it easier for graduates to enter the profession and have a knock on effect on the popularity of Environmental Health as a career option.

10 Health Protection: public involvement and feedback

There are a number of different ways that the Health Board and Local Authorities consult and engage regularly with the public. These include follow up telephone calls regarding public satisfaction with services; customer feedback questionnaires - such as pest control or environmental health premise inspections; Citizens' Panel surveys, online methods of feedback for patients (Care Opinion and NHS GGC Online Feedback), carer audits, patient interviews etc.

In line with the Patient Rights (Scotland) Act 2011, NHS GGC seeks patient feedback, comments, complaints and concerns on an ongoing basis and through a range of different methods, to improve patients experience of using health services, and to support people to become more involved in their health and health care. The range of different methods used to elicit feedback and the governance structure, as well as findings on common themes and actions taken in response are published annually.¹⁰

NHS GGC PHPU has been exploring means of improving patient and public involvement with a view to improving service delivery. It is anticipated that a more active approach to seeking feedback on the above activities will be taken. This is likely to include the use of survey software or phone call using translator services for those who do not speak English. Whilst many interactions with public health only comprise one phone call, certain situations do arise for which ongoing support for the affected individuals is necessary. As such, key points to assess are not only the clarity of the information provided, but also the usefulness of the support given and how this can be improved. This exercise is anticipated to be undertaken in 2023 with the support of NHS GGC Patient and Public Involvement (PPIT) Team. Key actions to undertake in the coming year include:

- Identification of acceptable means of communication to seek feedback in-keeping with staffing, IT and budget constraints.
- Agreement amongst PHPU staff regarding questions to be included in any feedback exercise.
- Maintaining an ongoing relationship with the PPIT.
- Establishment of governance processes to incorporate feedback into service quality improvement activities.

Below are some examples of public involvement and feedback exercises within the signatories to this plan.

- A sample of service users are contacted and their views on the level of satisfaction obtained. The Council's Facebook page is also used to provide information on Council services, including Environmental Health. Residents can then use this to raise local issues with the Council
- Environmental Health consults, engages and encourages participation in service improvement, and satisfaction levels are gauged through direct face to face contact, community engagement events, directed survey and open invite through web services and social media.
- Peer support and patient engagement programme for adults attending for HIV Treatment and Care. The HIV Prevention Treatment and Care group is planning to co-opt a patient representative onto its steering group. The Stigma Reporting process allows those living with HIV to feedback if they have experienced HIV related Stigma and Discrimination within the NHS.

¹⁰ https://www.nhsggc.org.uk/media/254892/patient_feedback_annual_report_2018-2019.pdf

- Waverley Care is commissioned by NHS GGC to deliver HCV Patient Information and Support services and also the African Health Project. Both of these contracts include user engagement to help understand the needs of the population and target interventions/services effectively.
- Direct public involvement through lay representatives on formal bodies and working groups, for example infection control committees.
- To ensure effective and appropriate communication with the public on perceived and actual risks to health, the communication teams of the Health Board and the respective Local Authorities form an important part of problem assessment groups and incident management teams.
- As part of the Vaccine Transformation Programme, and to ensure that the public were involved from the outset in the discussions on service design for vaccine delivery, a national study was carried out in 2018 to explore the public views of vaccination delivery¹¹. Eighteen extended focus groups were conducted across six NHS Health Board areas including NHS GGC.
- The NHS GGC PHPU team and the Local Authority environmental health teams, interview members of the public who are affected by notifiable infections to identify the likely source of infection, to organise any required prophylaxis and control measures, and to provide infection prevention and control advice to ensure that the infection is not passed on. Any questions and concerns by these individuals are addressed during these conversations, and individuals are encouraged to get back in contact through phone or email (details provided on pathogen information leaflets) if they have any follow up questions.
- In addition to responding to immunisation enquiries from healthcare professionals, the NHS GGC PHPU team routinely respond to enquiries from members of the public (via email as well as through telephone conversations), including recording and addressing any issues with access to immunisations.
- Governance sign off for the JHPP involves public representation by councillors as elected officials, through the relevant Local Authority committees (see p.2).
- The JHPP is a public facing document and the relevant webpage for the JHPP2018-20 on the NHS GGC website was viewed 181 times (to January 2020).

¹¹ <http://www.healthscotland.scot/media/2492/exploring-public-views-of-vaccination-service-delivery.pdf>

11 Outline work plan

In addition to the day-to-day strategic and reactive health protection work undertaken by the partner agencies, which have been outlined in this plan, an action plan of specific activities is developed and taken forward over the life of each plan by the partner agencies and the wider “Med-Vet” group.

Highlights of progress against the work plan for 2018-20 and 2020-22 (unpublished).

- The Outbreak Control Plan, its supporting documents and procedures have been reviewed and updated. It has been renamed “Incident Management Plan” and has received one major and two minor updates since the publication of the 2018 plan. It has also been adopted by the NHS GGC Infection Prevention and Control Team, so a single outbreak/incident management plan is used across the Board.
- Enteric protocols and generic enteric forms have been reviewed and updated to ensure that they are aligned to current practice, and regular audits of performance in management of enteric cases continue on an annual basis. Partners to this plan are also engaging with the SHPN work to harmonise data collection for enteric pathogens across Scotland.
- Plans, policies and SOPs have been updated in line with the updated E.coli public health guidance issued by the Scottish Health Protection Network in December 2018.
- The Med-Vet Group routinely shares details of relevant training opportunities and conferences, and arranges joint visits to appropriate site visits (e.g. water treatment works, waste management), and this will continue in 2020-22. A rolling programme of joint training sessions between GGC PHPU and Local Authority environmental health staff was progressed over the lifespan of the JHPP2018-20. Plans to continue this work, and to develop opportunities to complete part of EHO work based training at the GGC PHPU were paused due to the pandemic
- Efforts to strengthen and harmonise where possible mechanisms for patient and public involvement in health protection activity are ongoing (see section Health protection: public involvement and feedback)
- Work with Health and Social Care Partnerships over the last two years has ensured all parties are aware of the process for mobilising response to outbreaks and incidents, and this work will continue (e.g. through involvement in the exercise of the outbreak control plan).
- The public health reform process has been concluded, with the creation of PHS during the pandemic. We will continue work directly with PHS, and through SHPN as the new national public health agency develops and settles into its position in the whole system health protection response.

An outline of key areas of work to be undertaken during the course of the 2023-25 plan are summarised below. The Public Health (Health Protection) Liaison Working Group (the Med-Vet Group) are commissioned by, and have delegated responsibility on behalf of, the Director of Public Health to develop detailed action plans for each of these areas of work:

- The Incident Management Plan will be tested in a full scale incident management exercise in 2023, followed by its review and revision in 2024;
- The enteric investigation protocol will be reviewed and revised in 2023 to align to current practice and outcomes of regular audits of performance in management of enteric cases;
- The blue-green algae (cyanobacteria) plan will be reviewed following the expected publication of updated national guidance later in 2023;
- The Port Health procedures, including procedures relating to animal health, will be reviewed, updated and subjected to exercise;
- Given the growing threat from avian flu to commercial flocks and wild birds, we will develop joint avian influenza response plans early 2023;
- We will monitor the implementation of the recent changes to the Scotland smoke-free hospitals legislation, especially in relation to the enforcement aspects of the legislation.
- In keeping with JHPP Scottish Government Guidance, we will carry out structured patient feedback with support of the NHS GGC PPIT.
- We will recommence joint health protection training sessions between partners and explore of training placement opportunities between partners.

Annex: NHS Greater Glasgow and Clyde summary population profile

01 October 2022

Contents

1	Population distribution	38
1.1	GGC trend in total population over time, by Local Authority	38
1.2	GGC population distribution by age	40
1.2.1	Population by age over time, 2021 versus 2011	40
1.2.2	Population distribution by age and Local Authority, 2021	41
1.3	Population distribution by Scottish Index of Multiple Deprivation 2020	42
1.4	Population distribution by ethnicity	44
2	Period life expectancy	45
2.1	Period life expectancy over time and by Local Authority	45
2.2	Period life expectancy (2017-2021) by Local Authority and SIMD quintile	47
3	Burden of disease	48
4	Population projections	52
4.1	Population projections for NHS Greater Glasgow and Clyde to 2043	53

Key points

The population of NHS Greater Glasgow and Clyde (GGC) increased by nearly 7% over the last 15 years, though the most recent mid-year estimates saw a stagnation in growth. Demographic challenges for health services include an upward shift in age distribution over time and a high proportion of the GGC population living in deprived data zones. GGC is home to a substantial proportion of residents from ethnic minority groups. All population estimates are subject to change, pending the results of the 2022 census for Scotland.

Period life expectancy at birth decreased for the most recent period (2018-2020), driven by COVID-19, and for males also driven by drug deaths. Life expectancy is lower for residents of more deprived areas, i.e. lives are being cut short. Scottish burden of disease estimates for GGC residents illustrate the difference in health loss across age groups and the shift with age in conditions most influential for health losses.

There are significant differences in the population distribution by age, deprivation and ethnicity between and within the six partnership Local Authorities – this heterogeneity of the population needs to be taken into account to achieve equity in health service provision and access.

Current population projections show continued growth and ageing of the GGC population over the next 10-25 years for GGC. The reliability of projections decreases over time, and projections tend to be less reliable in periods of rapid change.

1 Population distribution

The latest available population data for Scotland is based on mid-year population estimates as released by National Records Scotland (NRS), which are subject to change, with revisions planned taking account of the additional information gained from the census results. Results from the Scotland 2022 census are expected to become available in 2023.

1.1 GGC trend in total population over time, by Local Authority

Data source: [Population Estimates Time Series Data | National Records of Scotland \(nrs.scotland.gov.uk\)](https://nrs.scotland.gov.uk/population-estimates)

NHS Greater Glasgow and Clyde (GGC) health board has a total population of 1,185,040 residents, according to the latest available NRS mid-year population estimates for 2021. Glasgow City accounts for more than half of the population of GGC (53.6%) and thus heavily influences all statistics for GGC overall (Table 1).

The population of GGC increased by 6.9% over the 15 year period from 2006 to 2021. Glasgow City and East Renfrewshire saw the largest relative increase in their respective population over this time (11.7% and 7.6% increase respectively), whereas the population of Inverclyde and West Dunbartonshire decreased (-6.8% and -4% respectively).

NRS has released an interactive dashboard¹², which shows the underlying components of population change (natural change, net migration and others) which drive these changes. Between 2011 and 2021, the increase in population for East Dunbartonshire and East Renfrewshire was mainly driven by positive net migration from within Scotland. The main driver of population increase for Glasgow City over that time period was international migration (net within Scotland migration was negative for Glasgow City over that period). The most influential driver for the population decrease in Inverclyde and West Dunbartonshire over this period was natural change (fewer births than deaths), and negative net migration within Scotland (the latter was a more influential contributor to population decrease in West Dunbartonshire than Inverclyde).

In 2021 (for the first time since 2006) Glasgow City saw a small decrease in population compared to the previous year (-0.1%), and the population for GGC overall also decreased marginally (-0.02%). All six partnership Local Authorities (LA) saw a negative natural change (more deaths than births recorded) from the 2020 to 2021 mid-year estimates. The overall increase in the population for East Dunbartonshire, East Renfrewshire and Renfrewshire for the 2021 compared to 2020 estimates was due to net inwards migration exceeding the negative natural change in these LAs (see Figure 8 in [Mid 2021 Population Estimates, Scotland, Report \(nrs.scotland.gov.uk\)](https://nrs.scotland.gov.uk/mid-2021-population-estimates)).

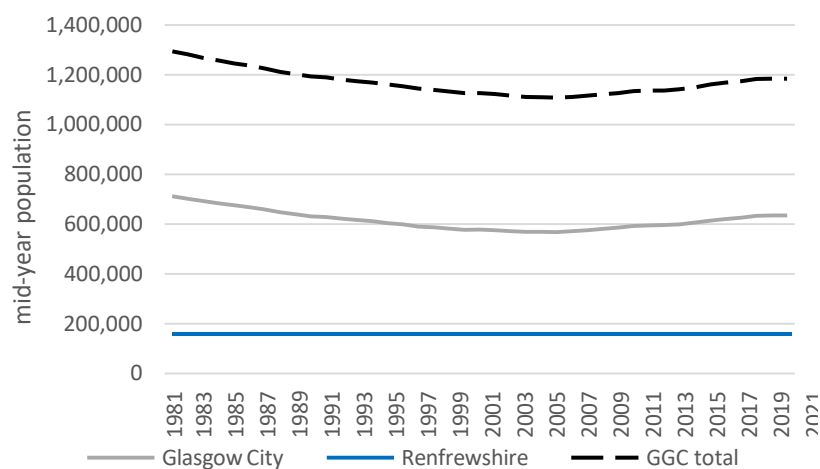
¹² [Population Estimates of Scotland - National Records of Scotland \(shinyapps.io\)](https://shinyapps.io/population-estimates-scotland/)

Table 5: GGC mid-year population estimates 2021, and changes compared to 2006 and 2020 (source: NRS)

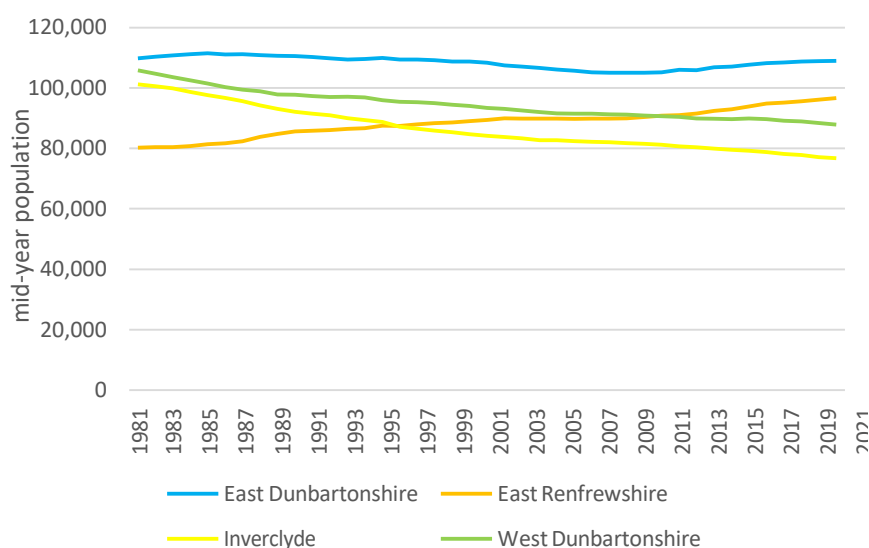
Local Authority	mid-year population estimate 2021 (% of GGC population)	percentage change in population over 15 years (2021 v 2006)	percentage change in population over last year (2021 v 2020)
East Dunbartonshire	108,900 (9.2%)	3.1%	0.1%
East Renfrewshire	96,580 (8.1%)	7.6%	0.5%
Glasgow City	635,130 (53.6%)	11.7%	-0.1%
Inverclyde	76,700 (6.5%)	-6.8%	-0.5%
Renfrewshire	179,940 (15.2%)	5.1%	0.3%
West Dunbartonshire	87,790 (7.4%)	-4.0%	-0.6%
GGC total	1,185,040 (100.0%)	6.9%	0.0%

Figure 1: GGC population mid-year estimates by Local Authority over time, 1981 to 2021 (source: NRS). Figure split to allow visualisation of trends through different y-axis scales 1a) GGC total, Glasgow City and Renfrewshire; 1b) East Dunbartonshire, East Renfrewshire, Inverclyde and West Dunbartonshire

1a)



1b)

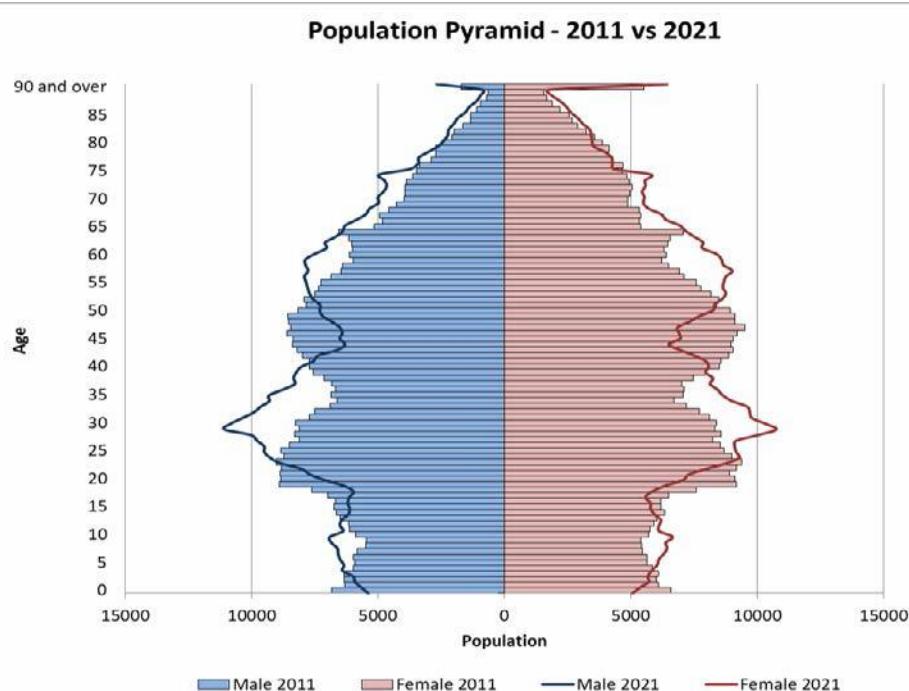


1.2 GGC population distribution by age

Data source: [Population Estimates Time Series Data | National Records of Scotland \(nrscotland.gov.uk\)](https://nrs.scot.nhs.uk/population-estimates-time-series-data/)

1.2.1 Population by age over time, 2021 versus 2011

Figure 2 shows the population distribution of GGC by age group in 2021 compared to 2011. This shows that whilst the majority of the GGC population remained in the working age groups, there has been an upwards shift in age distribution. The 16-24 year old age group saw a decrease (13%, ~20,000 persons) between 2011 and 2021. The largest absolute increase (~38,800 persons, 12%) occurred in the 25 to 44 year olds. Whilst the number of people 85 years and over increased by only ~3,900 individuals over that time, this poses the largest relative increase by age group (18% increase). Figure 3: GGC population pyramid by age and sex, 2021 compared to 2011 (source: NRS)



1.2.2 Population distribution by age and Local Authority, 2021

Figure 4 shows the differences in population by age group between the partnership LAs, based on the 2021 mid-year estimates. East Dunbartonshire has the highest proportion of residents aged 65 years or older (23%), East Renfrewshire has the highest proportion of children 15 years or younger (20%), but also a relatively high proportion of residents aged 65 years and older (21%). Glasgow City has the highest proportion of those aged 16 to 64 years (71%), and the lowest proportion of those aged 65 or older (14%). shows a population pyramid by age and sex, which further illustrates this shift in age distribution over time.

Figure 2: GGC population distribution as a percentage by age group, mid-year estimates for 2021 compared to 2011 (source: NRS)

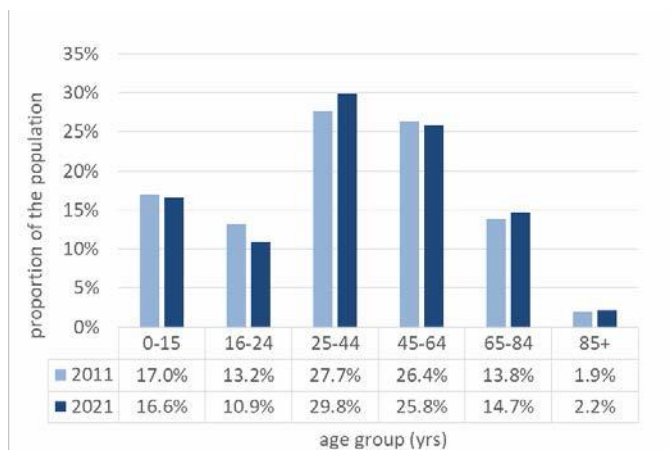
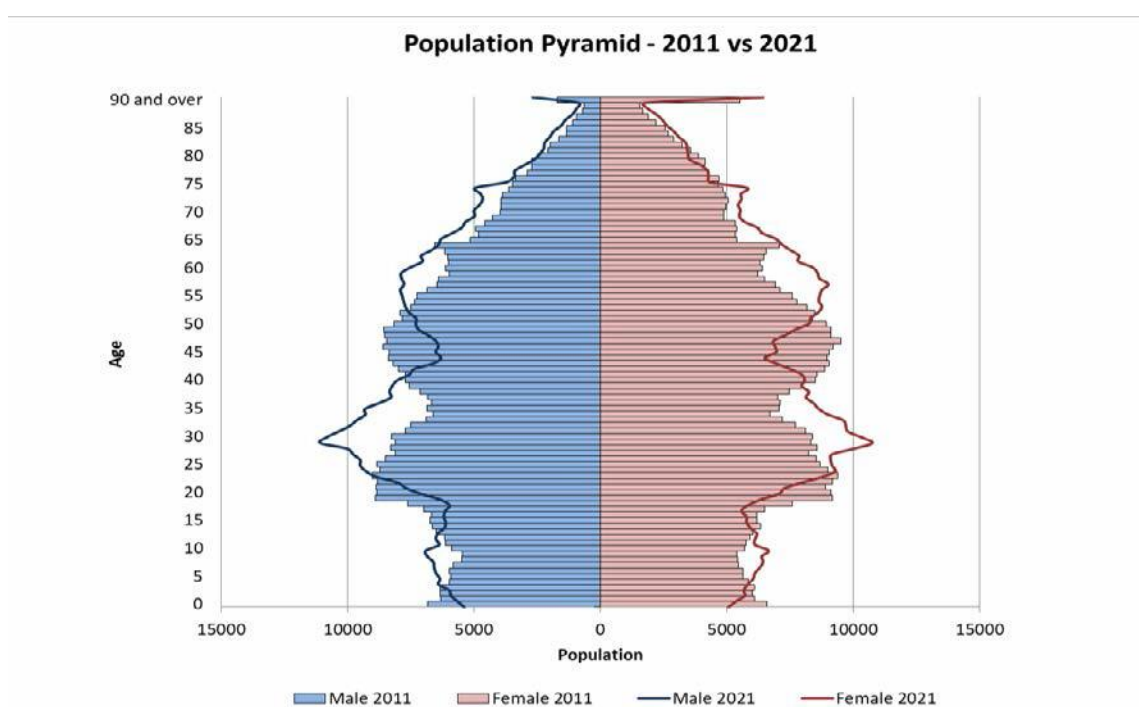


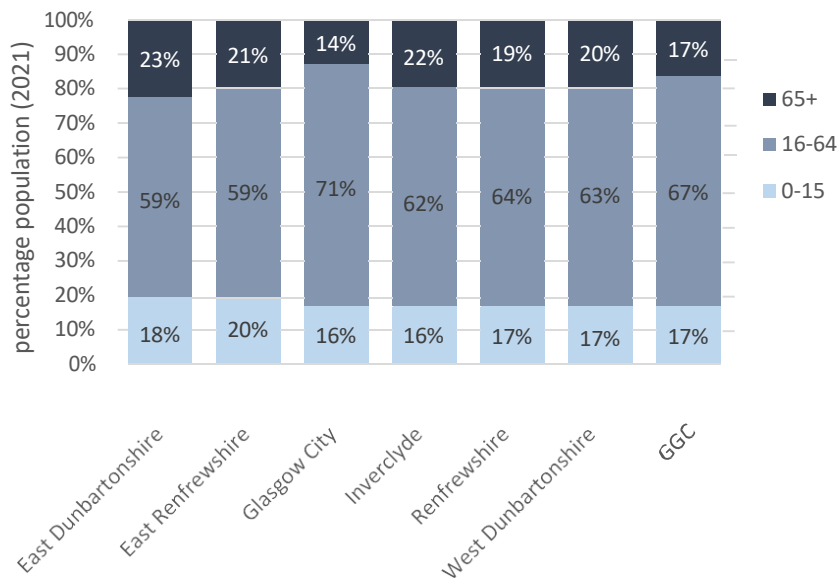
Figure 3: GGC population pyramid by age and sex, 2021 compared to 2011 (source: NRS)



1.2.3 Population distribution by age and Local Authority, 2021

Figure 4 shows the differences in population by age group between the partnership LAs, based on the 2021 mid-year estimates. East Dunbartonshire has the highest proportion of residents aged 65 years or older (23%), East Renfrewshire has the highest proportion of children 15 years or younger (20%), but also a relatively high proportion of residents aged 65 years and older (21%). Glasgow City has the highest proportion of those aged 16 to 64 years (71%), and the lowest proportion of those aged 65 or older (14%).

Figure 4: GGC population distribution in 2021, by age group and Local Authority (source: NRS)



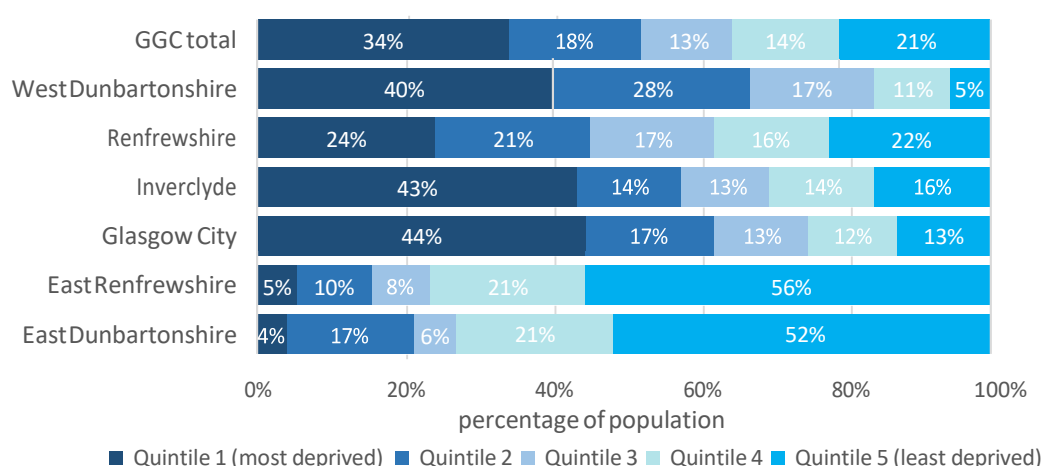
Population distribution by Scottish Index of Multiple Deprivation 2020

Data source: [Population Estimates by Scottish Index of Multiple Deprivation \(SIMD\) | National Records of Scotland \(nrscotland.gov.uk\)](#)

Deprivation in Scotland is measured using the Scottish Index of Multiple Deprivation (SIMD). The SIMD is a relative measure of deprivation across 6,976 small areas (called data zones). The ranking is updated at intervals, most recently in 2020 (SIMD 2020v2). If an area is identified as 'deprived', this can relate to people having a low income but it can also mean fewer resources or opportunities. SIMD looks at the extent to which an area is deprived across multiple (seven) domains: income, employment, education, health, access to services, crime and housing. Data zones are ranked from 1 (most deprived) to 6,976 (least deprived) according to the SIMD. Each SIMD quintile contains 20 per cent of Scotland's data zones, with Quintile 1 containing the 20% most deprived zones, and Quintile 5 the 20% least deprived zones. This section uses the 2020 annual mid-year population estimates for SIMD 2020v2 areas in Scotland (2011 Data Zone based). The 2021 mid-year population estimates by SIMD will be released later in August 2022.

Based on 2020 mid-year estimates, over a third (34%) of the population of NHS Greater Glasgow and Clyde are resident in the most deprived quintile of Scottish data zones (Quintile 1). *Figure 5* shows the differences in deprivation profile across the six partnership LAs. Glasgow City, followed by Inverclyde have the highest proportion of residents who live in the most deprived quintile of data zones (44% and 43% respectively). Glasgow City continues to have a higher proportion of residents in the most deprived quintile of data zones than other Scottish cities¹³. In East Renfrewshire and East Dunbartonshire more than half of residents live in the most affluent quintile of Scottish data zones (56% and 52% respectively), with only a small proportion (5% and 4% respectively), living in the most deprived quintile of data zones. *Figure 6* shows the heterogeneous distribution of deprivation across NHS Greater Glasgow and Clyde, as a map. Within Glasgow City, the North East Locality has the highest proportion of residents in the most deprived data zones¹⁴. Interactive maps are also available via the Scottish Government on <https://simd.scot/#/simd2020/>

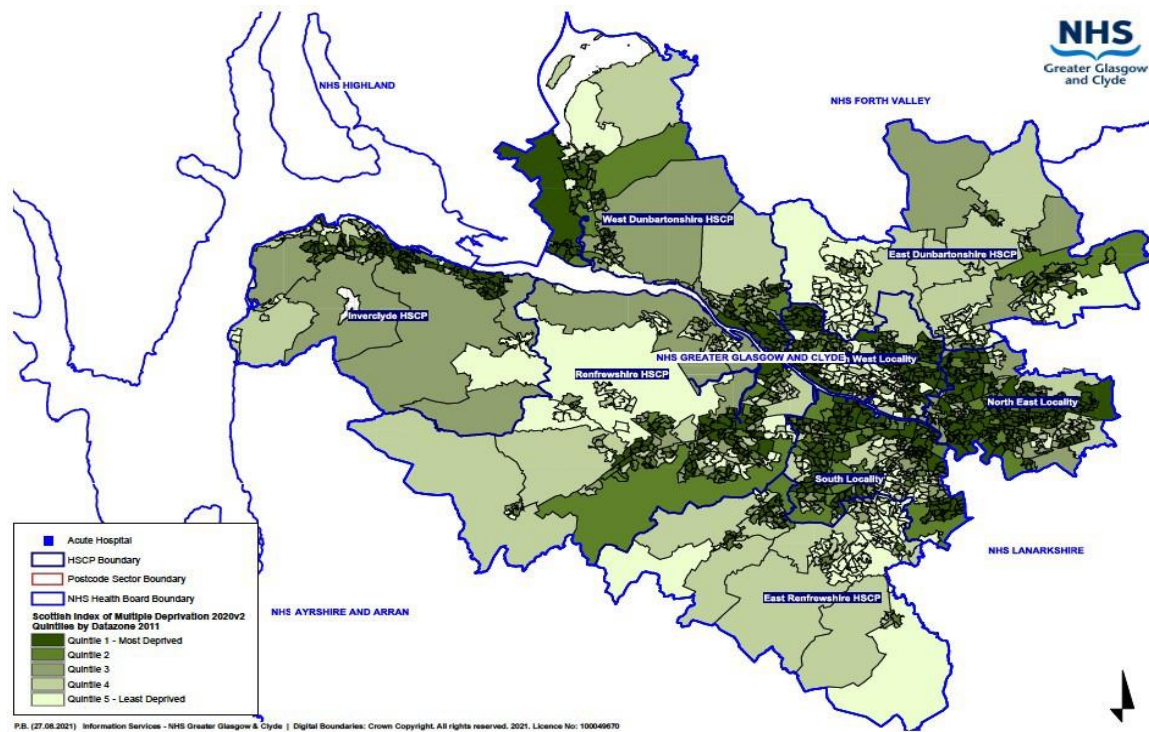
Figure 5: Mid-year 2020 population estimates by Local Authority and percentage distribution across SIMD2020 quintile (source: NRS)



¹³ [Health in a changing city Glasgow 2021 - report.pdf \(gcph.co.uk\)](#)

¹⁴ [HSCP Demographics and Needs Profile June 2022](#)

Figure 6: Map of SIMD quintiles 2020v2 attribution of data zones (data zone 2011) for NHS Greater Glasgow and Clyde

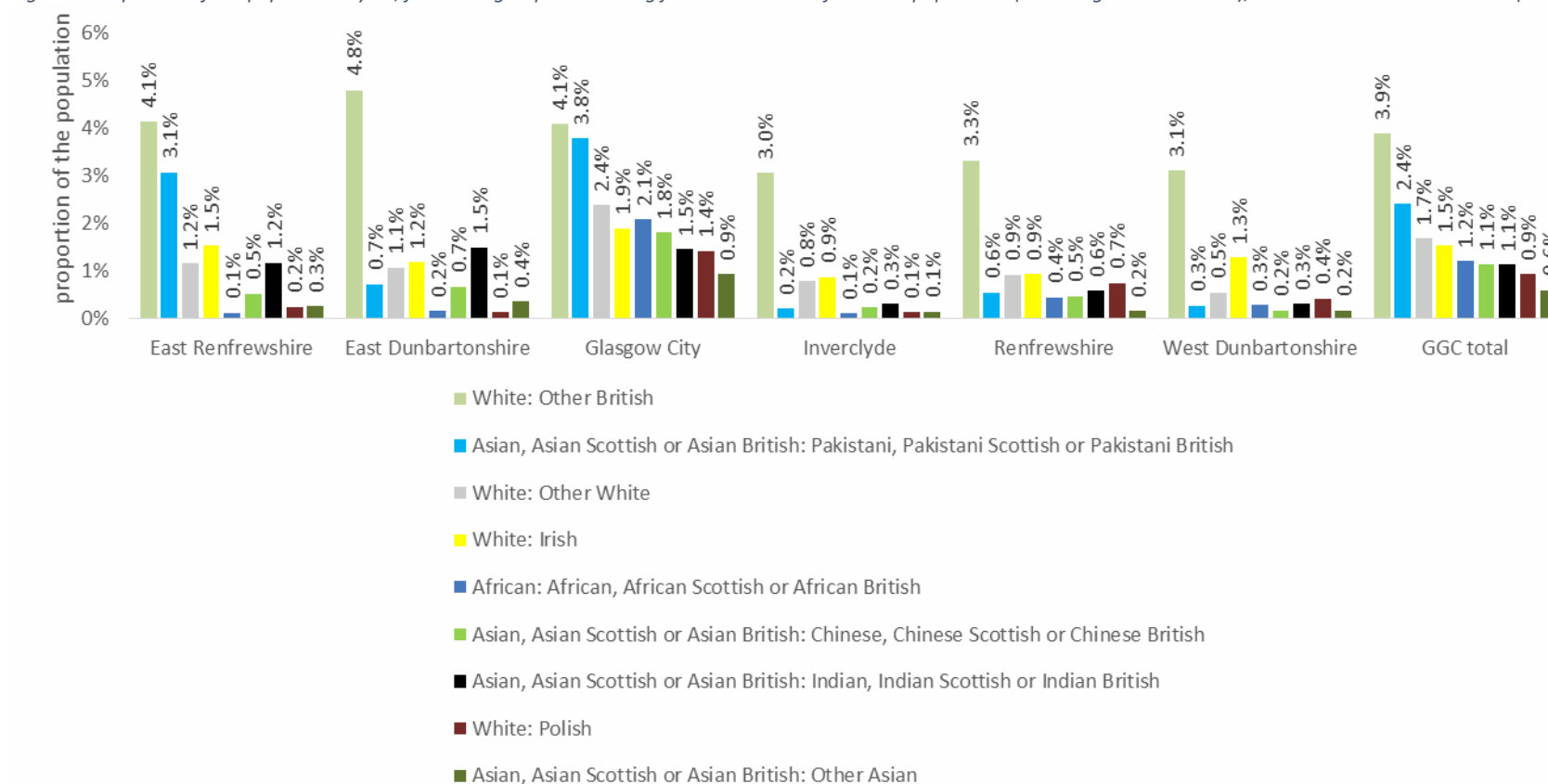


1.3 Population distribution by ethnicity

Data source: <https://www.scotlandscensus.gov.uk/>

According to the most recent published Scottish census estimates (2011), 84.4% of the GGC population identified as white Scottish, ranging from 78.6% in Glasgow City, to 93% in West Dunbartonshire. *Figure 7* shows the distribution by LA over ethnic groups which accounted for 0.5% or more of the GGC population (other than white Scottish). Due to the time elapsed since the last census, ethnicity estimates should be interpreted with caution. NRS mid-year population estimates show international migration as the main driver of population increase for Glasgow City between 2011 and 2021 (see section 1.1).

Figure 7: Proportion of the population by LA, for ethnic groups accounting for 0.5% or more of the GGC population (excluding white: Scottish), based on census 2011 results (source: NRS)



2 Period life expectancy

Data source: [Life Expectancy in Scotland, 2019-2021 | National Records of Scotland \(nrscotland.gov.uk\)](https://www.nrscotland.gov.uk/files/statistics/life-expectancy-in-scotland/19-21/life-expectancy-19-21-report.pdf)

Period life expectancy is often described as how long a baby born now could expect to live if they experienced today's mortality rates throughout their lifetime. This does not take into consideration future changes that may affect how long a person will live, e.g. developments in medicine or changes in legislation. Period life expectancy is thus not an accurate prediction of how long a person born today will actually live, but it is a useful measure of population health at a point in time and is most useful for comparing trends over time, between areas of a country and with other countries. This section uses data from the most recent available NRS estimates of life expectancy (2019-2021), the next annual update will be released in September 2023.

2.1 Period life expectancy over time and by Local Authority

Figure 9 shows the differences in period life expectancy at birth between the partnership LAs. Life expectancy at birth for East Dunbartonshire and East Renfrewshire was consistently higher over time, than in other partnership LAs, for both males and females. Life expectancy for males for these two LAs is comparable to the life expectancy in females in the other four LAs. Glasgow City has the lowest life expectancy for women and men respectively. The steepest decline in life expectancy for the most recent period (2019-2021) was seen for males in West Dunbartonshire. A decline in life expectancy in Inverclyde for both males and females started earlier, than the decline for the most recent period seen across most LAs. Life expectancy for females in Inverclyde recovered slightly for the most recent period (2019-2021) compared to previous estimates.

Figure 8 shows the period life expectancy at birth in GGC and Scotland by sex over time, from 1991-1993 up to 2019-2021 estimates. It shows that life expectancy for GGC residents was consistently lower than for Scotland overall, and life expectancy was higher for females than for males. Life expectancy increased over time and there was a gradual decrease in gap between females and males over this period. The graph also illustrates a plateauing of life expectancy from 2012-14 to 2017-2019, and a decrease in life expectancy at birth for 2018-20 and 2019-21 for both GGC residents, as well as Scotland overall. Scotland level data shows that the most important driver for the decrease in life expectancy for the most recent two periods (2018-2020, 2019-2021) were COVID-19 deaths. For males drug related deaths also contributed substantially to the decrease in period life expectancy for these latest estimate¹⁵.

Figure 9 shows the differences in period life expectancy at birth between the partnership LAs. Life expectancy at birth for East Dunbartonshire and East Renfrewshire was consistently higher over time, than in other partnership LAs, for both males and females. Life expectancy for males for these two LAs is comparable to the life expectancy in females in the other four LAs. Glasgow City has the lowest life expectancy for women and men respectively. The steepest decline in life expectancy for the most recent period (2019-2021) was seen for males in West Dunbartonshire. A decline in life expectancy in Inverclyde for both males and females started earlier, than the decline for the most

¹⁵ <https://www.nrscotland.gov.uk/files/statistics/life-expectancy-in-scotland/19-21/life-expectancy-19-21-report.pdf>

recent period seen across most LAs. Life expectancy for females in Inverclyde recovered slightly for the most recent period (2019-2021) compared to previous estimates.

Figure 8: Period life expectancy at birth in GGC and Scotland by sex over time (periods labelled: 2012-14, 2017-19, 2019-2021; source: NRS)

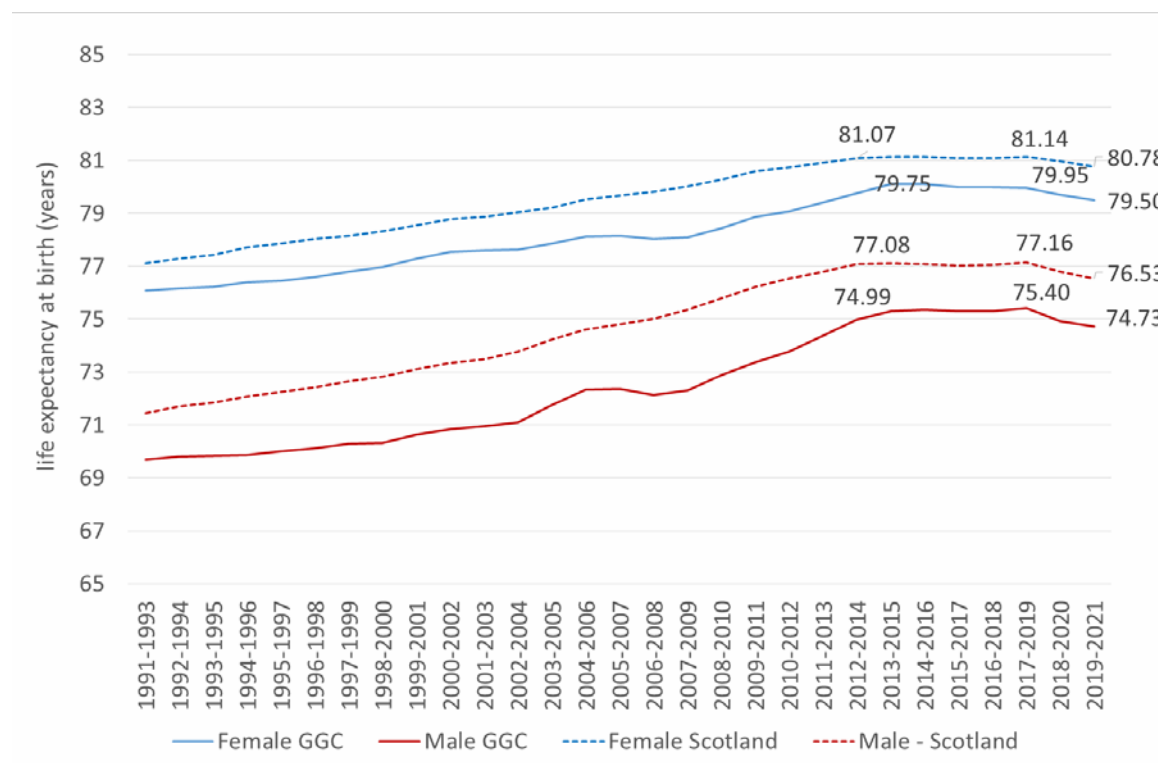
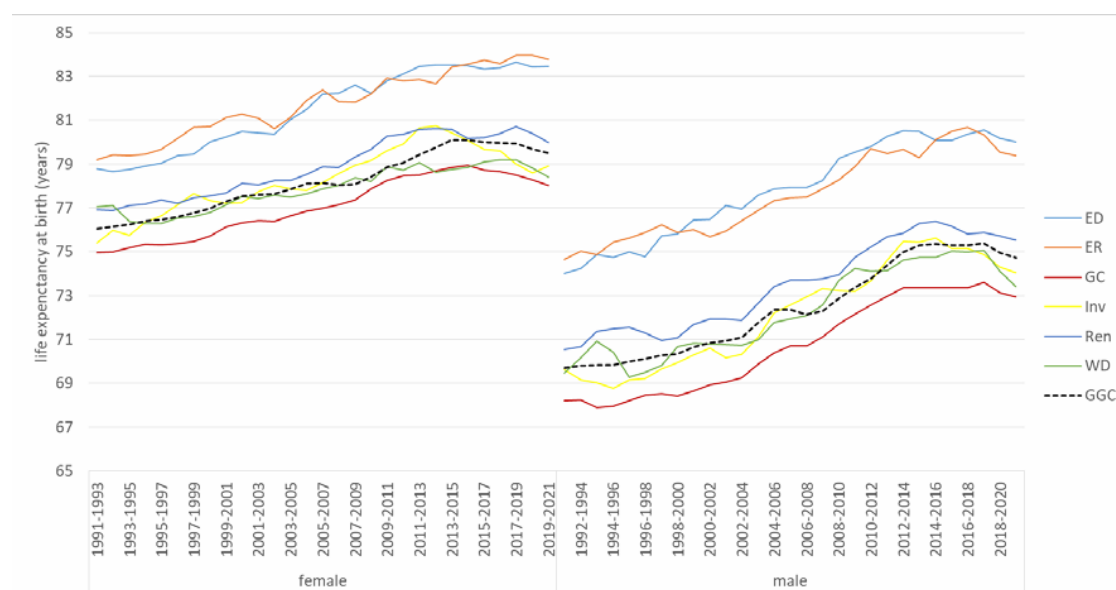


Figure 9: Period life expectancy at birth in GGC by sex and partnership Local Authority over time (source: NRS)

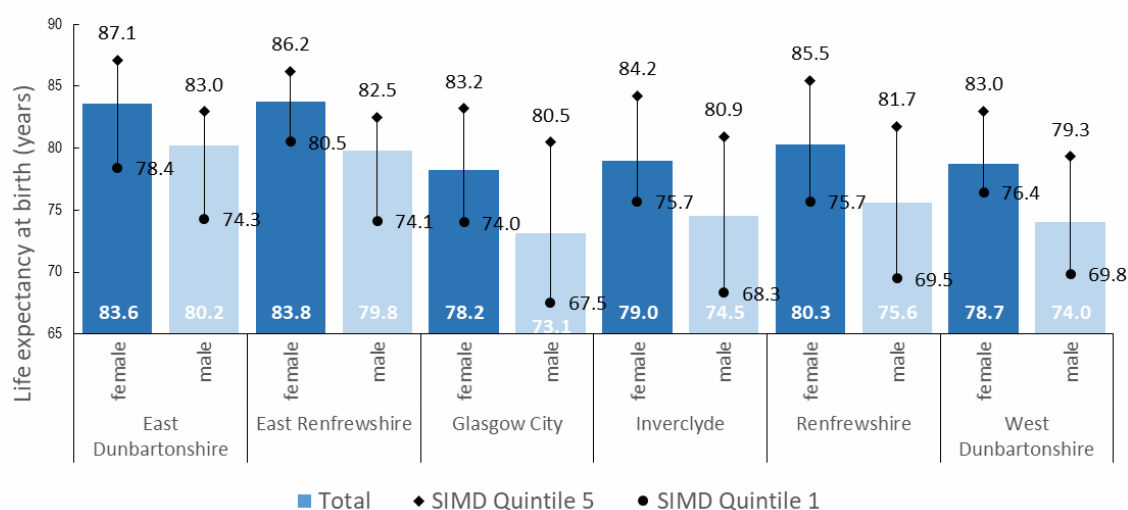


2.2 Period life expectancy (2017-2021) by Local Authority and SIMD quintile

Within each LA¹⁶, period life expectancy decreases, meaning lives are being cut short, with increasing deprivation. *Figure 10* shows that for the most recent available data break down by partnership LA and SIMD quintile (2017-2021), the lowest life expectancy was consistently seen for residents of SIMD quintile 1 (most deprived), and the highest in SIMD quintile 5 (least deprived) in both males and females. The gap in life expectancy between most (Quintile 1) and least deprived quintile (Quintile 5) was generally bigger for males than females.

For males, life expectancy was over a decade shorter in the most compared to the least deprived quintile in Glasgow City, Inverclyde and Renfrewshire (shorter in most v least deprived quintile by 13.0 years, 12.6 years and 12.3 years respectively). For females, life expectancy was close to a decade shorter in the most compared to the least deprived quintile for Renfrewshire and Glasgow City (shorter in most v least deprived quintile by 9.8 years and 9.2 years respectively). The gap in life expectancy between most and least deprived quintile was smallest for females in East Renfrewshire and West Dunbartonshire (shorter in most v least deprived quintile by 5.7 years and 6.6 years respectively), and for males in East Dunbartonshire (shorter in most v least deprived quintile by 8.6 years).

Figure 10: Period life expectancy at birth (2017 to 2021) by sex and partnership Local Authority and most (Quintile 1) versus least (Quintile 5) deprived SIMD Quintile (source: NRS)



¹⁶ Life expectancy estimates at the health board level by SIMD quintile are not included in the routine NRS outputs.

3 Burden of disease

Data source: Scottish burden of disease study: <https://scotland.shinyapps.io/phs-local-trends-scottish-burden-diseases/>

The [Scottish Burden of Disease \(SBoD\) study](#) monitors how diseases, injuries and risk factors prevent the Scottish population from living longer lives in better health. The Burden of disease (BOD) assessment standardises estimates of ill-health (years lived with disability - YLD) and early death (years of life lost - YLL) in a composite measure called Disability-Adjusted Life Years (DALYs), also referred to as health loss.

The BoD assessment thus provides a summary measure about which diseases and injuries have the greatest impact on population health and wellbeing, by combining data on deaths and ill health to estimate the total impact of health loss. This approach also allows comparison of the population level impact of very different diseases and conditions, and it is worth considering the contribution of incidence, duration and severity of a condition to the overall estimated burden. High estimates of DALY may for example arise from a small number of deaths, if they occur at a young age (more years of life lost compared to the best case scenario of life expectancy, than deaths occurring in older age groups). High estimates of DALY may also arise from conditions with a comparatively low severity for each individual affected, but with a very high incidence (and or a long duration), leading to a large overall estimate of health loss at the population level. There are a number of caveats to the burden of disease estimates, including that the methodology does not account for co-morbidities, and thus overall estimates of burden of disease need to be interpreted with caution. The latest published Scottish burden of disease estimates (2019) do not as yet account for the impact of COVID-19.

Figure 11 shows the leading causes of health loss for GGC in 2019, as an age adjusted rate per 100,000 population. This shows the increasing burden of disease with age, as well as the shift in the most important causes of health loss by age group, and how this differs by sex. For those aged 65 or older, Alzheimer's and dementia, ischaemic heart disease, cerebrovascular disease, lower respiratory tract infections, Chronic Obstructive Pulmonary Disease (COPD) and lung cancer are the leading causes of health loss for males and females. For the working age population (25-44 years and 45-64 years) drug use disorders, and depression are amongst the leading causes of health loss for males and females in both of these age groups. For females, lower back and neck pain, as well as anxiety disorders are also leading causes of health loss for 25-44 and 45-64 year olds, and headache disorders and lung cancer in the 25-44 year old and the 45-64 year old age group respectively. For males, alcohol disuse disorders and cirrhosis and liver disease are amongst the leading causes of health loss for 25-44 year olds and 45-64 year olds respectively. Self-harm and interpersonal violence, and lower back and neck pain are also amongst the leading causes of health loss for the 25-44 year old males, with ischaemic heart disease and other cancers¹⁷ contributing as leading causes of health loss for 45-64 year old males.

Figure 12 shows the leading causes of health loss in absolute number of DALYs, by age group and sex for GGC in 2019. It demonstrates that a high proportion of the absolute burden of disease is

¹⁷ other cancers refers to cancers other than: Oesophageal cancer, Stomach cancer, Colorectal cancer, Liver cancer, Pancreatic cancer, Lung cancer, Breast cancer, Ovarian cancer, Prostate cancer, Kidney cancer, Bladder cancer, Non-Hodgkin's Lymphoma, Multiple myeloma and Leukaemia

currently attributable to those in the working age groups and those 65 to 84 years of age. As the population ages, the high rate of burden of disease seen in the older age groups in Figure 10, combined with increasing numbers of individuals in an older age group, will increase the proportion of the burden of disease attributable to the older age groups, and is likely to increase the overall burden of disease. Table 2 shows the corresponding data to [Figure 11](#) and

[Figure 12](#) on number and age adjusted rates of DALYs for the leading causes of health loss for GGC by age group and sex.

Figure 11: Leading causes of health loss as age adjusted rate of DALYs per 100,000 population, by age group and sex in GGC, 2019 (source: PHS)

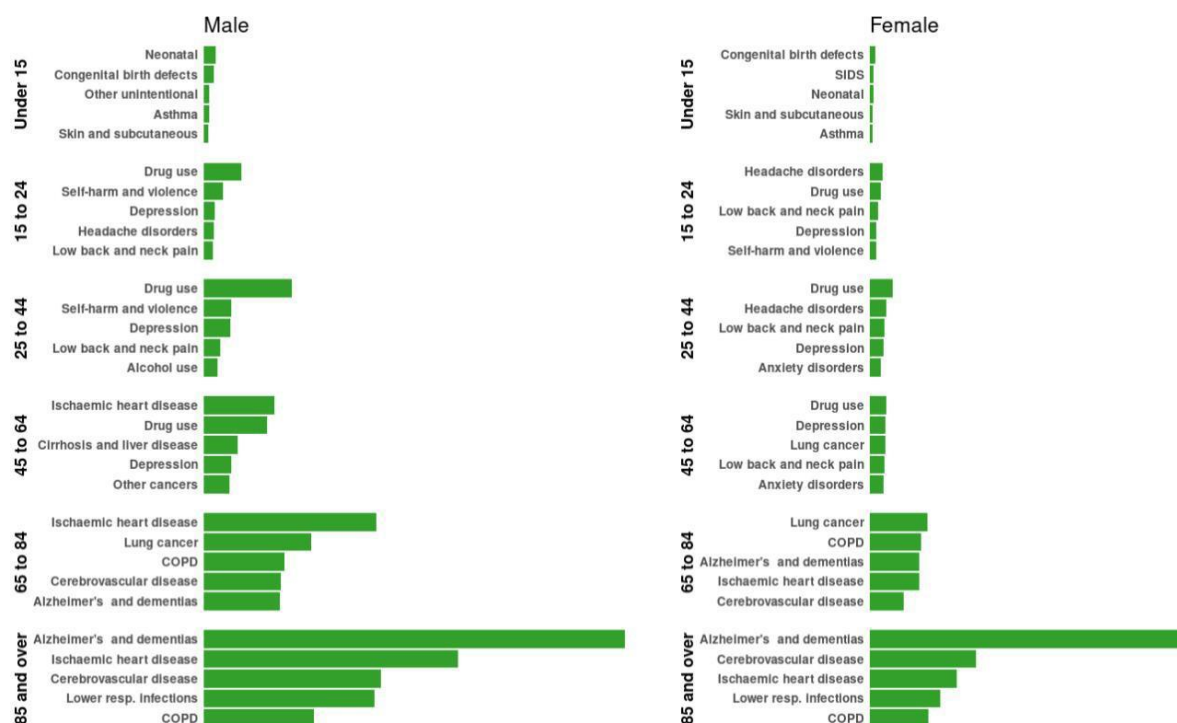


Figure 12: Leading causes of health loss as number of Disability adjusted life years (DALYs) by age group and sex in GGC 2019 (source: PHS)

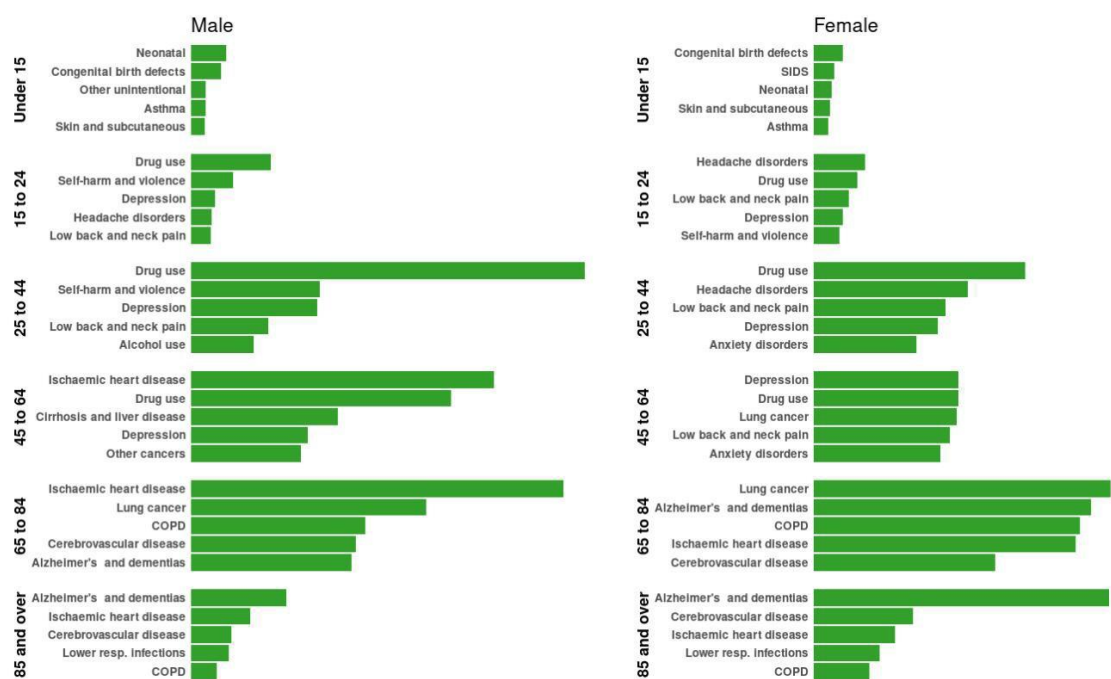


Table 6: Leading causes of health loss as number of Disability adjusted life years (DALYs) and as age adjusted DALY rate per 100,000 population by age group and sex in GGC 2019 (source: PHS)

age group (years)	males			females		
	leading causes of health loss	age adjusted DALY rate per 100,000 population	number of DALYs	leading causes of health loss	age adjusted DALY rate per 100,000 population	number of DALYs
0-14	Neonatal disorders	923.8	918.8	Congenital birth defects	711.4	654.7
	Congenital birth defects	785.2	769.4	Sudden infant death syndrome	480	453.2
	Other unintentional injuries	400.7	372.8	Neonatal disorders	434.9	410.2
	Asthma	390.8	370.2	Skin and subcutaneous diseases	401.4	364.5
	Skin and subcutaneous diseases	363.1	348.6	Asthma	372.2	331.6
15-24	Drug use disorders	2751.5	2055.9	Headache disorders	1548.2	1137.9
	Self-harm and interpersonal violence	1429.5	1088.4	Drug use disorders	1381.1	977.1
	Depression	800	623	Low back and neck pain	1077.3	788.7
	Headache disorders	737.3	542.9	Depression	861.1	648.9
	Low back and neck pain	682.2	508.8	Self-harm and interpersonal violence	763.7	573
25-44	Drug use disorders	6511.7	10159.5	Drug use disorders	2883.2	4699.1
	Self-harm and interpersonal violence	2026.9	3314.3	Headache disorders	2022.2	3435.4
	Depression	1967.5	3267.1	Low back and neck pain	1776.6	2926.8
	Low back and neck pain	1214.9	1992.6	Depression	1686.2	2753.2
	Alcohol use disorders	1034.4	1628.5	Anxiety disorders	1402.7	2289.8
45-64	Ischaemic heart disease	5186.1	7817.8	Drug use disorders	2037.2	3218.6
	Drug use disorders	4682.3	6720.6	Depression	1978.7	3225.3
	Cirrhosis and other chronic liver diseases	2526.4	3780.5	Lung cancer	1927.7	3185.7
	Depression	2044.5	3014.5	Low back and neck pain	1865.4	3029.3
	Other cancers*	1903.8	2837.4	Anxiety disorders	1727	2818
65-84	Ischaemic heart disease	12682	9620.7	Lung cancer	7079	6599.8
	Lung cancer	7933.1	6064	Chronic obstructive pulmonary disease	6288.7	5911.4
	Chronic obstructive pulmonary disease	5986.6	4496.9	Alzheimer's disease and other dementias	6102.2	6168.6
	Cerebrovascular disease	5709.2	4253.2	Ischaemic heart disease	6095	5829.3

	Alzheimer's disease and other dementias	5616.3	4138.7	Cerebrovascular disease	4132.6	4029.3
85+	Alzheimer's disease and other dementias	31010.8	2460	Alzheimer's disease and other dementias	39004.8	6560.2
	Ischaemic heart disease	18718.7	1526.1	Cerebrovascular disease	13114.9	2209.8
	Cerebrovascular disease	13077.2	1050.5	Ischaemic heart disease	10686.8	1817.2
	Lower respiratory infections	12579.4	984.6	Lower respiratory infections	8692.9	1466.3
	Chronic obstructive pulmonary disease	8123.3	668.3	Chronic obstructive pulmonary disease	7163.7	1236.1

*"other cancers" refers to cancers other than Oesophageal cancer, Stomach cancer, Colorectal cancer, Liver cancer, Pancreatic cancer, Lung cancer, Breast cancer, Ovarian cancer, Prostate cancer, Kidney cancer, Bladder cancer, Non-Hodgkin's lymphoma, Multiple myeloma and Leukaemia

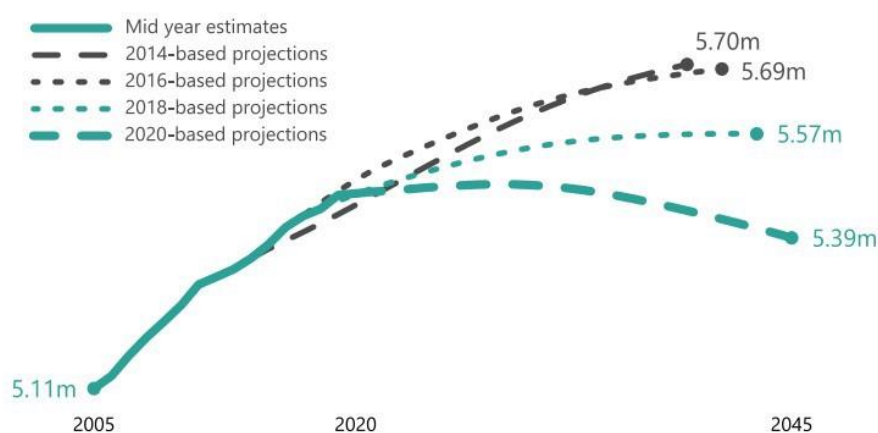
4 Population projections

Data source: [Population Projections | National Records of Scotland \(nrscotland.gov.uk\)](https://www.nrscotland.gov.uk/population-projections)

NRS produces population projections at regular intervals to support planning and provision of public services as well as policy development. Population projections have limitations that need to be taken account of in their application. They are calculated based on a set of underlying assumptions, which build on current trends. The reliability of projections decreases over time, and projections tend to be less reliable in periods of rapid change. Projections for areas with small populations tend to be less reliable than those for areas with large populations. Projections of the number of adults (particularly elderly people) are usually more reliable than those for children because they are based on people who are already living in Scotland. Migration tends to fluctuate more than fertility or mortality, and it is harder to measure, so there tends to be more uncertainty around the migration figures.

Interim 2020-based national projections for each UK country were published in January 2022. They were classed as 'interim' to recognise the period of uncertainty in the mid-2020 base year and the uncertainties in setting long-term demographic assumptions following the onset of the coronavirus pandemic. No variant projections were produced, and they were not followed by sub-national population projections. Therefore, the latest set of sub-national population projections remain 2018-based, and form the basis of this section. It should be noted that the Scotland level projections from 2020 show a slower increase in population to 2028 (compared to the 2018 based projections), and project a decline in the Scottish population between 2028 and 2045. The 2018 projections, still show a continuing (albeit slow) increase in the Scottish population to 2043 (*Figure 13*). The next set of projections (2021 based) is planned for release in 2023.

Figure 13: Comparison of successive population projections for Scotland (source: [NRS](https://www.nrscotland.gov.uk/population-projections)).



4.1 Population projections for NHS Greater Glasgow and Clyde to 2043

The 2018 based sub-national population projections showed a continuing growth in the population of GGC with the population increasing by ~2% over the 10 years to 2028 (1,200,718) and by ~4% over the 25 year projection time frame to 2043 (1,220,659). They showed a continuing upward shift in the age distribution over this time period (*Figure 14*). The proportion of the population aged 85 years or older was projected to increase to 3.3% by 2043, and 18% of the population was projected to be in the 65-84 year old age group by then. The proportion of the population aged 15 years or younger, and the proportion aged 16-24 years, was projected to progressively decrease to 15% and 10% respectively to 2043 (*Figure 14*).

Figure 14: Population pyramid showing 2018 based population projections for NHS Greater Glasgow and Clyde to 2028 and 2043 (source: NRS)

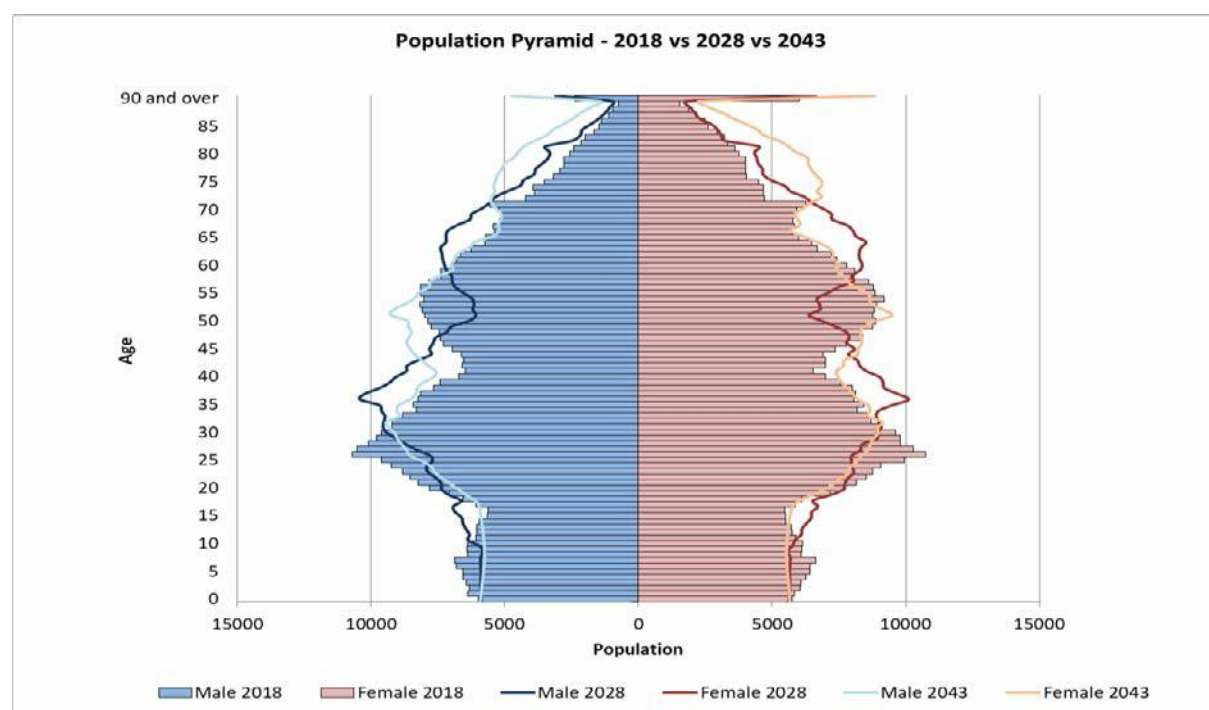
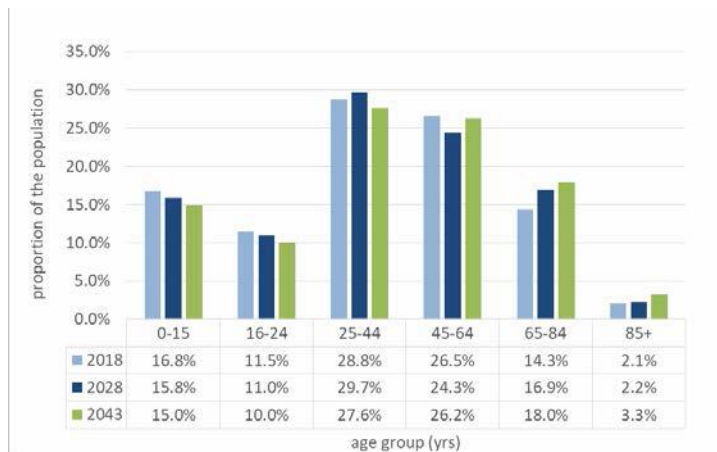
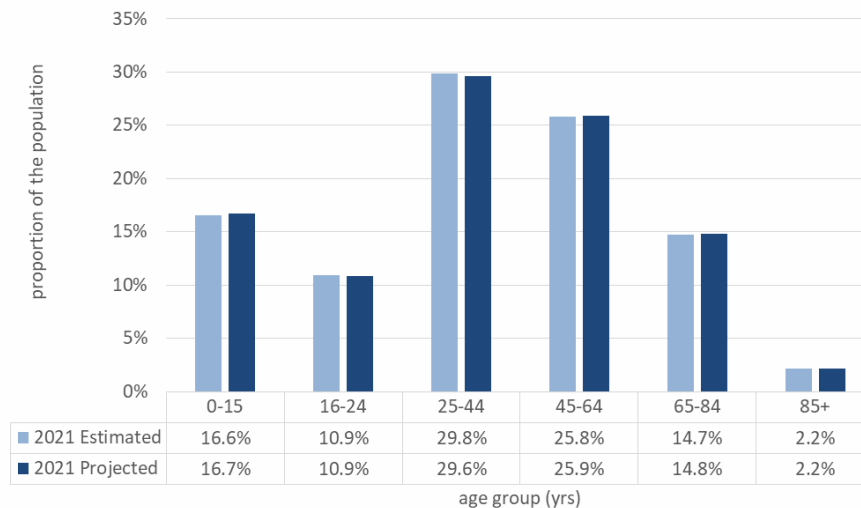


Figure 15: GGC population distribution for as a percentage by age group, 2018 mid-year estimates and projections to 2028 and 2043 (source: NRS)



The most recent estimates for the 2021 mid-year population overall (1,185,040) diverged only minimally from the population projections for 2021 (1,185,013) that were made as part of the longer term 2018 base year projections. The most recent estimates for the 2021 population show a slightly smaller proportion of the population of children aged 15 years or younger, and for adults age 45-64 years and 65-84 years, and a slightly higher proportion of adults aged 25-44 years old, compared to the 2018 based projections for 2021 (*Figure 16*). Based on this comparison, there was no reason to reject the use of the 2018 based projections.

Figure 16: GGC population distribution for as a percentage by age group, 2021 mid-year estimates versus 2018 based projections for 2021 (source: NRS)





To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Director of Children's Services

Heading: Renfrewshire's Community Justice Outcome Improvement Plan

1. Summary

- 1.1 This report details the work undertaken by Community Justice Renfrewshire to produce a Community Justice Outcome Improvement Plan for the period 2023-2026, in accordance with statutory requirements.
- 1.2 The report describes how the plan will shape Community Justice Renfrewshire's activity over the coming years and guide associated reporting.

2. Recommendations

- 2.1 It is recommended that the Communities and Housing Policy Board
 - 2.1.1 approve Renfrewshire's Community Justice Outcome Improvement Plan 2023-2026
 - 2.1.2 note that the Renfrewshire's Community Justice Outcome Improvement Plan will be shared with Community Justice Scotland in the coming months.
-

3. Background

- 3.1 The Community Justice (Scotland) Act 2016 provides the legislative framework for the current model of community justice. The Act places a duty on local authorities and their statutory partners to produce community justice outcome improvement plans for their local authority area.
- 3.2 The revised National Strategy for Community Justice was published in June 2022. The Strategy provides a clear roadmap for future improvement work in Scotland and directs statutory partners at an authority level – known as community justice (CJ) partners - to national areas of focus.
- 3.3 CJ partners are required to publish a Community Justice Outcomes Improvement Plan (CJOIP) setting out which nationally determined outcomes are a priority and identify planned actions required to achieve or maintain nationally determined outcomes.
- 3.4 CJ partners have a collective responsibility to ensure community justice outcomes are achieved through effective collaboration and reporting.

4. Renfrewshire's Community Justice Outcome Improvement Plan

- 4.1 Renfrewshire's Community Justice Outcome Improvement Plan 2023-2026 has been prepared in response to the publication of the revised National Strategy for Community Justice and associated Community Justice Performance Framework (published in April 2023). The plan has been developed by Community Justice Renfrewshire (CJR) composed of senior leaders from public and third sector agencies who provide services and support to individuals involved in the justice system.
- 4.2 The plan focuses on the added value that comes from working together rather than on the contribution of individual agencies. It does not seek to replicate the actions set out in the strategic and service plans of partners, but to present new areas of focus that will contribute to national justice outcomes.
- 4.3 The plan is framed around national aims that contribute to shifting the balance between the use of custody and justice in the community. These are:
 - Optimise the use of diversion and intervention at the earliest opportunity
 - Ensure that robust and high-quality community interventions and public protection arrangements are consistently available across Scotland
 - Ensure that services are accessible and available to address the needs of individuals accused or convicted of an offence
 - Strengthen the leadership, engagement and partnership working of local and national community justice partners

4.4 Community Justice Renfrewshire has identified areas of focus to support these aims over the next three years, drawing on insight of local drivers and lessons learned. These are:

- Improve our understanding around individuals who received direct measures as an alternative to prosecution, identifying opportunities for justice partners and other stakeholders to work more effectively to improve outcomes and reduce re-offending
- Look at opportunities to enhance the rehabilitative support on offer to offenders and improve access through improved referral pathways
- Improve information sharing between community justice stakeholders to support improved transitions
- Improve public understanding and confidence in community justice through strategic communications activity

The plan outlines the broad areas of collaborative work CJR believes will have the greatest impact on national community justice outcomes.

4.5 A detailed action plan and associated measures of success will be developed over the remainder of 2023. This will enable CJR to review the recently published Community Justice Performance Framework and conduct a comprehensive strategic strength and needs assessment as data is released from Community Justice Scotland over the course of the year.

4.6 A range of local measures will be identified to supplement national indicators. Both local and national indicators will be monitored at CJR meetings and will form the basis of annual reports.

5. Next Steps

5.1 Renfrewshire's Community Justice Outcome Improvement Plan will be shared with Community Justice Scotland in accordance with statutory requirements. The plan will be made publicly available, and work will progress with partners to conduct a strategic needs and strengths assessment.

5.2 The governance around CJR will be enhanced to ensure appropriate strategic and operational structures to support decision making, monitoring and reporting.

Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** – the report details a range of activities which reflect local council and community planning themes.

4. **Legal** - None.
5. **Property/Assets** – None
6. **Information Technology** - None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** – None
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
11. **Privacy Impact** – None
12. **Cosla Policy Position** – None.
13. **Climate change** – None

Author: Jamie Gardyne, Community Justice Lead Officer

Community Justice Renfrewshire

Outcome Improvement Plan 2023 to 2026

Contents

1. What is Community Justice?	2
2. Who are Community Justice Renfrewshire?	2
3. Why have a community justice approach?	3
4. Community Justice Scotland	4
5. The Vision for Community Justice in Scotland	5
6. The National Strategy for Community Justice and the Community Justice Performance Framework	5
7. About Renfrewshire	6
8. Building on Success	7
9. Drivers	8
10. Working in Partnership	10
11. Key Priorities Over the Next 12 Months	10
12. How will we know it is working?	11
13. Appendix 1: Table of National Outcomes and Associated Indicators	13

1. What is Community Justice?

Community justice is where people who have broken the law are held to account and supported to reconnect and contribute to their communities.

It's about ensuring those whose lives have been impacted by the justice system receive the right support, at the right time, through the best possible means. For those who work in the justice system, it's about working smarter to understand how we can encourage rehabilitation, reduce reoffending, and see fewer people falling victim to crime.

Where it is safe to do so, people who commit certain crimes receive community-based sentences. This can include treatment for underlying issues such as drug or alcohol addiction, unpaid work, fines and compensation, or restrictions of liberty such as electronic monitoring and curfews.

A community justice approach is also relevant to those leaving custodial sentences and moving back into our communities. It shapes our thinking around how we manage risk whilst providing support and opportunities to ease reintegration and minimise the likelihood of returning to custody and causing further harm to communities.

Evidence shows community justice can help people stop breaking the law again, leading to fewer victims and safer communities.

2. Who are Community Justice Renfrewshire?

Community Justice Renfrewshire (CJR) is the forum where we plan, design, monitor and report on community justice activity. CJR is established within Renfrewshire's Community Planning arrangements, meaning our work feeds into wider activity to improve outcomes for local people.

CJR's broad membership represents statutory and third sectors. Members include:

- Renfrewshire Council
- Renfrewshire Health and Social Care Partnership
- Police Scotland
- Scottish Fire and Rescue
- Scottish Courts and Tribunals
- Scottish Prison Service
- Skills Development Scotland
- Crown Office & Procurator Fiscal Service
- Engage Renfrewshire (third sector interface)
- Criminal Justice Voluntary Sector Forum

- Victim Support
- The Wise Group
- Apex Scotland
- Turning Point Scotland
- NHS Greater Glasgow and Clyde
- Renfrewshire Alcohol and Drug Partnership (ADP)
- OneRen
- Action for Children
- Department for Work and Pensions

Delivering community justice for Renfrewshire depends on effective partnership working. CJR provides the space and time to think about what we do as single agencies and how we can add value to it by sharing ideas, information, and resources that help us target services to those that need it most.

This work is supported by Renfrewshire's Community Justice Lead Officer. It is their job to frame the strategic thinking of statutory and non-statutory partners and support the structures, processes and deliverables that contribute to nationally determined community justice outcomes.

CJR reports to the Community Planning Partnership Executive Committee and the Communities and Housing Policy Board for oversight and governance by elected members. A range of partners are involved in multi-agency processes including MAPPA (Multi-agency Public Protection Arrangements), MARAC (Multi-agency Risk Assessment Conferences) and MATAC (Multi-agency Tasking and Co-ordination) all of which create multi-agency risk management plans.

3. Why have a community justice approach?

Effective community justice has the potential to benefit whole communities. It encourages us to look at the experience and circumstances of those who commit crime to understand the drivers, decisions and behaviour that result in the offence. For some, this lets us identify alternatives to custody that focus on rehabilitation and re-integration, something that evidence suggests can be more effective in reducing offending.

If we're successful in this, we'll see fewer people becoming victims of crime too. This can help improve our communities' perception of how safe and secure they feel and reduce the impact on them. A strong community justice approach depends on effective engagement, creating opportunities to have conversations with our communities – including those who commit and fall victim to crime – to understand their thoughts, feelings and opinions on what justice should look and feel like in Renfrewshire.

This insight also helps us identify the work we need to do to educate and inform what community justice is and the benefits it can bring. Community justice is about providing preventative activities to address some of the issues around health and wellbeing, employment, accommodation, and substance misuse that we know are linked to offending behaviour. For those who have committed an offence, it's about making all the necessary support available to address these needs when this is required. For victims of crime and the wider community, it's important we provide assurance that prison will remain appropriate for people who commit serious offences and pose a risk of serious harm, whilst creating an understanding that for others rehabilitative approaches are proven to work and can offer the best outcomes for individuals and future generations.

A community justice approach requires lots of different groups and organisations to work together. This means we can draw on the skills, knowledge, and expertise of individuals across different sectors who work across all parts of the justice journey, from point of arrest through to integration into the community. Having a broad, multi-disciplinary group responsible for planning how we deliver community justice in Renfrewshire means we can deploy the right people to the right place at the right time. We can take a strategic approach to make best use of the resources we have to deliver on national priorities and respond to local needs.

Public protection will always be our top priority, and with effective risk management systems in place, we will ensure those who have committed offences can be managed safely and effectively into the community where it's appropriate, or transition from custody to community-based service when required and/or agreed.

4. Community Justice Scotland

Community Justice Scotland (CJS) is the national body for community justice in Scotland. CJS has a statutory requirement to promote the National Strategy and monitor the performance of local authorities across national and local community justice outcomes.

CJS provides advice, guidance and assistance to community justice partnerships. They work collaboratively to help drive change by identifying improvements and challenges in the community justice system.

Community Justice Renfrewshire has a strong relationship with CJS. We will build on this over the life of this plan to ensure our approach delivers the best possible outcomes for our communities.

5. The Vision for Community Justice in Scotland

The Vision for Justice in Scotland was published in January 2022. The vision is aligned with the Scottish Government's National Performance Framework (NPF) and sets out a series of aims that will help ensure Scotland is a just, safe, and resilient place to live.

The vision takes a rights-based approach to ensure those who experience the justice system do so fairly, without discrimination and barriers. It emphasises the drive towards evidence-based services that are monitored, evaluated, and reviewed to ensure they are making a positive impact.

The vision is driven by the principles of person-centred, trauma-informed practice and partnership collaboration. This means that justice services should seek out, listen, and understand a person's needs and views and make sure this influences decision making and the types of services delivered. It also means that those who work with people involved in the justice system ensure services are joined up to maximise collective impact, particularly around the areas of prevention and early intervention. Where this is successful, individuals involved in the justice system will feel respected, have a lower risk of further harm, and be better placed on their journey to recovery.

6. The National Strategy for Community Justice and the Community Justice Performance Framework

The National Strategy for Community Justice was published in June 2022. It draws on the evidence and strategic direction set out in the Vision for Justice in Scotland and provides community justice partners a roadmap for future improvement work. Specifically, the strategy supports and drives forward action in relation to the outcomes set out under the aim to 'support rehabilitation, use custody only where there is no alternative and work to reduce reoffending and revictimisation'.

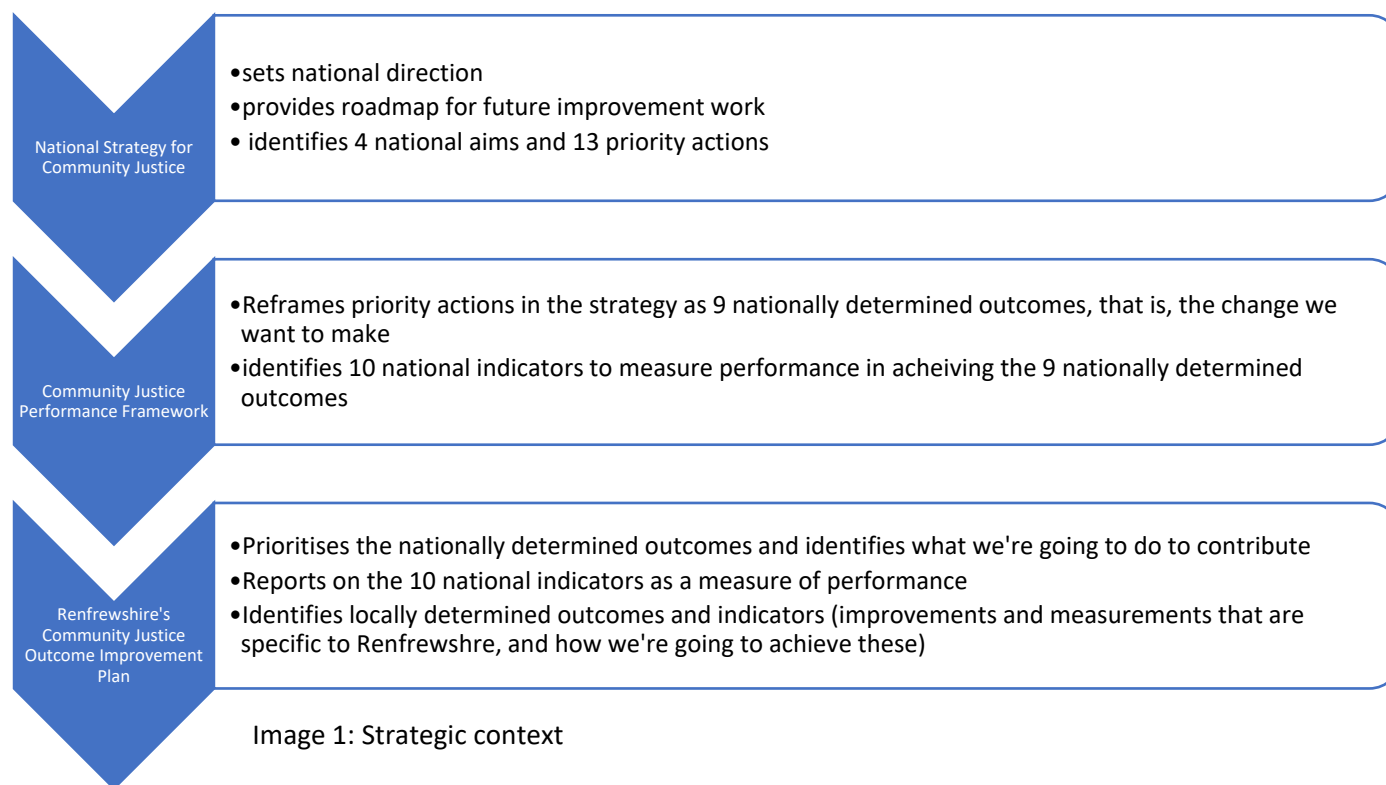
The strategy identifies 4 national aims which the Scottish Government and community justice partners should seek to deliver over the duration of the strategy. The aims are:

1. Optimise the use of diversion and intervention at the earliest opportunity
2. Ensure that robust and high-quality community interventions and public protection arrangements are consistently available across Scotland
3. Ensure that services are accessible and available to address the needs of individuals accused or convicted of an offence
4. Strengthen the leadership, engagement, and partnership working of local and national community justice partners

The priorities set out in the National Strategy are reflected in the national Community Justice Performance Framework (CJPF). CJR and other national partnerships use the

strategy and the CJPF to guide the activity that contributes to national outcomes. These inputs form the structure of our Outcome Improvement Plan.

CJR will use the outcomes and associated indicators set out in the CJPF to report annually on our progress. This will feed through to CJS who will monitor progress at a national level. A table showing the priority actions and national outcomes that are aligned to the four national aims can be found in Appendix 1.



7. About Renfrewshire

In 2022 Renfrewshire Community Planning Partnership (CPP) refreshed Renfrewshire's Community Plan. CPP partners worked together to share and review data and insight – with a focus on community voice – to identify where we need to focus our collective local efforts.

The plan sets a vision that Renfrewshire is **thriving**, with our residents able to share in our plans for inclusive growth. We know a quite a lot of our local population are in low-paid work or under-employed, and this can present challenges in securing an acceptable standard of living. Going forward, our local population will need the skills and knowledge to respond to the changing needs of the economy and access jobs that will likely be important in the future. For those involved in the justice system, we know this might be particularly challenging as there may be more barriers that prevent this group from accessing fair work opportunities.

For our communities to thrive, we also need them to be **well**, both physically and mentally. We know health inequalities mean some groups experience poorer health than others. Isolation and loneliness are key issues for a significant proportion of our population, with many feeling disconnected from services, people, and the place they live. We also know that often a whole-family approach is required to address challenges at an early stage to prevent needs becoming more complex. For the people we work with through CJR, we will make sure we have sight of their physical and mental health and where relevant ensure this plays an important part of their recovery and reintegration. We will also be mindful of the impact of the justice journey to people around the individual – namely their families – to provide support to those who face disruption, uncertainty and potential vulnerability that can have a negative impact on health and wellbeing.

We know that deprivation is an issue for some of our communities. We have a long-term commitment to creating a Renfrewshire that is **fair** by reducing the inequalities that limit life chances. The ongoing cost of living crisis has bolstered our efforts to mitigate poverty and help our communities achieve financial security. We also know we have a particular issue with alcohol and drugs, with our alcohol-specific death rate in our most deprived communities more than 4 times that of our least deprived communities, and our drug-related deaths increasing by 163% since 2010. Involvement in the justice system can add an extra layer of complexity to individual's relationship with alcohol, drugs, and other factors that may give rise to inequalities.

Something that is central to the work of CJR is our efforts to keep Renfrewshire **safe** by reducing harm and protecting vulnerable people. We are encouraged by the fact that the number of recorded crimes has fallen, and our community planning partners will maintain efforts to ensure this continues. We are however aware that the number of recorded domestic abuse incidents continues to increase across Scotland. This continues to be a main driver of child concern referrals too, being the majority reason cited by Police Scotland. Through CJR, we will make sure we complement the work being undertaken to protect people from harm. We will focus on the value we can add by helping individuals at the point they encounter the justice system, drawing on available learning to take a trauma-informed approach to our work.

8. Building on Success

Our last Community Justice Outcomes Improvement Plan 2018-2021 set a strong vision for local improvement activity. We achieved a great deal over this period, not least our coordinated partner response to addressing the impact of the Covid-19 pandemic. Our collaborative, operational focus helped us deliver essential support to our clients at a time when they needed it most.

Many of the driver identified in our last plan are still relevant today, though we understand the needs of some members of our community have grown more complex. We are

mindful that the new National Strategy for Community Justice provides a refreshed view on what our focus needs to be on the coming years, making sure our efforts and those of our colleagues in other areas feed through to support national change. At a local level, our partnership also looks and feels very different to what it did just a few years ago, with people, agencies and structures having gone through big changes. All these factors mean CJR has a great opportunity to review and adapt what we deliver to make sure our efforts are aligned to our client groups' needs. We need to be clear on what works, what doesn't, and what can be improved to make sure our resources have the biggest impact.

We've made early progress in enhancing our governance arrangements, with the new Lead Officer hosted within Renfrewshire Council's Chief Executive Service. This provides a strategic platform to enhance links between justice social work, council services and the wider Renfrewshire Community Planning Partnership. We've also enhanced our relationships with partner members – particularly the third sector – who we worked with closely during the pandemic to address arising priorities around mental health and wellbeing. We embrace change and have successfully re-shaped processes and information between justice social work and Renfrewshire Alcohol and Drug Partnership to help improve the experience for our clients. This has resulted in new pathways for those deemed high risk, helping them secure prompt assessments and appropriate interventions.

We learned a lot from the way we worked with partners, clients and the wider community during the pandemic. Some of the measures put in place such as online meetings, phone contact and innovative homeworking as part of unpaid work activity demonstrated our ability to adapt to challenging circumstances. A good example of this was our local employability support and other activity interventions being offered remotely to clients on community payback orders, making sure these critical relationships were maintained to equip clients with the skills, knowledge and confidence they needed to support positive long-term outcomes.

9. Drivers

The Covid-19 pandemic had a significant impact on justice services across Scotland. Associated restrictions resulted in backlogs at various points in the justice process, with the legacy of these still being felt in places today. The pandemic also required a shift in focus, from strategic, improvement-driven activity to a more responsive, operational service delivery. In the context of community justice, this meant that some key objectives were unable to be progressed in the intended way. Our experience in Renfrewshire mirrored this too, with all our available resource and capacity directed to those in our community who required the most support.

Although we're still feeling the impact of the pandemic and the related issues of the cost-of-living crisis, our focus is shifting back towards improvement-led activity. This is more important now than ever, as we work with our partners – particularly our third sector

organisations - to identify a strategic approach to how we can meet the needs of our community, and within our context, the individuals involved in the justice system.

It's important we review the experience and learning from our community justice colleagues around Scotland and use this to inform our approach in Renfrewshire over the coming years. This will help us start from a stronger position by framing our improvement activity, so it aligns with the national outcomes for community justice. From this, we can identify the following key drivers:

Communication and engagement

The pandemic required us to adapt how we communicate with each other. We couldn't have the conversations in the way we'd have liked, and this made it harder to establish new relationships and strengthen existing ones. Looking ahead, our partnership will focus on improving the breadth and depth of our collaborative relationships to inform our planning. We want our partners to feel valued, and see how their skills, knowledge and expertise can feed in to and add value to single-agency work. We want to make it clear that these individual contributions are essential to help us develop our local approach and ultimately help us achieve our community justice outcomes. For our wider community, we need to promote and raise awareness of community justice in the right way, making sure perceptions are fair and informed. For those with experience of the justice system, we need to create opportunities for these individuals to have their thoughts, feelings and opinions listened to and acted upon to make sure our services and support are effective.

Strategic Planning and Governance

Effective community justice relies on strong partnership working. In Renfrewshire, we're proud of the relationships we've built with our community planning partners, and the more focused work of our CJR. We also know that governance arrangements can be complex. Sometimes, we might perceive duplication of effort across different teams, structures, and streams of work. This can also complicate reporting and monitoring, as we might not always tell a story that's ours to tell.

We know our partnership will always involve lots of teams from lots of different organisations. It's important we make sure we have the right people to inform our approach and make best use of their time. It's also important we have sight of the work being delivered through other governance structures, and where there is a need for us to be a part of that, we contribute strategically and add value. For the work progressed through our own partnership, we must be responsible for designing, delivering, and monitoring our improvement activity that is over and above that delivered by individual teams or organisations and clearly contributes to community justice outcomes.

Evidence-led Approach

The Community Justice Performance Framework provides a consistent approach for community justice partnerships to report progress against national community justice

outcomes. In Renfrewshire – like in other community justice partnerships across Scotland – we will use these to obtain a high-level overview of some of the demand for our justice services and what we deliver. This will direct us to the areas where data suggests we might have a challenge in supply or an unmet demand, and frame a deeper dive into the experience, needs and outcomes for individuals involved at this point in the process.

We will use Community Justice Scotland’s Improvement Tool to identify the local evidence that will help us build this picture. Where there are gaps, we will identify the partner(s) best placed to take this forward. In time, we will develop a detailed picture of the strengths and needs of our local community and use this information to target our partnership activity that adds value and contributes to national justice outcomes.

10. Working in Partnership

Partnership working is crucial to improving community justice outcomes. In addition to the statutory partners, we require the input of a diverse range of individuals and organisations covering a wide range of interests, including housing, employability, and health and wellbeing.

The third sector plays an important role in improving community justice outcomes. They are a source of innovation, responsiveness, and flexibility, and can provide a meaningful connection to otherwise hard-to-reach service users and communities. The most effective way to improve outcomes for people and communities is by joined up working with the third sector at the planning stage.

Community is at the heart of our approach. Whether challenging stigma, employing people with convictions, or participating in community justice planning, improving community justice outcomes requires the involvement and support of local people and businesses.

11. Key Priorities Over the Next 12 Months

We will support the national aim to **optimise the use of diversion and intervention at the earliest opportunity**, where safe to do so, by improving our understanding around the number of individuals who receive direct measures as an alternative to prosecution. We will look at our current processes and identify opportunities to enhance the knowledge and awareness of our teams who work with individuals at this point in the justice system. We want to understand if there are any barriers or challenges that prevent us doing this more effectively. We will improve our understanding around the capacity of our third-sector partners and other potential service providers, and most importantly of all, we want to hear from those who experience direct measures to understand the impact it’s had.

We will make progress to **ensure that robust, high-quality interventions and public protection arrangements are available in Renfrewshire**, building on early work to develop proposals for early intervention services with appropriate referral pathways. We will look at the experience and outcomes of individuals who participate in community sentences and identify opportunities to enhance the rehabilitative support on offer, particularly in relation to desistance from domestic abuse and sexual offending. We will take time to listen to the views of the community justice workforce and look at where we can better equip them to deliver these essential interventions.

We will take time to **review the services we have on offer to individuals accused or convicted of an offence** to make sure information sharing and transitions between services are as best they can be. We will look at the mechanisms we have in place to ensure individuals in the justice system have the knowledge and confidence that their needs will be met upon release, particularly those relating to health, housing, and employment. We will take time to consider how, when and who provides this support to maximise the likelihood of it being accepted and acted upon

We know that partnership working and strategic planning is key to achieving national community justice outcomes. We will work together to **strengthen our leadership, engagement, and integrated approach** by looking at who we are, what we do and how we do it. We want to reduce the opportunity for duplication across similar work areas and refine our structure and decision making to clearly show the value our partnership adds. We need to effectively engage with individuals whose lives have been impacted by the justice system to make sure their experiences, thoughts and opinions guide our route to improvement. We also need to think about how we can highlight and promote the benefits of community justice to our local population and consider how we can improve awareness and confidence in positive community justice outcomes.

12. How will we know it is working?

Community Justice Scotland oversees the work being delivered in each of council area. This plan is part of that oversight. Every Community Justice Partnership is required to have a plan which explains what they intend to do to reduce offending and re-offending in their local area. Community Justice Scotland will give us feedback on the plan and give us support with things that we want to improve.

We will write a new plan every three years, but there will be annual reviews so that we can check our work is on track and that the priorities are still the right ones for Renfrewshire.

Our performance against national outcomes will initially be measured against national indicators and then – once agreed by our partnership – appropriate local evidence. We will develop a detailed action plan once we have reviewed our priority areas over the next 12 months. Progress against this action plan will be reviewed by our Community Justice

Renfrewshire Steering Group and submitted to Community Justice Scotland as part of the national reporting mechanism.

We understand that circumstances can change quickly, and our partnership will remain open to emerging needs and opportunities and take steps to re-align our focus as necessary.

13. Appendix 1: Table of National Outcomes and Associated Indicators

Priority Actions from National Strategy for Community Justice	National outcomes	National indicators
Aim 1 - Optimise the use of diversion and intervention at the earliest opportunity		
1. Enhance intervention at the earliest opportunity by ensuring greater consistency, confidence in and awareness of services which support the use of direct measures and diversion from prosecution	More people successfully complete diversion from prosecution	Number of diversion from prosecution: <ul style="list-style-type: none"> assessments undertaken cases commenced cases successfully completed
2. Improve the identification of underlying needs and the delivery of support following arrest by ensuring the provision of person-centred care within police custody and building upon referral opportunities to services including substance use and mental health services	More people in police custody receive support to address their needs	Number of: <ul style="list-style-type: none"> referrals from custody centres
Aim 2 - Ensure that robust and high quality community interventions and public protection arrangements are consistently available across Scotland		
3. Support the use of robust alternatives to remand by ensuring high quality bail services are consistently available and delivered effectively	More people are assessed for and successfully complete bail supervision	Number of: <ul style="list-style-type: none"> assessment reports for bail suitability bail supervision cases commenced bail supervision cases completed

4. Strengthen options for safe and supported management in the community by increasing and widening the use of electronic monitoring technologies	<p>No nationally determined outcome.</p> <p>This priority action currently has no robust and measurable national outcome. This will be considered as part of future development.</p> <p>Local evidence can still be collected to support activity relating to this priority action.</p>	N/A
5. Ensure that those given community sentences are supervised and supported appropriately to protect the public, promote desistance from offending and enable rehabilitation by delivering high quality, consistently available, trauma-informed services and programmes	<p>More people access services to support desistance and successfully complete community sentences</p>	<p>Percentage of:</p> <ul style="list-style-type: none"> • community payback orders successfully completed • drug treatment and testing orders successfully completed
6. Ensure restorative justice is available across Scotland to all those who wish to access it by promoting and supporting the appropriate and safe provision of available services	<p>No nationally determined outcome.</p> <p>Achievement of this priority action will be tracked through the implementation of the restorative justice action plan and other national governance structures.</p> <p>Local evidence can still be collected to support activity relating to this priority action.</p>	N/A
Aim 3 - Ensure that services are accessible and available to address the needs of individuals accused or convicted of an offence		

7. Enhance individuals' access to health and social care and continuity of care following release from prison by improving the sharing of information and partnership-working between relevant partners	More people have access to, and continuity of, health and social care following release from a prison sentence	Number of transfers in drug/alcohol treatments from: <ul style="list-style-type: none"> • custody to community
8. Ensure that the housing needs of individuals in prison are addressed consistently and at an early stage by fully implementing and embedding the Sustainable Housing on Release for Everyone (SHORE) standards across all local authority areas	More people have access to suitable accommodation following release from a prison sentence	Number of: <ul style="list-style-type: none"> • homelessness applications where prison was the property the main applicant became homeless from
9. Enhance individual's life skills and readiness for employment by ensuring increased access to employability support through effective education, learning, training, career services and relevant benefit services	More people with convictions access support to enhance their readiness for employment	Percentage of: <ul style="list-style-type: none"> • those in employability services with convictions
10. Enhance community integration and support by increasing and promoting greater use of voluntary throughcare and third sector services	More people access voluntary throughcare following a short term prison sentence	Number of: <ul style="list-style-type: none"> • voluntary throughcare cases commenced
Am 4. Strengthen the leadership, engagement, and partnership working of local and national community justice partners		
11. Deliver improved community justice outcomes by ensuring that effective leadership and governance arrangements are in place and working well, collaborating with partners and planning strategically	No nationally determined outcome. Improvement in relation to this priority action can be demonstrated through progress in the 9 outcomes in the CJPF. The themes within this priority action are also captured within the Care Inspectorate's guide to self-evaluation for community justice partners in Scotland.	N/A

	Local evidence can still be collected to support activity relating to this action.	
12. Enhance partnership planning and implementation by ensuring the voices of victims of crime, survivors, those with lived experience and their families are effectively incorporated and embedded	<p>No nationally determined outcome.</p> <p>Improvement in relation to this priority action can be demonstrated through progress in the 9 outcomes in the CJPF. The themes within this priority action are also captured within the Care Inspectorate's guide to self-evaluation for community justice partners in Scotland.</p> <p>Local evidence can still be collected to support activity relating to this action.</p>	N/A
13. Support integration and reduce stigma by ensuring the community and workforce have an improved understanding of and confidence in community justice	More people across the workforce and in the community understand, and have confidence in, community justice	<p>Percentage of people who agree that:</p> <ul style="list-style-type: none"> • people should help their community as part of a community sentence rather than spend a few months in prison for a minor offence



To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Chief Executive

Heading: Land adjacent to 8 Fulwood Avenue, Linwood

1. Summary

- 1.1 The purpose of this report is to declare an area of land adjacent to 8 Fulwood Avenue, Linwood surplus to requirements. The land sits within the Housing Revenue Account.

2. Recommendations

2.1 It is recommended that the Board:

- i) Declare the area of land shown on the attached plan surplus to requirements, with a view to disposing of it to the adjacent owner of 8 Fulwood Avenue, Linwood.
- ii) Authorise the sale thereof to the adjoining proprietor of 8 Fulwood Avenue, Linwood, on such terms and conditions as may be negotiated by the Head of Economy & Development utilising delegated powers.
- iii) Authorise the Head of Corporate Governance in conjunction with the Head of Housing to conclude the sale incorporating into the bargain such terms and conditions as may be deemed necessary to protect the Council's interest.

3. Background

- 3.1 The area of land shown on the attached plan extending to approximately 26 sqm is currently garden ground leased to the Council house tenant of 6 Fulwood Avenue, Linwood.

- 3.2 The owner of 8 Fulwood Avenue has expressed an interest in acquiring this land to provide additional garden ground. An agreed purchase price has been reached, but this is subject to the Board declaring the ground surplus.
 - 3.3 The purchase price of the land will be at a level upon which delegated powers granted to the Head of Economy & Development for disposal purposes will be utilised.
 - 3.4 The purchaser will be liable to meet the Council's reasonable professional and legal expenses incurred in processing this transaction.
 - 3.5 The Head of Housing, in consultation with the tenant of 6 Fulwood Avenue, is not opposed to the land being declared surplus.
-

Implications of the Report

- 1. **Financial** – The HRA will benefit from a minor capital receipt.
 - 2. **HR & Organisational Development** – None.
 - 3. **Community Planning** – None.
 - 4. **Legal** – Conveyancing of land required.
 - 5. **Property/Assets** – As per report.
 - 6. **Information Technology** – None.
 - 7. **Equality & Human Rights**
 - (a) 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. Required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 - 8. **Health & Safety** – None.
 - 9. **Procurement** – None.
 - 10. **Risk** – None.
 - 11. **Privacy Impact** – None.
 - 12. **Cosla Policy Position** – Not Applicable.
-

List of Background Papers

(a) None.

Author: andrew.smith@renfrewshire.gov.uk

CHIEF EXECUTIVE'S ASSET & ESTATES SECTION



Renfrewshire
Council

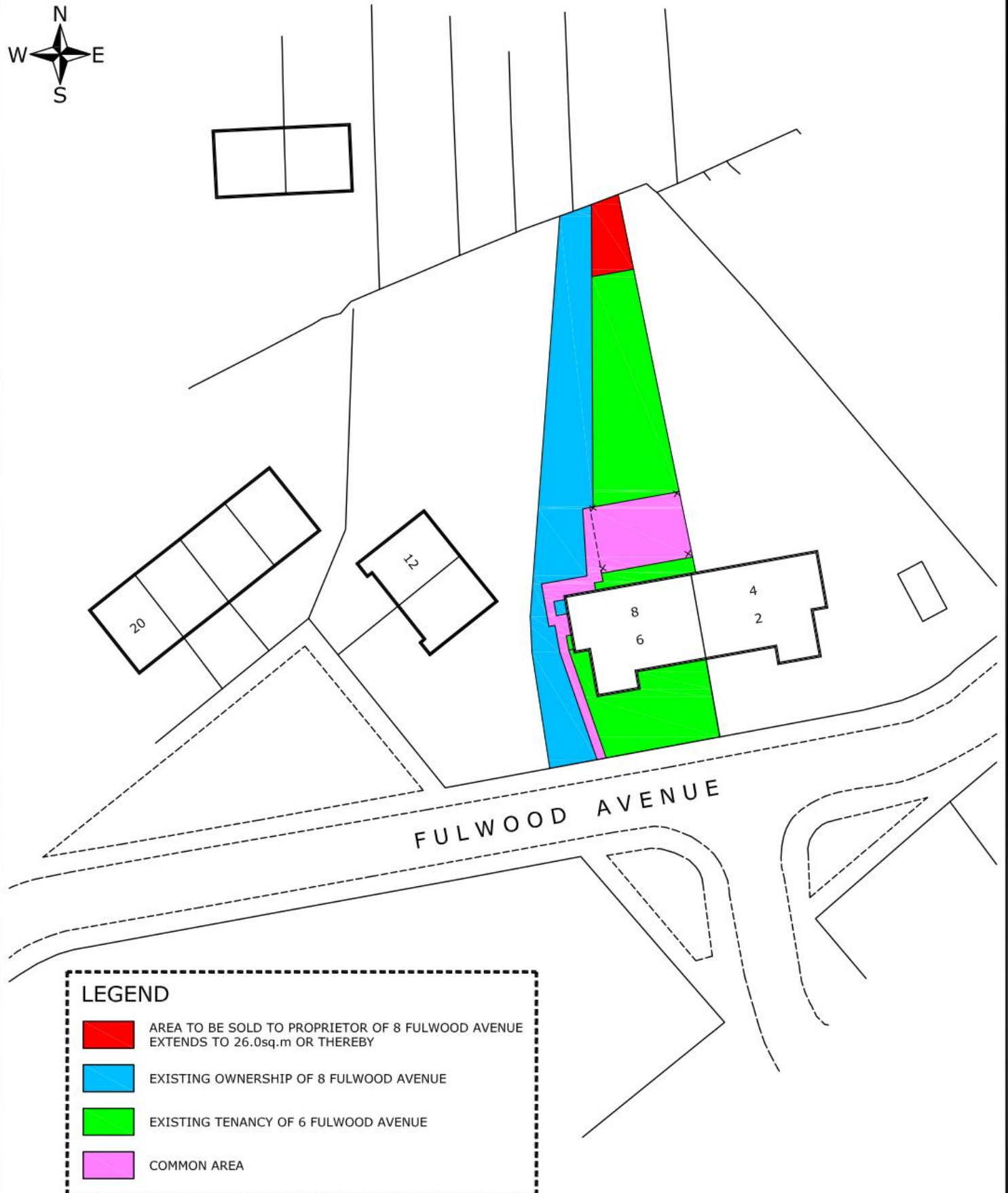
TITLE REPORT PLAN
LAND TO REAR OF
6/8 FULWOOD AVENUE, LINWOOD

DRAWING No. E3359

SCALE 1:500

DRAWN BY JW

DATE APR 2023





To: Communities and Housing Policy Board

On: 16 May 2023

Report by: Chief Executive

Heading: Disposal of property at 20 Thornhill, Johnstone

Summary

1.1 The purpose of this report is to declare the property at 20 Thornhill, Johnstone, shown on the attached plan (E3321) as surplus to requirements. The property is held on the Housing Revenue Account and is located within a parade of seven shops with residential properties above.

2. Recommendations

2.1 **It is recommended that the Board:**

2.2 Declare the property located at 20 Thornhill, Johnstone shown on the attached plan, as surplus to requirements, with a view to disposing to the existing tenant.

2.3 Authorise the sale thereof to the existing tenant at 20 Thornhill, Johnstone on the provisional terms and conditions that have been agreed and are detailed in this report.

2.4 Authorise the Head of Corporate Governance to conclude the sale incorporating into the bargain such terms and conditions as may be deemed necessary to protect the Council's interest.

3. **Background**

- 3.1 The existing tenant has requested to purchase the property located at 20 Thornhill, Johnstone which they currently lease from the Council. The tenant has been in occupation for over 10 years. The current rent per annum is £9,200.
 - 3.2 The tenant submitted an offer of £110k for the property however after consideration, this was below market value. After some negotiations, a provisional purchase price of £125k has been agreed. This is considered best value for the disposal of this property.
 - 3.3 The property is held on the Housing Revenue Account and is located within a parade of seven shops with residential properties above. Of the seven shops, two have been disposed by the Council. The residential properties are a mix of Council and privately owned.
 - 3.4 Head of Housing Services has confirmed that there would be no objection to this disposal and Legal Services have confirmed that there would be no title restrictions that would prevent the sale.
 - 3.5 The purchaser will be liable to meet the Council's reasonable professional and legal expenses incurred in processing this transaction.
-

4. The following terms and conditions have provisionally been agreed with the purchaser

- The purchase price for the property shall be £125,000 exclusive of VAT
 - The date of entry will be agreed by both parties but shall be within 6 months of the board approval.
 - The property is to be sold in its current condition.
 - The purchase price together with all other monies owed to Renfrewshire Council shall be paid in full by the date of entry.
 - The disposal of this property will be subject to obtaining the necessary board approval.
 - All and any other terms as considered necessary by Corporate Governance.
-

Implications of the Report

1. **Financial** – HRA will benefit from this capital receipt.
2. **HR & Organisational Development** – None.
3. **Community Planning** - None.
4. **Legal** – Conveyancing of disposal as required.

5. **Property/Assets** – As per report.

6. **Information Technology** – None.

7. **Equality & Human Rights**

(a) 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. Required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None.

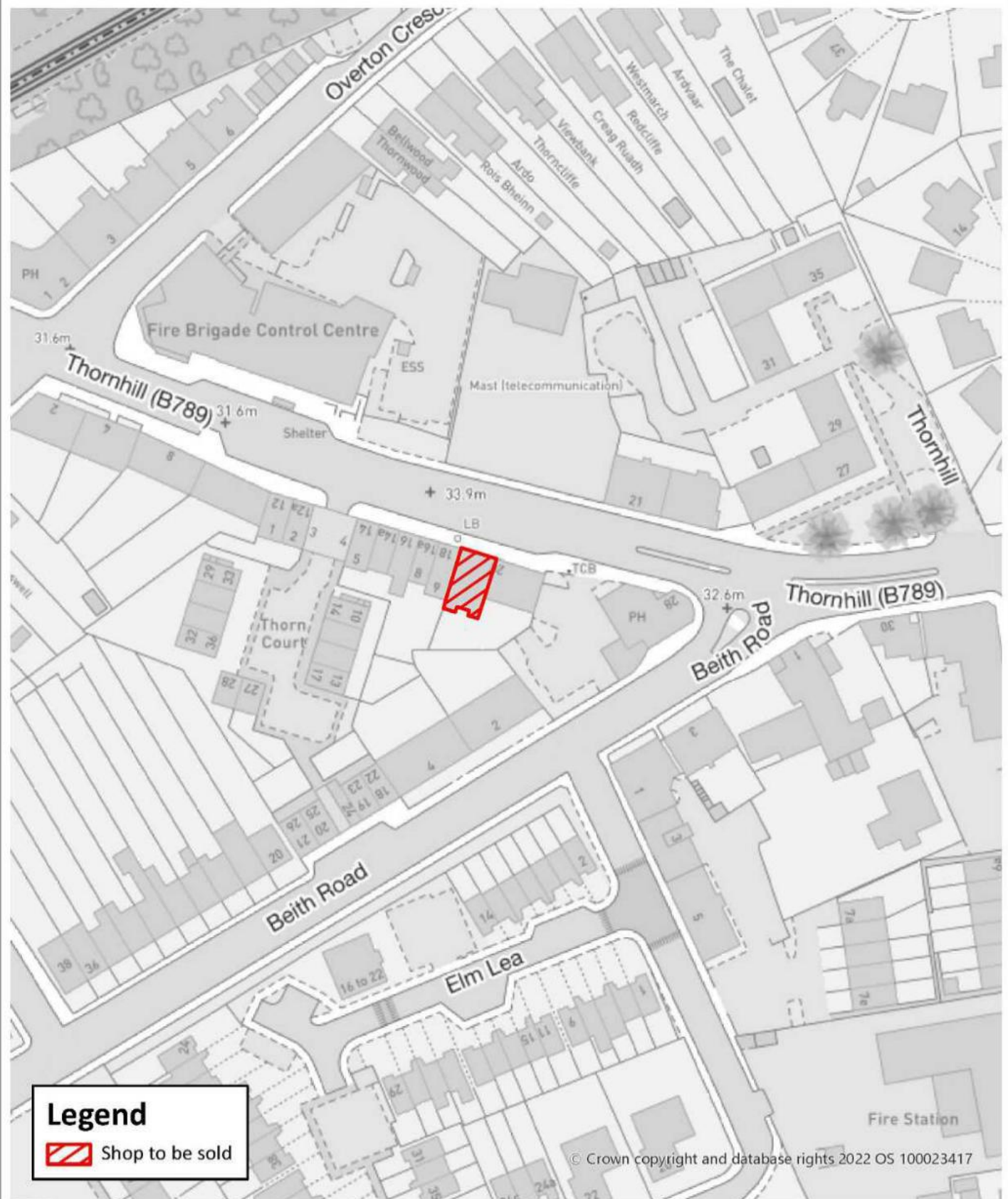
9. **Procurement** – None.

10. **Risk** – None.

11. **Privacy Impact** – None.

12. **Cosla Policy Position** – Not Applicable.

Author: Louise Le Good
Louise.legood@renfrewshire.gov.uk
07483 335 786



Notes: